

**Request for Proposal (RFP) for Selection of
Agency for Supply, Installation &
Commissioning of
Smart Classrooms for Odisha Adarsha
Vidyalaya Sangathan
(OAVS)**

RFP No. - OCAC-SEGP-INFRA-0037-2023-23058, Dated 05-10-2023



**Odisha Computer Application Centre (Technical
Directorate of E&IT Department, Government of
Odisha), N-1/7-D, Acharya Vihar, PO- RRL,
Bhubaneswar – 751013, EPBX:
0674-2567280 / 2567064 / 2567295 / 2567283**

Disclaimer

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.

Odisha Computer Application Centre (OCAC)

Instruction to Bidders for Online Bid Submission

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

Bidder Enrolment can be done using “**Bidder Enrolment**”.

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

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

GUIDELINES FOR REGISTRATION:

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

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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 declaration 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

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other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
9. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

For any clarification in using eNivida Portal:

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

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

Phone No. 011-49606060

Mail id: - odishaenivida@gmail.com

Acronyms and Glossary of Terms

Acronyms / Abbreviations	Description
OCAC	Odisha Computer Application Centre
EMD	Earnest Money Deposit
IT	Information Technology
LD	Liquidated Damages
LOI	Letter of Intent
OEM	Original Equipment Manufacturer
OS	Operating System
SLA	Service Level Agreement
UAT	User Acceptance Test

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Important Dates & Information

Information	Details
Bid Inviting Authority	Odisha Computer Application Center (OCAC) (Technical Directorate of I.T. Dept, Govt. of Odisha)
Correspondence Address	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
RFP Name	RFP for Selection of Agency for Procurement, Supply, Installation & Commissioning of 2250 Nos of Smart Classrooms for Odisha Adarsha Vidyalaya.
Bid Reference No. and Date	OCAC-SEGP-INFRA-0037-2023-23058, Dated 05-10-2023
Non-Refundable RFP Document Fee	<p>₹11,200/-(inclusive of 12% GST) Eleven Thousand Two Hundred Only in the form of Demand Draft drawn on any Nationalized Bank or Scheduled Commercial Bank in favor of "Odisha Computer Application Centre ", payable at Bhubaneswar.</p> <p><i>The RFP document fee can also be transfer online through NEFT only to Union Bank of India, Account Number 149316300000195, IFSC Code - UBIN0814938, Acharya Vihar Branch, Bhubaneswar, Account Name - Odisha Computer Application Centre. In case of NEFT online transfer of RFP Document fee, the firm must mention the Firm Name, Amount Transfer with Transaction ID, Tender Enquire Number, GST No in the mail.</i></p>
Earnest Money Deposit (EMD)	<p>The bidder must have submitted the EMD of ₹1,00,00,000/- (Rupees One Crore only) in the shape of Demand Draft (DD) 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.</p> <p>Bidder should upload the scan copy of the DD online and submit the original DD at OCAC office on or before 02/11/2023, 3.00 PM.</p>
Availability of Bid Document in the website (www.ocac.in www.odisha.gov.in)	05-10-2023 To 31-10-2023 at 03:00 PM

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Last date for receiving queries	10-10-2023 by 04:00 PM
Date and Time of Pre-bid Conference	11-10-2023 at 12:30 PM
Issue of Corrigendum (if Required)	18-10-2023
Last Date and Time for Submission of Bid document	31-10-2023 by 03:00 PM
Date and Time of opening of Pre-Qualification Bids (PQ) & Technical Bids (TB)	31-10-2023 at 04:00 PM
Opening of Commercial Bid(CB)	To be informed

1. Notice Inviting RFP

OCAC invites proposals from reputed agencies of National and International repute, for "Smart Class" for Odisha Adarsha Vidyalaya Sangathan (OAVS), Government of Odisha, as detailed in the Scope of Work in this RFP.

The RFP document can be downloaded from the OCAC websites <http://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)

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2. Fact Sheet

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

Clause Reference	Topic
The Proposal	Odisha Computer Application Centre (OCAC) invites RFP for Selection of Agency for Supply, Installation & Commissioning of Two Thousand Two Hundred Fifty (2250) numbers of Smart Classrooms for Odisha Adarsha Vidyalaya (OVA), Government of Odisha.
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 (i.e., Pre-qualification), Technical & Financial bid in e-Nivida 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 80% mark or above shall be opened. OCAC reserves the right to award the contract to more than one bidder, at L1 price in the interest of speedy implementation of the Project.
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 ₹1,00,00,000/- (Rupees One Crore Only) in the shape of Demand Draft (DD) 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. Bidder should upload the scan copy of the DD online and submit the original DD at OCAC office on or before 02/11/2023, 3.00 PM
Performance Bank	Performance Bank Guarantee (PBG) @ 10% of the cost of the project from any Nationalized/Scheduled Commercial Bank in the

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Guarantee (PBG)	prescribed format in favour 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 to be submitted on or before last date of submission at:	<p>The proposal must be submitted to:</p> <p>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)</p> <p>Proposals must be submitted on or before 31-10-2023 by 03:00 PM through electronic mode only. No physical copies of the documents will be accepted.</p>

3. Invitation for Bids

Odisha Computer Application Centre (OCAC) invites bids from eligible bidders who have the necessary qualifications for Procurement, Supply, Installation and Commissioning of 2250 nos of Smart Classrooms for Odisha Adarsha Vidyalaya Sangathan (OAVS) as per the "Scope of Work" described in this RFP. The detail school list is attached in this RFP.

The Bid document has been published in the official website of OCAC [w, https://enivida.odisha.gov.in](https://enivida.odisha.gov.in) and <http://www.odisha.gov.in>. The tender advertisement has also been published in leading newspapers for wide circulation. Bidders are requested to go through the Bid document carefully and participate in the bidding process with all necessary details as required.

This RFP is issued by OCAC, which is the sole point of contact during the selection process. The Nodal Officer responsible for entire process is General Manager (Admin).

4. Background Information

Odisha Adarsha Vidyalaya Sangathan (OAVS), a society under Society Registration Act-1860 of Odisha, under the Vidyalaya and Mass Education Department of Government of Odisha has been established on the 19th day of September 2015. This ambitious project of the Government of Odisha, aims to establish English Medium Vidyalayas with CBSE affiliation and with state of art building with all amenities at each of the 314 Blocks of Odisha.

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Odisha Adarsha Vidyalaya Sangathan (OAVS), under Department of School & Mass Education, Govt. of Odisha is planning to implement smart classroom for enhancing the teaching learning process. The focus is on enhanced interactivity in a classroom using Information and Communication Technologies (ICTs) on multi-media-based content resources platform known as Smart Classrooms are technology enhanced classrooms that encourage opportunities for teaching and learning by integrating technology solutions to enable educators to develop and share content in real-time/off-line, and empower student to play an active role in learning.

The purpose of this RFP is to provide the bidders with information to enable them to prepare and submit a proposal for Supply, Installation & Commissioning of Smart Classrooms for Odisha Adarsha Vidyalaya Sangathan (OAVS).

5. Requirement, Scope of Work, Deliveries & Timelines

The scope of work primarily focuses on Implementation of Smart Classrooms in the selected schools of Odisha Adarsha Vidyalaya Sangathan (OAVS) which includes procurement, supply, installation, commission, operation & management support of Smart Classrooms for a period of five (5) years.

5.1. Detailed Requirement under this Project

- a) Procurement, Supply, Installation, Commission and Maintenance of Smart Interactive Panel, Webcam, UPS and Router.
- b) All the software and hardware required to meet the required functionalities should be supplied by the selected bidder.
- c) 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.

5.2. Detailed Scope under this Project

The major components factored for the project are listed below: -

- a.) Site survey & feasibility is to be undertaken for identification of the classrooms at each school for the establishment of Smart Classroom at respective site.
- b.) Handing/taking over the site for physical possession.
- c.) Procurement, Supply and installation of smart class hardware, operating system, application software etc. in selected schools.
- d.) Configuration & setup of smart class hardware and software.
- e.) The bidder while designing and implementing the smart class systems, needs to take into consideration that the schools are not air conditioned and are not acoustically designed. The electricity provisioning would be provided by the respective School Authority.
- f.) The Bidder shall ensure the safe delivery of the equipment up to the designated place of installation. Any transit insurance, labor, road permits etc., if required for the same, shall be arranged by the Bidder at no extra cost to OCAC/Client Department .
- g.) Testing of the equipment commissioned and ensuring proper functioning at all levels.
- h.) Training of teachers will be conducted at the district level in batches (40 teachers each batch)
- i.) The bidder needs to submit the successful completion of training along with the attendance sheet and acknowledgment of the teachers.
- j.) The proposed solution should have latest technology features and standards.
- k.) Overall operation and management of the entire system for a period of 5 years.
- m.) Deployment of requisite manpower with requisite qualification & experience.
- n.) The Bidder will be required to operate and maintain the entire IT Infrastructure Equipment with its associated software and is responsible for entire Operation & Management Support of the project during the contract period for 5 years. However, the schools premises upkeep, safety and the electrical maintenance will be the responsibility of the school authorities.
- o.) The Bidder must ensure that the IT equipment and accessories supplied and delivered by them to each school are in good condition. Each IT equipment and accessories shall be packed in a non- hazardous packing of appropriate size. If any defect is found pursuant to the post-supply test in respect of the supplied quantity of the IT equipment and accessories, the Bidder shall replace the rejected equipment and accessories for the particular School with the new ones as per the instructions of OCAC/OAV'S Management.
- p.) The bidder is responsible to maintain documentation on the progress of the smart classrooms work and will have to update the same on regular basis to OCAC/Client Department Management Team.
- q.) Device Management including remote device management.
- r.) Training for teachers/headmaster on how to use the smart classroom and the content.

s.) Helpdesk and onsite support for repair and maintenance of smart class hardware and software.

5.3. Warranty & Support

- Warranty shall be provided by the bidder for the entire contract period of the project for all the equipment supplied and to ensure the smooth functioning and to achieve the highest uptime on the offered solution.
- 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.
- Advanced replacement/repair of hardware.
- Software updates and upgrades at no cost to Odisha Adarsha Vidyalaya Sangathan (OAVS).
- On-site support from the Bidder.
- Warranty support of entire equipment's for a period of 5 years.

5.4. Training & Handholding

Key training requirements of the Bidder are listed below: -

- i. Conduct training need assessment and prepare a detailed training strategy. Such strategy shall provide training set-up details, training approach and methodology, training plan etc.
- ii. Training Materials, Applications, User Manual and Completion Reports.
- iii. Bear the expenses towards training, quoted as part of the Financial Proposal submitted.
- iv. Provide hands-on training on the hardware, software application such that users are conversant with the functionalities, features and processes built in the solution.
- v. Submit Attendance Record of the attendees (in Hard copy) along with the session plan for the day.
- vi. Deploy adequate training resources.
- vii. Deployed trainers should be fluent in speaking Hindi, English & Odia.
- viii. The Bidder shall be responsible for training, orientation, and handholding of the school headmaster so they can further train the teachers accordingly.

5.5. Helpdesk and Onsite support

The Bidder shall be required to set up a centralized Helpdesk support at Odisha Adarsha Vidyalaya Sangathan (OAVS) Bhubaneswar office for logging issues and complaints from various stakeholders and resolving them in time bound manner.

The Bidder shall deploy adequate manpower including IT Coordinators / operators and IT Managers who would provide day to day operation & management support.

Bidder shall deploy manpower at schools at field level (Resident Field Engineer). Minimum qualification for manpower shall be any graduate/diploma with good Computer, Hardware, Networking and communication skills (both Hindi, English & Odia) who can manage smart class hardware and software components on site and provide training, orientation as well as hand holding to different stakeholders. List of all Manpower to be submitted within 40 working days from the date of issuance of Work Order.

5.6. Helpdesk

The helpdesk service will serve as a single point of contact for all the support related to smart classes. The Helpdesk shall undertake the following activities: -

1. Log issues /Complaints / Grievances related to smart class components including Application, Hardware, digital content, Connectivity, etc. at each location identified by the department,
2. Track each issue / complaint / Grievance to resolution. Track each issue / complaint to resolution.
3. Escalate the issues / complaints / Grievances, to State / Department Authorities if necessary, as per the escalation matrix defined in discussion with the department
4. Provide feedback and resolution to the callers
5. Helpdesk Phone Numbers to be provided by the department and Specific e-mail account for day to day support to be set up by the Department/OCAC

It is required that IT Managers are deployed at the Helpdesk center, who will be responsible for handling all Level-1 IT and Hardware issues related to the different components of smart class at all locations. The IT manager shall be responsible for providing remote assistance to all Government schools if required, and further assigning the call to district level IT support team, for personal visit in cases where the remote assistance is not possible to resolve the issue. On getting the required information about the issue from the IT manager, the district level IT coordinator should provide all necessary assistance in resolving the IT issues onsite and log the status update with the Helpdesk for closure.

5.7. Onsite Support

Bidder will provide 5-year standard onsite warranty support from date of final delivery and acceptance by respective schools or end user. In addition, the Bidder shall ensure the following:

1. Set up Service Centers one in the state which would be responsible for any kind or repair, configuration, installation, replacement of parts or whole, etc. to all smart

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class components that may be brought by the Resident Field Engineer.

2. Deploy Twenty-two (28) Nos of Resident Field Engineer (at least 1 for each 80 Schools) for all Schools who shall be responsible for providing support to schools within their designated area for any kind of after sales support, in coordination with centralized Helpdesk support services

3. Any kind of handholding, orientation, training support, as needed by the intended Users. It is planned that all such sessions shall be conducted at the school level however the IT Coordinators should be able, willing and flexible to visit any government school if required.

Bidder shall also arrange to repair / replace the defective device as per defined Response and Resolution times of placing a call. The District level IT Coordinators may move around in tandem to cover all Government schools under their designated area, as required. At least 5% of critical hot spares should be maintained till the completion of the warranty contract period and operate their services.

4. For manpower deployment in the project, bidder must comply to the minimum Wages Act of Odisha and every manpower should be covered with EPF and ESIC /Insurance.

The minimum recommended salary should be: -

1. Monthly Salary of IT Manager: ₹30000.00
2. Monthly Salary of Helpdesk/ IT Coordinators: ₹18000.00
3. Monthly Salary Field Engineer: ₹20000.00

Note: In the commercial bid, the bidder must quote the manpower cost inclusive of TA, DA & Other additional service charges as per Industry Standard.

Minimum Manpower Requirement		
Manpower	No of Persons	Qualifications
IT Manager	01	Minimum Qualification: B.E. / B-Tech / MBA (IT) / MCA/MSc Computers or Equivalent. Minimum Experience Required: - 5 Years of Extensive High-Level Professional Experience & Skills in the fields of IT Infrastructure Management / Program or Project Management in Govt. / PSU in India. Must have handled minimum one no of multi-location IT Infrastructure Project throughout the Project Life Cycle.

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Central Helpdesk Support/ IT Coordinators	02	Graduate/Diploma in any discipline with proficiency in English, Hindi and Odia and shall have minimum 2 to 3 years and above experience in IT Support Service Centre or Equivalent.
Resident Field Engineer (RFE) 1 RFE for 80 Schools	28	Any Graduate with minimum 1 to 2 years of experience in IT Hardware or Equivalent.

6. Project Deliverables, Milestones & Time Schedule

The milestones, deliverables and time schedule for the implementation of project shall be as follows: -

- a) The time specified for delivery and other activities as mentioned in the table below 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.
- b) 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	16 Weeks from the date of issue of purchase order to the Bidder
2	Installation, Configuration & Integration	6 Weeks from the date of Delivery of the Equipment
3	UAT, Sign-off & Training	24 Weeks from the date of purchase order to the Bidder

Note: -Total time for completion of the contract / project is 24 weeks.

6.1 Service Levels and Penalty Terms

Service Level Agreement (SLA) shall form part of the contract between OCAC/Client Department and the Bidder. 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
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1.	Supply and complete acceptance testing for 100% of the ordered quantity at all locations of device(s) within 168 days of issuance of Work Order by the Department	Within 168 days	No Penalty
		168 to 196 days	0.5 % (the value of undelivered and / or not accepted quantity) per week or part thereof , f or every subsequent week subject to a max of 28 Weeks.
		> 196 days	The Contract shall be terminated and the PBG shall be forfeited.
2.	Resolution of any hardware or software issue related to the Device(s) during the maintenance period through helpdesk support.	Within 2 working days from the date of reporting of issue	No Penalty
		> 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.
		> 3 - 14 working days	Rs. 200 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.

7. 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

Request for Proposal (RFP) for Selection of Agency for Supply, Installation & Commissioning of Smart Classrooms for Adarsha Vidyalayas

1	Legal Entity	<p>The bidder must be a company registered in India under Indian Companies Act 1956/2013 and must have GST registration & up- to-date Income Tax Return, PAN 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 acceptable for this project. However, as per the State ICT Policy 2022, Clause 8.18, to ensure mandatory local participation. The bidder needs to make collaborative arrangement with local enterprises with minimum 25% for deployment and maintenance components for implementation having adequate experience.</p>	<p>a. Valid copy of certificate of incorporation and registration certificates.</p> <p>b. Copy of GST registration.</p> <p>c. Copies of relevant Certificates of registration Income Tax / PAN Number from the respective Government Department.</p>
2	Turnover	<p>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 ₹120 Crores from IT/ITeS (as per the last published audited balance sheets).</p>	<p>- Audited Balance Sheets</p> <p>- CA Certificate</p>
3	Net Worth	<p>The net worth of the company must be positive in last three financial years ending at 31st March 2022.</p>	<p>- Certificate from CA</p>

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4(A)	Technical Capability - I	<p>The bidder must have successfully undertaken at least the following numbers of similar assignments of value specified herein:</p> <p>One project of similar nature, not less than the amount ₹45,00,00,000/- (Forty-Five Crores Only)</p> <p>OR</p> <p>Two projects of similar nature not less than the amount ₹35,00,00,000/- (Thirty-Five Crores Only)</p> <p>OR</p> <p>Three projects of similar nature not less than the amount ₹20,00,00,000/- (Twenty Crores Only)</p> <p><i>"Similar nature of the project should be Supply Installation and Commissioning of Smart/Digital/Virtual/E-learning Project with minimum IT Component including Panel/Projector or any other IT accessories related to smart class in Schools/Colleges/Universities/Institutes under State Govt./ Central Govt./ PSUs/ Autonomous body in last three years as on date of bid submission."</i></p>	<p>Copy of the Work Order & Completion Certificates</p> <p>Annexure-10</p>
4(B)	Technical Capability - II	<p>The bidder must have setup/implemented and operate minimum 1000 numbers of Smart Classroom Solution in Schools / Colleges/ Universities/Institutes under State Govt./ Central Govt./ PSUs/ Autonomous body in last three years, as on date of bid submission.</p>	<p>Copy of the Work Order & Completion Certificates</p> <p>Annexure-10</p>
5	Bidder Quality Certification	<p>The bidder must have valid ISO 9001 and ISO 20000 Certificate as on date of submission of this RFP.</p>	<p>Copies of the valid certificates.</p>
6	Blacklisting	<p>The bidder should not continue to be blacklisted/debarred/banned by any State Government/Central Government /PSU for any corrupt or fraudulent practice.</p>	<p>A notarized affidavit in ₹100/- non-judicial stamp paper by authorized bid signatory.</p>

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7	OEM Authorization	<p>The bidder must attach Manufactures Authorization certificate specific to this tender & Back-to- back support letter from OEMs or their authorized partner in case the OEM has no authorized office in India for providing Comprehensive support and services covered under this RFP as below: -</p> <ul style="list-style-type: none"> - Smart Interactive Panel - OPS - Web Camera - UPS <p><i>Note: - The bidder may quote for more than ONE OEM with OEM authorization letters, product data sheets & brochures mentioning the Make & Model of quoted items i.e., "OPS, Web camera & UPS", complying to the technical parameter asked in the RFP technical specification.</i></p> <p><i>For Smart Interactive Panel bidder must quote only ONE OEM product with OEM authorization letter.</i></p>	<p>OEM MAF</p> <p>Annexure- 9</p>								
8	Local Presence	<p>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.</p>	<p>Relevant Documents supporting office addresses/ Undertaking.</p>								
9	OEM Quality Certificates	<p>All below mentioned certificates for major components for the solution to be submitted: -</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Interactive Panel</td> <td>BIS, RoHS and CE/UL/FCC (BIS & RoHS are Mandatory)</td> </tr> <tr> <td>OPS</td> <td>BIS and Energy Star/FCC/CE/ RoHS (BIS is Mandatory)</td> </tr> <tr> <td>UPS</td> <td>BIS (BIS is Mandatory)</td> </tr> <tr> <td> </td> <td> </td> </tr> </table>	Interactive Panel	BIS, RoHS and CE/UL/FCC (BIS & RoHS are Mandatory)	OPS	BIS and Energy Star/FCC/CE/ RoHS (BIS is Mandatory)	UPS	BIS (BIS is Mandatory)			<p>Relevant Certificates from the OEMs. For RoHS Testing Pass Report from Authorized Testing Agency with declaration from Manufacturer is Mandatory.</p>
Interactive Panel	BIS, RoHS and CE/UL/FCC (BIS & RoHS are Mandatory)										
OPS	BIS and Energy Star/FCC/CE/ RoHS (BIS is Mandatory)										
UPS	BIS (BIS is Mandatory)										

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10	OEM Criteria	Smart Interactive Panel			<p>1. Certificate of Incorporation.</p> <p>2. OEM declaration letter with supporting Work orders/ Purchase Orders/ Signed Contracts/Self declaration in case of work in progress.</p> <p>3. OEM declaration letter with supporting Work orders/ Purchase Orders/ Signed Contracts or other documentary evidence etc.</p> <p>4. OEM declaration letter with CA certificate for specific categories or other documentary evidence etc.</p>
		Sl. No.	Criteria	Detail	
		1	Legal Entity	The OEM should be a firm/ organization/company/corporation registered/ incorporated in India since last 10 years with commercial activities of technology solution, should have direct service setup in Odisha or through authorized partner considering partner do have well trained personnel from OEM with certification.	
		2	OEM Origin	OEM and OEM product origin in a country sharing a land boundary with India cannot participate in this bid. The OEM must have either manufacturing /assembling unit in India.	
		3	OEM Experience	OEM must have secured orders from India for minimum 10000 IFP units in last 5 years as on date of Bid Submission.	
		4	OEM Turnover	(a) OEM average annual turnover for global product should be 800 Cr or Higher for last 3 Financial years. OR (b) OEM India average annual turnover 300 Cr or Higher for last 3 financial years. OR (c) Make In India OEMs (MII Content >50%) with average annual turnover of 60 Cr or Higher in only Smart class Solution with continuous profit making in business for last 10 years (Valid Govt. documents /CA certificates from authority should be submitted)	
5	Certification	ISO 9000, ISO 14000			

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11	RFP Document Fee	<p>The bidder must have made a payment of ₹11,200.00 (Eleven Thousand Two Hundred Only) towards RFP document fee.</p> <p><i>The RFP document fee can also be transfer online through NEFT only to Union Bank of India, Account Number 149316300000195, IFSC Code - UBIN0814938, Acharya Vihar Branch, Bhubaneswar, Account Name - Odisha Computer Application Centre. In case of NEFT online transfer of RFP Document fee, the firm must mention the Firm Name, Amount Transfer with Transaction ID, Tender Enquire Number, GST No in the mail.</i></p>	The RFP document fee must be in favor of Odisha Computer Application Centre from any Nationalized/Scheduled Commercial Bank payable at Bhubaneswar.
12	EMD	<p>The bidder must have submitted the EMD of ₹1,00,00,000/- (Rupees One Crore only) in the shape of Demand Draft (DD) 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.</p> <p>Bidder should upload the scan copy of the DD online and submit the original DD at OCAC office on or before 02/11/2023, 3.00 PM.</p>	Demand Draft (DD)

Purchase Order (PO) provided for Prequalification and Technical Evaluation should be in the name of bidder only. Consortium Purchase orders will not be considered. All the components pertaining to Smart/Digital/Virtual Classroom should be included in single PO.

8. 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 a minimum of 80% 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 = 60)

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Sl. No.	Description of the Parameters	Max Score	Supporting Document
1	<p>Bidder should have related annual average turnover minimum of ₹120 Crores generated from IT/ITES during last three Financial Years i.e., FY 2019-20, FY 2020-21 and FY 2021-22.</p> <p>UP to \geq ₹120 Cr = 02 Marks \geq ₹120 Cr to $<$ ₹150 Cr = 03 Marks \geq ₹150 Cr = 5 Marks</p>	05	Proof of Supporting Documents
2	<p>Bidder's Quality Certification: -</p> <ul style="list-style-type: none"> - ISO 27001 = 05 Marks - ISO 45001 = 05 Marks 	10	Proof of Supporting Documents
3	<p>The bidder must have implemented similar nature i.e., "Procurement, Supply, installation and commissioning of Smart/Digital/Virtual Classrooms/ E-learning in Government Schools/ Colleges/ Universities/ Institutes in last three years, as on date of bid submission." PO should be in the name of bidder only. Consortium Purchase Orders will not be considered. All the components pertaining to Smart/ Digital/ Virtual Classrooms should be clearly mentioned in PO.</p> <p>1000 Nos of Classrooms - 05 Marks 2000 Nos of Classrooms - 10 Marks</p>	10	Proof of Supporting Documents
4	<p>The Bidder must have implemented similar nature i.e. "Supply, installation and commissioning of Smart/Digital/Virtual Classrooms/E-Learning at Government Schools/Colleges/ Universities/ Institutes in India in the last three years as on date of publication of RFP Document".</p> <p>500 nos. of Schools: 05 Marks</p>	05	Proof of Supporting Documents

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5	<p>Presentation on the proposed solution capturing the major features: -</p> <p>a) Understanding of the project (how the solution proposed is relevant to the understanding)</p> <p>b) Sample of one 75 Inch IFP to be submitted at OAVS/OCAC at the time of technical presentation. The bidder needs to demonstrate each features mentioned in the technical specification before the committee members.</p> <ul style="list-style-type: none">• Overall Configuration with ports & controls.• Multi Touch Points – 20 Touch with single & separate users (2/4 users simultaneously)• Split the screen• Use gesture like zoom, tilt on any external file or YouTube video• Recording features• Monitoring & tracking.	30	Presentation & Demonstration before the committee member
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Note: - All the bidders who secure a Technical Score of 48 marks out of total 60 marks i.e. 80% of total marks or more will be declared as technically qualified and are eligible for financial bid opening.

9. Instruction to Bidders

9.1 General

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

- e) The quoted equipment must have at least six years of life from the date of submission of the bid. The bidder should submit a declaration from the OEM, to this effect in their proposal. This is non-negotiable and OCAC will not ask to submit the declaration from OEM, after opening of the bid. Bid without above mentioned declaration may be summarily rejected.
- f) Change request of any kind after opening of the bid and award of the work shall not be entertained.
- g) No further communication of any shortfall of bidding documents shall be considered after submission of bids through online.

9.2 Availability of RFP Document

- a) The availability of bidding documents shall be commenced from the date as mentioned in Notice Inviting Bids (NIB). 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). 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 (Odia & English) for wide Circulation.

9.3 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) Follow the format and respond to each element in the order as set out in this RFP. Comply with all requirements as set out within this RFP.

10 Pre-bid Meeting & Clarifications

10.1 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) A pre-bid meeting will be held through online only. Only the prospective bidders who have deposited the RFP document fee shall be allowed to participate in the Pre-bid meeting.

- c) *The RFP document fee can also be transfer online through NEFT only to Union Bank of India, Account Number 14931630000195, IFSC Code -UBIN0814938, Acharya Vihar Branch, Bhubaneswar, Account Name Odisha Computer Application Centre. In case of NEFT online transfer of RFP Document fee, the firm must mention the Firm Name, Amount Transfer with Transaction ID, Tender Enquire Number, GST No to the mail.*
- d) The web-link of Pre-bid meeting shall be shared through the mail to the prospective bidders those have submitted the pre-bid queries along with proof of payment of RFP document fee.
- e) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach the below email id on or before the prescribed date as mentioned in "Important Dates and information" section of this RFP.
- f) Pre-Bid Queries to be sent to gm.ocac@odisha.gov.in & gm_ocac@ocac.in with a copy to jayashree.mishra@odisha.gov.in & chandan.pradhan@semt.gov.in
- g) The Queries should necessarily be submitted in the format as prescribed in **Annexure-4** of this RFP.
- h) 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.

10.2 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 <https://enivida.odisha.gov.in>, www.ocac.in and www.odisha.gov.in.
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective Bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

10.3 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 vis-à-vis urgent commitments. 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.

10.4 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 nonresponsive 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.

10.5 Format and Signing of Bids

- a) All the Bids submitted by the bidders must be submitted with the checklist.
- b) Each page of the bidding document shall be kept with the office seal and signature by the authorized representative from the Bidder.

10.6 Cost & Language of Bidding

- a) The bidder shall be responsible for all costs incurred in connection with participation in the bid process, including site visits but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions / presentations, preparation of bid, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b) 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.

10.7 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 shall quote for only one brands/make/model for each item in the technical bid and should also mention the details of the quoted make/model of the respective items.

10.8 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.

10.9 Bid Security/Earnest Money Deposit (EMD)

The bidder must have submitted the EMD of ₹1,00,00,000/- (Rupees One Crore only) in the shape of Demand Draft (DD) 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.

Bidder should upload the scan copy of the DD online and submit the original DD at OCAC office on or before 02/11/2023, 3.00 PM.

10.10 Submission of Bids

- a) The bidders should submit their bid documents as per the format given in this RFP in the following manner during the submission of bid documents through online <https://enivida.odisha.gov.in>
 - i. Prequalification & Technical Proposal - in first cover
 - ii. Commercial Proposal - in second cover
- b) Please Note that Prices should not be indicated in the Pre-Qualification & Technical Proposal but should only be indicated in the Commercial Proposal.
- c) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- d) The proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any

such corrections must be initiated by the person (or persons) who sign(s) the proposals.

- e) All pages of the bid shall be signed and stamped by the authorized person or persons who sign the bid.
- f) All pages of the bid shall be signed and stamped by the authorized person or persons who sign the bid.

10.11 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.

10.12 Deadline Submission of Bids

- a) Bidder must ensure to submit their response on or before the deadline date as mentioned in "Important Dates & Information" section of this RFP.
- b) Normally, the date of submission and opening of Bids will not be extended. In exceptional circumstances or when the bidding documents 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.

10.13 Venue for Submission of Bids

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

Address To	General Manager (Admin) Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square, Bhubaneswar – 751013 Odisha
Telephone	0674-2567280/ 2567064/ 2567295
Fax	0674-2567842
Email id	gm.ocac@odisha.gov.in & gm_ocac@ocac.in

10.14 Mode of Submission of Bids

Responses to the Bids through speed post /registered post or by hand delivery will not be accepted. Only online submission of the bids will be considered.

10.15 Withdrawal, Substitution, and Modification of Bids

- a) If permitted by OCAC, a Bidder may withdraw its Bid as per the instructions/procedure prescribed by OCAC.
- b) Bids withdrawn shall not be opened and processed further.

10.16 Opening of Bids

- a) The Bids shall be opened by the Evaluation Committee in the presence of the bidders or their authorized representatives who choose to be present.
- b) The committee may co-opt experienced persons in the committee to conduct the process of Bid opening.
- c) The committee shall prepare a list of the bidders or their representatives attending the opening of Bids and obtain their signatures on the same. The list shall also contain the representative's name and telephone number and corresponding bidders' names and addresses. The authority letters, if any, brought by the representatives shall be attached to the list. The list shall be signed by all the members of Bid opening committee with date and time of opening of the Bids.
- d) The committee shall conduct a preliminary scrutiny of the opened technical Bids to assess the prima-facie responsiveness and ensure that the: -
 - i. Bid is accompanied by bidding document fee, bid security or bid securing declaration, and processing fee (if applicable).
 - ii. Bid is valid for the period, specified in the bidding document.
 - iii. Bid is unconditional and the bidder has agreed to give the required performance security and other conditions, as specified in the bidding document are fulfilled.
 - iv. Any other information which the committee may consider appropriate.
- e) No Bid shall be rejected at the time of Bid opening except the Bids not accompanied with the proof of payment or instrument of the required price of bidding document, processing fee and bid security.
- f) The Financial Bid shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of General & Technical Bids.

10.17 RFP Evaluation

10.17.1 Evaluation & Tabulation of Pre-qualification Bid

- a) Determination of Responsiveness: The designated committee of OCAC shall determine the responsiveness of a 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: -
 1. "Deviation" is a departure from the requirements specified in the bidding document.
 2. "Reservation" is the setting of limiting conditions or withholding from complete acceptance of the requirements specified in the bidding document; and
 3. "Omission" is the failure to submit part or all of the information or documentation required in the bidding document.
- c) A material deviation, reservation, or omission is one that, if accepted, shall:-
 1. Affect in any substantial way the scope, quality, or performance of the subject matter of procurement specified in the bidding documents; or
 2. Limits in any substantial way, inconsistent with the bidding documents, the procuring entity's rights or the bidder's obligations under the proposed contract; OR
 3. If rectified, shall unfairly affect the competitive position of other bidders presenting responsive Bids.
- d) The designated committee of OCAC shall examine the technical aspects of the Bid 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 has to comply with all the components mentioned in the eligibility criteria.
- f) All supporting documents as mentioned in **Annexure-16**.

10.17.2 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 for rejection.
- d) All supporting documents as mentioned in **Annexure-16**.

10.17.3 Evaluation & Tabulation of Financial Bids

- a) The Financial Bids of the technically qualified bidders (those have secured equal or more than 80% 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".

10.17.4 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.

10.17.5 Exclusion of Bids / Disqualification

- a) A procuring entity shall exclude/ disqualify a Bid, if: -
 - i. The information submitted, concerning the qualifications of the bidder, was false or constituted a misrepresentation; or
 - ii. The information submitted, concerning the qualifications of the bidder, was materially inaccurate or incomplete; and
 - iii. The bidder is not qualified as per pre-qualification/ eligibility criteria mentioned in the bidding document;

- iv. The Bid materially departs from the requirements specified in the bidding document or it contains false information;
 - v. the bidder, submitting the Bid, his agent or any one 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;
 - vi. a bidder, in the opinion of the procuring entity, has a conflict of interest materially affecting fair competition.
- b) Bid shall be excluded/ disqualified as soon as the cause for its exclusion / disqualification is discovered.
- c) Every decision of a procuring entity to exclude a Bid shall be for reasons to be recorded in writing and shall be: -
- i. communicated to the concerned bidder in writing;
 - ii. Published on the State Public Procurement Portal, if applicable.

10.18 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. 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;
- b) The Evaluation Committee shall prepare a justification note for approval by the next higher authority of the procuring entity, with the concurrence of the accounts member.
- c) In case of dissent by any member of Proposal Evaluation Committee, the next higher authority in delegation of financial powers shall decide as to whether to sanction the single Bid or re-invite Bids after recording reasons.

10.19 Acceptance of the successful Bid and award of Project

10.19.1 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 above.

10.19.2 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.

10.19.3 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.

10.19.4 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.

10.19.5 Issuance of Purchase Order

The 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 issued.

10.19.6 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 3% 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.

10.19.7 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.

10.19.8 Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP and the Proposal submitted by the successful bidder, despite the deviations submitted by the Bidder are adequately considered and mutually agreed, shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the Project to the next best value bidder or call for new proposals from the interested bidders.

10.20 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 authorised 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.

11. General Terms and Conditions of RFP

Bidders should read these conditions carefully and comply strictly while submitting their bids.

11.1 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.

11.2 Language

- a) The Proposal should be filled by the bidders/Agency in English language only. For purposes of interpretation of the documents, the English translation shall govern. All Proposals and accompanying documentation will become the property of OCAC and will not be returned.
- b) The Purchase Order as well as all correspondence and documents relating to the Project exchanged by the successful/ Agency and the Purchaser, shall be written in English language only. Supporting documents and printed literature that are part of the Project may be in another language provided they are accompanied by an accurate translation of the relevant passages in the language specified in the special conditions of the contract, in which case, for purposes of interpretation of the Project, this translation shall govern.
- c) The successful Bidder/Agency shall bear all costs of translation to the governing language and all risks of the accuracy of such translation.

11.3 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.

11.4 Governing Law

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

11.5 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.

11.6 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.

11.7 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.

11.8 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.

11.9 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.

11.10 Insurance

The Agency should be responsible for undertaking the comprehensive insurance during the delivery, installation and commissioning period. After that it is the responsibility of the concern school to take care the equipment.

11.11 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.

11.12 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 prorata 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.

Normally, extension in delivery period of service in following circumstances may be considered without liquidated damages:

➤ When delay has occurred due to delay in approval by OCAC.

➤ 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.

iii. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the Purchase Order with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, what so ever beyond the contracted cost shall be paid for the delayed supply of goods and service.

11.13 Warranty

a) The bidder will provide the warranty support for the period of five years from the date of UAT.

b) The bidder shall either repair or replace the defective goods or parts thereof with brand new genuine/ authentic ones having similar or higher specifications from the respective OEM as per the time period specified.

11.14 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.

11.15 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) Standing Committee for 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 empowered standing committee for decision.

12. Special Terms and Conditions of RFP

12.1 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 THREE PERCENTAGE of the Project Cost)

Sl.No.	Project Milestone	Payment (%)	Documents Required
1	Delivery of Equipment & Verification	60% of the contract value	1. Original Delivery Challan 2. Original Invoice (In triplicate)

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			Note: In case the site is not ready and any dependency from the department related to site clearance/readiness for delivery of material, then the bidder will get 60% of the amount towards delivery.
2	Installation, Configuration & User Acceptance Test, Sign-off & Training	20% of the contract value	1. Installation Certificate 2. Warranty Certificate 3. Training to User Department 4. Sign-off from the school
3	Day-to-Day Operation Maintenance of Hardware Equipment and Deployed Manpower Support Services for entire five years	1% of the contract value including Manpower x 20 Nos of QGRs Payable on Quarterly Basis (20% of the contract value)	On submission of manpower attendance sheet with seal and signature of the successful bidder. after the end of respective quarter. (Total 20 Quarters)

12.2 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.

12.3 Penalty

Penalty will be charged @ 0.5% of the Project value per week 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)

Bill of Quantity (BOQ) One Smart Classroom (Interactive Flat Panel Based Classroom)			
Sl. No.	Item Details	UoM	Quantity
1	Interactive Flat Panel 75 Inch	Nos.	01
2	Web Camera and Wireless Mic	Nos.	01
3	1KVA Line Interactive UPS with 30 minutes backup	Nos.	01
4	Router with Sim-Card Support	Nos.	01
5	One Time Delivery & Installation Cost	Nos.	01

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Minimum Manpower Cost For 2250 Nos Smart Classroom			
Sl. No.	Manpower Category	UoM	Quantity
1	IT Manager	Nos.	01
2	Central Helpdesk Support/ IT Coordinators	Nos.	02
3	Resident Field Engineer at least 1 for each 80 Schools	Nos.	28

Annexure-3: Technical Specifications

Technical Specification	
1. Interactive Flat Panel 75 Inch	
Parameters	Specifications
Size (Diagonal)	75 inch (Diagonal) or higher
Panel Technology	IPS/VA/TFT
Brightness	350 cd/m2 or higher
Resolution	3840 x 2160 or Better
Aspect Ratio	16:09
Viewing angle	178 degree (H/V) or better
Panel Colors	10 Bits
Lifetime	Min 30,000 hours
Gap between Panel & glass	1mm or less
Surface Treatment	Hard Coating / Anti-glare treatment
Refresh Rate	60Hz
CPU	Quad Core processor with 1.5 GHz or Higher
ROM	Minimum 32GB Memory
RAM	4 GB or Higher
Operating System	Android 11.0 or Higher
Touch Technology	Infrared Recognition or better
Touch Point	Min. 10 touch points/4 writing points or more
Touch accuracy	+/- 2mm or better
Surface Hardness	Toughened Glass with Level 7 of MOHS Standard
Connectivity features:	
Built-in Bluetooth: Yes, Built in Wi-Fi: Yes	
Single Wi-Fi Module	The panel should support 4G & 5G connection received from router.
Wi-Fi	802.11 a/b/g/n/ac
Screen Share/Miracast to Connect TAB/Mobile, Web Browser, simultaneously share/connect minimum 4 devices wirelessly from Android and Windows.	
Wireless screen sharing from phones, tablets, PCs or Macs to the IFP directly from the device	

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Communication Ports	2 x HDMI 2.0 Or 1 x VGA IN, 1 x Audio IN, 2 x USB 2.0, 2 x USB 3.0, 1 x RJ-45, 1 x Audio out, 2 x Touch out or more
Audio features:	
Minimum number of Speakers – 2	
Inbuilt front facing Speaker Output RMS - 12W x 2 or higher	
Supported Audio Formats Audio Codec: Dolby Digital or above /AAC/ MP3/ PCM/DTS/DTS -HD/DTS Express/WMA	
The Webcam supplied must be compatible with Interactive Panel	
OPS Features	
Processor	10 th Generation i5 / Ryzen 5 or better with Windows 10 Professional.
Memory	512GB SSD
RAM	4 GB or higher
OPS Ports	USB 2.0 x 2, USB 3.0 x 2, HDMI x 1, RJ45 x 1 or more
Others	Wireless Keyboard & Mouse Combo
Pre-installed OS	Windows 10 Professional Version
Certifications for panel	BIS, RoHS and CE/UL/FCC (BIS & RoHS are Mandatory)
Note: The Panel should be a wall mounted Structure with locking facility with white writing board in front along with KB and mouse & a vertical wall mounted metal cabinet for UPS with lock & Key.	
Interactive Software features	i. Should Support multi touch & multi writing
	ii. Should have the following interactive tools/features like pen, eraser, shape editing, auto grouping, infinite color options for annotation, color bucket, back ground pattern, lines & arrows, screen capture tools (freehand capture is must), import / export files, recycle bin, 99 pages or more , Cut & Paste, page navigation, save page(s), Undo/Redo.
	iii. Should be capable to annotate on any 3rd party applications
	iv. Annotation Capability & integration with MS office application
	v. MS Word: handwriting recognition & draw object
	vi. MS Excel: Should draw graph without touching Keyboard & Mouse
	vii. MS Power point: Should Create, Edit, Save, delete & annotate slides
	viii. Should have recording feature through OPS
	ix. Capability of taking Snapshot from running video
Warranty	Comprehensive 5 Years
Vertical Wall Mount Cabinet	Wall mounted structure with locking facility with white writing board in front along with keyboard

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	& mouse and a vertical wall mounted metal cabinet for UPS with lock & Key.
Monitoring and Tracking Software	The bidder must provide an online/offline application for monitoring of IFP equipment in both Android and Windows version. The application will generate monitoring reports as per the formats required by the department. There should be an inbuilt grievance redressal module to login complain & track in the application. The application should have 5 years of user licenses with real-time usage tracking, log file analysis for preventive measures, restrict/blacklist access of application as per dept. The application should provide real time dashboard with usage tracking, school wise, district wise and project wise.
2. Web Camera & Wireless Mic	
Web Camera: Video Resolution Up to 1280 x 720 pixels, Hi-Speed USB 2.0 certified (recommended), Universal clip fits laptops, LCD monitors or Interactive panels.	
Wireless single handheld Mic	
Receiver - Single Channel Non-Diversity	
Frequency Response - 50Hz - 16 KHz	
Polar Pattern (Hand held or Lapel Mic) - Cardioid Output - Balance XLR Unbalanced ¼" Jack Power req. (Hand held or Lapel Mic) - 2x1.5v AA Receiver - 240V AC/50hz Adaptor	
3. 1 KVA UPS	
UPS Capacity - 1000 VA Line Interactive with (9 AH x 2) Batteries for 30 minutes backup with built-in transformer.	
4. Router with Sim Card	
Hardware Features	
Interface	3, 10/100Mbps LAN Ports, 1 10/100Mbps LAN/WAN Port, 1 SIM Card Slot
Button	WPS/Reset Button, Wireless On/Off Button, Power On/Off Button
External Power Supply	12V/1A
Antenna	3 Internal Wi-Fi Antennas 2 Detachable External 4G LTE Antennas
Wireless Features	
Wireless Standards	IEEE 802.11ac/n/a 5GHz, IEEE 802.11b/g/n 2.4GHz
Frequency	2.4GHz and 5GHz
Signal Rate	300Mbps at 2.4GHz, 433Mbps at 5GHz
Reception Sensitivity	5GHz: 11a 54M: -74dBm 11ac HT20: -67dBm

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	11ac HT40: -64dBm
	11ac HT80: -60dBm
	11n HT20: -71dBm
	11n HT40: -70dBm
	2.4G: 11g 54M: -76dBm
	11n HT20: -73dBm
	11n HT40: -67dBm
Transmit Power	CE: <20dBm(2.4GHz), <23dBm(5GHz)
Wireless Functions	Enable/Disable Wireless Radio, WDS Bridge, WMM, Wireless Statistics
WAN Failover	Yes
Wireless Security	64/128-bit WEP, WPA/WPA2, WPA-PSK/WPA2-PSK encryptions
Network Type	Should support 5G
	4G: FDD-LTE B1/B3/B7/B8/B20 (2100/1800/2600/900/800MHz)
	TDD-LTE B38/B40 (2600/2300MHz)
	3G: DC-HSPA+/HSPA+/HSPA/UMTS B1/B8 (2100/900MHz)
	2G: EDGE/GPRS/GSM Quad Band (850/900/1800/1900MHz)

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). Queries not submitted in the prescribed format will not be considered/responded at all by the tendering authority. Also, kindly attach the colored scanned copy of the receipt towards the submission of the bid document fee. Also, the bidders having purchased the RFP document will be allowed to participate in pre-bid conference meeting and their queries will be entertained and responded. Also, the softcopy of the queries (**only in MS-Excel Sheet format**) should also be submitted through e-mail at gm.ocac@odisha.gov.in, jayashree.mishra@odisha.gov.in & chandan.pradhan@semt.gov.in as per the schedule date & time mentioned in the RFP.

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-INFRA-0037-2023-23058, Dated 05-10-2023. 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-INFRA-0037-2023-23058

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-INFRA-0037-2023-23058, Dated 05-10-2023 for Selection of Agency for Supply, Installation & Commissioning of Smart Classroom for Adarsha Vidyalayas (hereinafter called "the Bid") to OCAC Know all Men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <<Nodal Agency>> (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

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

Request for Proposal (RFP) for Selection of Agency for Supply, Installation &
Commissioning of Smart Classrooms for Adarsha Vidyalayas

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)
Telephone	
Tele Fax	
Email	

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	Proprietary
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 _____ .

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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 Smart Classroom for Adarsha Vidyalaya, RFP Ref.No- OCAC-SEGP-INFRA-0037-2023-23058, Dated 05-10-2023

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-INFRA-0037-2023-23058

Sir / Madam,

We, (Name of OEM or the authorized partner of the OEM in case the OEM has no authorized office in India), having its registered office at (Address of OEM or the authorized partner of the OEM in case the OEM has no authorized office in India), who are established and reputable manufacturers / producers do hereby authorize M/s (Name and address of bidder) to submit, quote, negotiate and supply of against the above Bid Invitation.

The standard service warranty shall be applicable for the products offered as per OEM standard policy. This MAF authorization shall be valid for

Yours faithfully, (Name)
(Name of Producers/Manufacturer/Authorised Partner)

Note: This letter of authority should be on the letterhead of the manufacturer /authorised partner and should be signed by a person duly authorized in a power of attorney . The Bidder in its Bid should include it.

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 Smart Classroom for Adarsha Vidyalayas.

Dear Sir/Madam,

We, the undersigned, offer to Supply, Installation & Commissioning of Smart Classroom for Adarsha Vidyalayas RFP.No. OCAC-SEGP-INFRA-0037-2023-23058, Dated 05-10-2023 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 - Item Wise Price Schedule For One Adarsha Vidyalaya

Sl. No.	Item	Quantity	Unit Cost	Taxes	Total Cost	Total Amount
No.		(a)	(in Rs.) (b)	(in Rs.) (c)	(in Rs.) (d = b + c)	(in Rs.) (e = a x d)
1.	Interactive Flat Panel 75 Inch	01				
2.	Web Camera and Wireless Mic	01				
3.	1KVA Line Interactive UPS with 30 minutes backup					
4.	Router with Sim-Card Support	01				
5.	One Time Delivery & Installation Cost	01				
Total Cost Including GST @ One Adarsha Vidyalaya For 5 Years						
[A] Total Cost Including GST for 2250 Nos of Smart Classes For 5 Years						

Minimum Manpower Cost For 2250 Nos Smart Classroom For Five (05) Years						
Sl. No.	Item	Quantity (a)	Unit Cost (in Rs.) (b)	Taxes (in Rs.) (c)	Total Cost (in Rs.) (d = b + c)	Total Amount (in Rs.) (e = a x d)
1.	IT Manager	01				
2.	Central Helpdesk Support/ IT Coordinators	02				
3.	Resident Field Engineer at least 1 for each 80 Schools	28				
[B] Total Manpower Cost Including GST for 2250 Nos of Smart Classes For 5 Years						
Grand Total Cost i.e. [A] + [B] Including GST for 2250 Smart Classes For 5 Years						

Authorized Signatory with Official Seal

NOTE: -

- All the above price would be in INR only.

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- The above price would include Comprehensive OEM Warranty Support for a period of 5 years from the date of UAT.
- 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 Enq.OCAC-SEGP-INFRA-0037-2023-23058, Dated 05-10-2023 for RFP titled _____ as an owner/ partner/ Director of (organization name), I/We hereby declare that presently our Company/ firm is not under declaration of blacklisting/banned/debarred for corrupt & fraudulent practices by any State/ Central government/PSU.

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

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

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	Year		
						2019-20	2020-21	2021-22
1								
2								
3								

Note: Please attach the 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	Particulars of the Bidder (Annexure-1)	Detail Bill of Quantity (BOQ) as per the components mentioned (Annexure-2)	Financial Bid Cover letter and Format (Annexure-10)
2	Bidder's Authorization Certificate (Annexure-5)	Technical Specification Compliance Documents with all supporting details (Annexure-3)	Commercial Bid (Annexure-11)
3	RFP Form (Annexure- 7)	Technical Bid Covering Letter (Annexure-8)	
4	MAF (Annexure- 9)		
5	Audited Balance Sheets		
6	CA Certificate with CA's Registration Number & Seal (Annexure-12)		
7	Self-Declaration Non-blacklisted (Annexure- 13)		
8	Project Citation Format (Annexure- 14)		
9	Project References for Experience of Bidder (Annexure- 15)		
10	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.		
11	Valid Copy of Bidder ISO Certificates & OEM Credential Documents		
12	Relevant Documents supporting Office Addresses /Undertaking. (Local presence)		
13	EMD & RFP document fee as mentioned in the Eligibility/Pre-qualification Criteria of the RFP		

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of Smart Classroom for Adarsha Vidyalayas

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