



ODISHA COMPUTER APPLICATION CENTRE

REQUEST FOR PROPOSAL

Enq.No.:OCAC-SEGP-INFRA-0031-2022-23114

Odisha Computer Application Centre (OCAC) invites Request for Proposal (RFP) for Selection of Implementing Agency for establishment of Video Conferencing (VC) Infrastructure at all 317 Tahasil Offices of Odisha through OSWAN Backbone. For details please visit websites www.ocac.in & www.odisha.gov.in. **The bid shall be submitted in electronic mode only in the portal <https://enivida.odisha.gov.in> latest by 20.01.2024, 2.00 P.M.** OCAC reserves the right to accept/ reject any / all bids without assigning any reason thereof.

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

Request for Proposal (RFP)
For Selection of Implementing Agency for Establishment
of Video Conferencing (VC) Infrastructure at all 317 Tahasil
Offices through OSWAN Backbone.

RFP Enquiry No. OCAC-SEGP-INFRA-0031-2022-23114

Date:-19-12-2023

RFP Schedule

Sl. No.	Items	Date & Time
1	Availability of Bid Document in the website (www.ocac.in, www.odisha.gov.in)	19-12-2023
2	Last date for receiving pre-bid queries through e-mail: odisha.ocac@gmail.com and mark a copy to souri.das@odisha.gov.in	03-01-2024, By 2.00 PM
3	Pre Bid Conference through VC Mode	04-01-2024, at 4.00 PM
4	Issue of Corrigendum (if required)	12-01-2024 by 5 PM
5	Last date and time for Submission of Bid	20-01-2024 by 2.00 PM
6	Opening of Pre-Qualification Bids	20-01-2024 at 4.00 PM
7	Opening of Price Bids	To be Informed

Note: - The tender document fee must be submitted before the Pre-Bid Conference at Odisha Computer Application Centre (OCAC) Bhubaneswar office, failing which the bidder will neither be allowed to attend the pre-bid conference nor their queries, be entertained by OCAC.

The dates are subject to change according to the convenience and needs of the Purchaser.

Odisha Computer Application Centre (OCAC)

ODISHA COMPUTER APPLICATION CENTRE (OCAC)

OCAC Building, Plot No. – N-1/7-D, Acharya Vihar Square, RRL PO, Bhubaneswar-13, Odisha
Tel: 0674-2567064/2567280, FAX- 0674-2567842

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 Backbone and the OCAC/Client Department reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

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

INSTRUCTION TO BIDDERS

INVITATION FOR BIDS:

Odisha Computer Application Centre (OCAC) invites bids from eligible Agency (here after called as Bidder /Agency) who have the necessary qualifications for Implementation, Maintenance and operations Training of Video Conferencing Infrastructure at all 317 Tahasil Offices as per the “Scope of Work” described in this RFP. The Agency shall be responsible for implementing the Video Conferencing Infrastructure and providing the Maintenance support and operations Training for 3 years from the date of FAT.

The Bid document has been published in the official website of OCAC (www.ocac.in), OCAC e-Tender Portal <https://enivida.odisha.gov.in> and official website of Govt. of Odisha (www.odisha.gov.in). 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).

E-TENDER POTAL:

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

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

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

GUIDELINES FOR REGISTRATION:

1. Bidders are required to enroll 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 enrollment 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.

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4. Upon enrollment, 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 acknowledgment copy on our help desk mail id odishaenivida@gmail.com, for activation of the account.

SEARCHING FOR TENDER DOCUMENTS

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

PREPARATION OF BIDS

- 1) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- 2) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- 3) Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.
- 4) To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g., PAN card copy, GST, Annual reports, auditor certificates etc.) has been

provided to the bidders. Bidders can use “My Documents” available to them to upload such documents.

- 5) These documents may be directly submitted from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click “New” to upload new documents.

SUBMISSION OF BIDS

- 1) Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e., on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
- 3) Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD 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 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 acknowledgment & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.

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- 9) The tender summary has to be printed and kept as an acknowledgment of the submission of the tender. This acknowledgment 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 Help-desk (as given below) for any query related to e- tendering.

Phone No. 011-49606060 and +919877441259

Mail id: - odishaenivida@gmail.com

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1. 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 Establishment of Video Conferencing (VC) Infrastructure at 317 Tahasil Offices through OSWAN Backbone
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 in General (Pre-qualification), Technical & Financial bid in eNivida portal (https://enivida.odisha.gov.in). Technical bid of those bidders who qualify in General Bid shall be opened. Financial bid of those bidders who qualify in Technical Bid shall be opened.
Non-refundable 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 deposit the RFP document fee of ₹11,200/-(inclusive of 12% GST) Eleven Thousand Two Hundred Only at OCAC office in shape of Bank Draft in favour of Odisha Computer Application Centre and payable at Bhubaneswar from any of the scheduled commercial banks. The scan copy of the DD and receipt of tender document fees has to be enclosed along with of the proposal General/Pre-qualification bid documents. However, If the bidder has already deposited the tender fees during Pre-Bid meeting then the copy of the receipt of tender document fees must be enclosed in the Pre-Qualification Bid. . The RFP document fee can also be transfer online through NEFT only to Account Name – OCAC Training, Union Bank of India, Acharya Vihar Branch, Bhubaneswar, Account Number 149311100000195, IFSC Code-UBIN0814938,.In case of NEFT online transfer of RFP Document fee, the firm must mention the Firm name, Amount Transfer with Transaction ID, Tender Enq. Number, GST No to the mail id mentioned in the RFP Schedule in the Pre-Bid Query.
Earnest Money Deposit (EMD)	The bidder has to deposit the EMD of ₹30,00,000/- (Rupees Thirty Lakh Only) at OCAC office in the shape of Demand Draft (DD) from any Nationalized/Scheduled Commercial Bank in favor of Odisha Computer Application Centre (OCAC)

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Clause Reference	Topic
	<p>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 in the PQ Bid online and submit the original DD at OCAC office on or before 20/01/2024 by 1.00 PM</p>
Performance Bank Guarantee (PBG)	Performance Bank Guarantee (PBG) @ 10% of the cost of the Backbone without GST from any Nationalized/Scheduled Commercial Bank in the prescribed format in favor of the Odisha Computer Application Centre shall be submitted by the successful bidder within 30 days of issue of LOI/work order.
Scope of Work	Selected Bidder is expected to deliver the services mentioned in the 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 GST will be considered for evaluation. So, the bidder must mention the base price and the GST component separately.
Validity Period	Proposals/bid must remain valid for a period of 180 days from last date for Submission of Bid.
Bid to be submitted on or before last date of submission at:	Proposals must be submitted on or before 20-01-2024 by 02:00 PM through electronic mode only. i.e. https://enivida.odisha.gov.in

2. PROPOSAL

Odisha Computer Application Centre (OCAC) invites bids from eligible Agency (here after called as Bidder /Agency) for Supply, Installation & Commissioning, Maintenance of Video Conferencing (VC) Infrastructure at all 317 Tahasil Offices through OSWAN Backbone., as per the “Scope of Work” described in this RFP”.

3. BACKGROUND INFORMATION

The purpose of this RFP is to provide interested Bidder / Agency with information to enable them to prepare and submit a proposal to provide a Comprehensive solution for Establishment of Video Conferencing (VC) Infrastructure at 317 Tahasil Offices of Odisha through OSWAN

Backbone. The successful bidder will be responsible for delivery of all hardware/software and /or services requested in this proposal. OCAC will consider the bidder to be the sole point of contact with regard to contractual matters, including pricing structure, delivery of products, warranty & operation support of equipment, and payment of any and all charges resulting from the purchase of products specified in this proposal.

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

3.1 Basic Information

Any contract that may result from this RFP Processes will be issued for a term of THREE (03) years (“the Term”) which would include, but not limited to, monitoring the day-to-day operation & maintenance of Video Conferencing (VC) Infrastructure at 317 Tahasil Offices with a view to ensure desired Quality of Service / Performance by the Bidder, as defined in this RFP.

RFP documents must be received not later than time, date and venue mentioned on the cover page. Tender papers that are received after the deadline WILL NOT be considered in this procurement process.

3.2 Definitions

- 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, Under Electronic and Information Technology Department, Government of Odisha. “GM” shall mean the General Manager of Odisha Computer Application Centre or any authorized officer to act on his behalf for a specified work.
- c) “Authorized Representative” shall mean any person authorized by either of the parties.
- d) “Bidder/Agency” means System Integrator (S.I), offering the solution(s), service(s) and /or materials required in the RFP. The word Bidder when used in the pre award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder or Agency on whom Government of Odisha will place order for rendering of services for Establishment of Video Conferencing (VC) Infrastructure at 317 Tahasil Offices through OSWAN Backbone.
- e) "Service" means provision of Contracted service as per this RFP.
- f) “Site” shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Purchase Order.
- g) “Termination Notice” means the written notice of termination of the Purchase Order issued by one Party to the other in terms hereof.
- h) HDMI means High-Definition Multimedia Interface.
- i) VC means Video Conferencing.

3.3 Existing Video Conferencing Details

Odisha State Wide Area Network (OSWAN) Project is currently running successfully in the State Head Quarter (SHQ), 30 District Head Quarters (DHQs) and 284 Block Head Quarters (BHQs) and 30 Sadar Block Offices, 317 Tehsils and 1320 Horizontal Offices across the State which have been implemented by Odisha Computer Application Centre (OCAC), Bhubaneswar (Under E&IT Department Govt. of Odisha). As a part of OSWAN Project, various offices of the State Govt. starting from the State Headquarter (OCAC) to District Headquarters 16 Mbps, down to Block Headquarters 8 Mbps are connected through MPLS connectivity from M/s BSNL. Apart from M/s BSNL, NKN connection has been established in State Head Quarter (SHQ) OCAC and 30 District Head Quarters (DHQs). Internet from NKN has been provided centrally at SHQ OCAC, which has been distributed to all DHQs, all BHQs and all HO offices under OSWAN backbone. NKN is also available at all DHQs for intranet service between SHQ, OCAC and all DHQs. Tasasil offices have been connected with 4/8/16 Mbps MPLS Bandwidth with OCAC.

Existing Connectivity in Odisha SWAN					
SL#	Name of the PoP	Qty.	Bandwidth	Type of Connectivity	Name of the ISP
1.	SHQ	1	2 Gbps	MPLS	BSNL
		1	1 Gbps	P2P	NKN
		1	1 Gbps	ILL	RailTel
2.	DHQ	30	16 Mbps	MPLS	BSNL
3.	BHQ	314	8 Mbps	MPLS	BSNL
4.	HO	1320	2/4/8 Mbps	MPLS	BSNL

Under OSWAN Project numbers of Video Conferencing Setups (Studios) have been established at 30 locations at State Head Quarters (SHQ) Bhubaneswar, 1 each at District Head Quarters (DHQ) totaling to 30 VC Studios and one each at Block Head Quarters (BHQ) totaling to 314 VC Studios. Additional there is a constant increase in the number of VC Studios within the OSWAN Backbone. In SHQ Bhubaneswar and 30 DHQs mostly Polycom Real-Presence Group 500 VC end points have been used. Further in all 314 Blocks Poly G7500 Modular video conferencing systems has been established.

It is now envisaged to implement a state of art “Video Conferencing Backbone for “Tahasil Offices” to modernize the communication technologies of Government services and information related to government can be carried out anytime and anywhere throughout the State of Odisha. The objective of “Video Conferencing Backbone for Tahasil Offices is to work on latest communication technologies for better delivery of below e-Governance

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initiatives, improvements in administrative effectiveness & efficiency and accelerated development of the State through better Government interfaces through OSWAN.

At present Polycom RMX 2000 MCU (Multipoint Conferencing Unit) facility has been setup at State Head Quarter (SHQ) at OCAC Building, to connect 800 ports @ 720P simultaneously. Apart from this Gatekeeper, Management Server & Firewall Traversal solution is available in High Availability mode. These VC setups are being managed by the OSWAN Network Operator.

The equipment listed below were the existing VC setup under OSWAN Backbone which supports HD 800 ports.

Sl. No.	Existing Product Description	Quantity	Status
1	Polycom RMX 2000	5	Installed and running at SHQ
2	Polycom DMA Core	2	Installed and running at SHQ
3	Polycom Resource Manager	2	Installed and running at SHQ
4	Polycom DMA Edge	2	Installed and running at SHQ
5	Polycom Real Presence Clarity	2	Installed and running at SHQ
6	Polycom Real Presence Group 500 VC end points	80	Installed and running at SHQ and all DHQ
7	Poly G7500 Modular video conferencing system	314	Installed and running at all 314 BHQ locations.

3.4 Scope of Work

The selected Agency shall carryout the following activities within the stipulated timeline at all 317 Tahasil offices of Odisha..

The bidder will quote necessary hardware, software and licenses accordingly to meet the requirement as mentioned in this RFP. The prospective bidder needs to visit OCAC site to have a detailed view of the existing setup.

The detailed scope of work includes: -

- ✓ Supply, installation, integration, warranty support, operation & maintenance of Studio based Video Conferencing Endpoint including Camera with Microphone complying with the technical specifications for all 317 Tahasil Offices
- ✓ Supply, installation, integration, warranty support, operation & maintenance of 1 KVA Online UPS with 30 Min backup for Video Conferencing setup complying with the technical specifications for all 317 Tahasil Offices.
- ✓ Supply, installation, operation & maintenance of 55 Inch or higher LED TV for Video Conferencing Equipment complying with the technical specifications for all

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317 Tahasil Offices The bidder should supply the necessary passive components i.e. cables, connectors, electrical wiring, movable enclose self with locking facility for the VC endpoint etc. as per the requirement at site.

- ✓ The bidder should provide assistance & Training and hand holding support to IT Professionals/officials of all Tahasil Offices for operation of the Video Conferencing Equipment for a period of 3 Months.
- ✓ Keeping the scope of work under consideration, the bidder must submit the detailed un-priced Bill of Material (BOM) along with OEM part code inclusive of all hardware, software and licenses in the Technical bid.
- ✓ Submission of operational report on as & when required by OCAC during contract period.
- ✓ The bidder shall Update/Upgrade new Software as and when released by the OEM without additional cost to OCAC during the Warranty Period
- ✓ The bidder should conduct at least 4 Nos of Preventive maintenance in a year for the Video Conferencing Infrastructure installed at all Tahasil Offices.

4. INSTRUCTION TO THE BIDDERS

4.1 General

- a. The terms and conditions given in the RFP, subsequent corrigendum if any released by OCAC against this RFP and release of corrigendum if any for Selection of Agency for Establishment of Video Conferencing (VC) Infrastructure at Tahasil Offices through OSWAN Backbone.
- b. Each bidder shall submit only one Proposal. The bidder who submits or participates in more than one proposal will be disqualified.
- c. Consortium is not allowed.
- d. While every effort has been made to provide comprehensive and accurate background information with desired responsibilities and requirements. Bidders must form their own conclusions about the support needed to meet the requirements based on their past experience.
- e. All information supplied by bidders may be treated as contractually binding on the bidders, on successful award of the assignment by the OCAC.
- f. 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 the OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this procurement at any time prior to a formal written contract being executed by or on behalf of OCAC.

4.2 Completeness of the RFP Document

- a) 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 of this paragraph or any clause of the RFP document may render non-compliant and the RFP document may be rejected. Bidders must:
- Include all documentation specified in this RFP document;
 - Follow the format prescribed in this RFP document and respond to each element in the order as set out in this RFP document.
 - Comply with all requirements as set out within this RFP document.

4.3 Key Requirements of the Bid

4.3.1 Right to Accept Any Proposal and to Reject Any or All Proposal(s)

- a) 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.
- b) OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- c) The submission of RFP does not constitute an offer by OCAC. The bidder's participation in this process may result in selecting the bidder to engage towards execution of the contract.

4.3.2 Cost of RFP Document and Earnest Money Deposit (EMD)

- a) RFP Document shall be downloaded from the official site mentioned in the cover page. The bidders are required to deposit the non-refundable RFP document Fee of ₹11,200/- (Rupees Eleven Thousand and Two Hundred Only Inclusive of 12% GST) in shape of an account payee Demand Draft in favor of Odisha Computer Application Centre and payable at Bhubaneswar and shall be valid for 90 days from the due date of the RFP, from any of the Nationalized / Scheduled Commercial bank at OCAC office. Bidder should submit GST No along with RFP Document fees. The scan copy of the DD and receipt of tender document fees has to be enclosed along with of the proposal General/Pre-qualification bid documents. However, if the bidder has already deposited the tender fees during Pre-Bid, then the copy of the receipt must enclose in the Pre-Qualification Bid. The RFP document fee can also be transfer online through NEFT only to Account Name – OCAC Training, Union Bank of India, Acharya Vihar Branch, Bhubaneswar Account Number 149311100000195, IFSC Code-UBIN0814938,. In case of NEFT online transfer of RFP Document fee, the firm must mention the Firm name, Amount Transfer with Transaction ID, Tender Enq. Number, GST No to the mail id mentioned in the RFP Schedule in the Pre-Bid Query. The bidder has to deposit the EMD of ₹30,00,000/- (Rupees Thirty Lakh Only) at OCAC office 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. The scan copy

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- of the DD and receipt fee of EMD should be submitted in the General/Pre-qualification Bid.
- b) In the Demand Draft of Tender Document Fee & EMD, the bidder shall mention the bidders Name & Tender Enquiry No and GST No, in the back side of the Demand Draft.
 - c) The bid / proposal submitted without RFP Document fee & EMD, mentioned above, will be summarily rejected.
 - d) The EMD may be forfeited:
 - If a bidder withdraws its bid during the period of bid validity.
 - In case of a successful bidder, if the bidder fails to accept the Purchase Order in accordance with this tender/RFP.
 - If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced Commercial failures or found to have furnished false/ forged documents etc.

4.3.3 Performance bank Guarantee

- a) An unconditional and irrevocable Bank Guarantee equivalent to 10% of the total cost of Backbone (without GST) from any nationalized / scheduled commercial bank in the prescribed format as mentioned in this RFP in favor of the Odisha Computer Application Centre shall be submitted by the successful bidder within 30 days of issue of LOI/Purchase Order.
- b) Failure of submission PBG within the specified time period may lead to cancel the Purchase Order.
- c) The Bank guarantee shall be valid till 3 years and 3 Months (39 Months) beyond completion of all installation of the necessary Hardware/components/Licenses at OCAC.
- d) In the event of the bidder being unable to provide services and other terms and conditions of the PO/RFP for whatever reason, OCAC would evoke the PBG. OCAC shall notify the Bidder in writing of the exercise of its right to receive such compensation within **15 days**, indicating the contractual obligation(s) for which the Bidder is in default.

4.3.4 Pre-Bid Queries

Bidders are requested to submit their queries by e-mail (One Mail-ID Per Bidder is allowed to submit the query only), to [**odisha.ocac@gmail.com**](mailto:odisha.ocac@gmail.com) and mark a copy to [**souri.das@odisha.gov.in**](mailto:souri.das@odisha.gov.in) as per the format attached in **Annexure-G5**, in excel format on or before 03/01/2024 by 2 PM. Failure to submitted the queries in the asked format will result in rejection of queries. If same bidder submits the query in multiple mail ids, then the bidder's query will be rejected.

Only the bidders, who have deposited the tender document fee in shape of DD in favour of "Odisha Computer Application Centre Payable at Bhubaneswar", and online transfer through

NEFT are allowed to submit their pre-bid queries in the specified format. Such bidders can download the tender document from the specified website and submit the queries as per the format given in the tender document. Tendering authority shall respond to the queries of only those bidders who have deposited the tender document fee before the Pre-Bid date. The scan copy of the receipt of Tender fees, Bidder's name and GST No should be enclosed in the Pre-bid Query. The Pre-Bid meeting will be held in VC mode.

4.3.5 Responses to Pre-Bid Queries and Issue of Corrigendum

- a) The Nodal Officer mentioned in the RFP document will endeavor to provide timely response to all queries. However, OCAC makes no 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 applicants. The responses to the queries from all applicants will be published by OCAC through corrigendum.
- b) At any time prior to the last date for receipt of RFP, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective applicant, modify the RFP Document by a corrigendum.
- c) The Corrigendum (if any) & clarifications to the queries from the prospective bidders will be published at OCAC and Odisha Govt. Website.
- d) Any such corrigendum shall be deemed to be incorporated into this RFP.
- e) In order to provide prospective applicants reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of RFP.

The tendering authority reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.

4.3.6 Submission of Proposals

- a. The bidders shall submit their RFP bid document as per the format given in this RFP document through on-line mode through <https://enivida.odisha.gov.in>, in the following manner:
 - i. Pre-qualification Proposal- in first cover
 - ii. Technical Proposal- in second cover
 - iii. Commercial Proposal - in third cover
- b. The response to Pre-Qualification, Technical bid and Price Bid (As mentioned in point-a) should be covered in separate sealed envelopes super-scribing "Pre-Qualification Bid", "Technical Bid" and "Price Bid" respectively.
- c. Please Note that Prices shall not be indicated in Pre-Qualification & Technical bid but shall only be indicated in the Price Bid.
- d. All the pages of the RFP bid must be sequentially numbered and must contain the list of contents with page numbers and Flag Marks. Any deficiency in the documentation may result in the rejection of the bid.

- e. The original 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 initialed by the person (or persons) who sign(s) the tender paper.
- f. All pages of the bid shall be initialed and stamped by the person who signs the bid.
- g. The bidder shall attach a content page to the bid document highlighting the page numbers/ Flag Marks where each document is available without which the bid will be rejected.
- h. *There may not be physical meeting held at OCAC for opening of Per-Qualification, Technical and Price Bids. It is important to note that while submitting Bids through on-line mode i.e. <https://envida.odisha.gov.in> the Mail ID and Mobile Number (with WhatsApp) of the Authorized person of the bidder should be written in bold letters so that in case of Opening of bids in VC, the web link will be issued to the Mail ID mentioned in the bid documents.*

4.3.7 Authentication of Bids

The RFP document shall be accompanied by an Authorization letter (**Annexure: G3**) / Power-of-Attorney in the name of the authorized signatory of the proposal.

4.4 Preparation and Submission of Bid

4.4.1 Preparation Costs

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.

4.4.2 Language

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

4.4.3 Venue & Deadline for Submission of Bid

Proposals, in its complete form in all respects as specified in the RFP document, must be submitted on or before the last date and time of submission of bid as mentioned on the cover page of the RFP bid at the address specified below in person at OCAC. No other way of

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submission of bid including submission through courier shall not be considered.

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

4.4.4 Late Bids

- a. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- b. The bids submitted by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- c. OCAC shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on the subject will be entertained.

5. CRITERIA FOR EVALUATION

The selection process consists of below three phases i.e.

1. Pre-Qualification Evaluation
2. Technical Bid Evaluation
3. Financial Bid Evaluation

5.1 Pre-Qualification

The bidder shall attach a content page to the bid document highlighting the page numbers/ Flag Marks in the first page of the Pre-Qualification Bid where each document is available without which the bid will be rejected

Sl. No.	Basic Requirement	Specific Requirements	Documents Required
1.	General	The Bidder or its OEM incorporated in a country sharing a land boundary with India cannot participate in this bid.	– Declaration by the Bidder / OEM on their letter head in this regard should submit along with the Bid.

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Sl. No.	Basic Requirement	Specific Requirements	Documents Required
2.	Legal Entity	<p>The bidder must presence in Odisha and have GST registration.</p> <p>Note: - Consortium of any kind shall not be acceptable for this Backbone. Any deviation would lead to disqualification or termination of the same.</p>	<ul style="list-style-type: none"> - Copy of GST registration. - Copies of relevant Certificates of registration Income Tax / PAN Number from the respective Government Department.
3.	Net Worth	<p>The net worth of the bidder must be positive in last three financial years ending at 31st March 2023.</p>	<p>- Copies of relevant Certificates should be submitted</p>
4.	Technical Capability	<p>Bidder must have successfully undertaken at least similar nature of work of value specified herein during the last Five Financial years i.e. 2018-19,2019-20,2020-21,2021-22and 2022-23</p> <ul style="list-style-type: none"> - One similar nature not less than the Amount ₹11 Crores. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> - Two similar natures each of which not less than the amount ₹7 Crores. <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> - Three similar natures each of which not less than the amount ₹6 Crores. <p>'Similar Nature' is defined as Supply, Installation, Commissioning or Maintenance of IT/ITeS in turnkey basis for any Government/Public Sector Enterprises/ BFSI in India in last five previous years ending with March 2023".</p>	<p>Satisfactory work Completion Certificates from the client + Copy of the Work Order/Purchase Order.</p> <p style="text-align: center;">OR</p> <p>Copy of Work Order/Purchase Order + Self Certificate of satisfactory work Completion certificate from the respective Employer/Company.</p> <p style="text-align: center;">OR</p> <p>Copy of Work Order/Purchase Order + Satisfactory Phase Completion Certificate from the Employer for on-going Backbones.</p>
5.	Quality Certifications	<p>The bidder must have valid ISO 9001 certificate as on the date of submission of this RFP bid.</p>	<p>Copies of the valid Certificates.</p>

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Sl. No.	Basic Requirement	Specific Requirements	Documents Required
6.	Local Service Centres	The OEM / Bidder or his Authorised Business Partner should have presence in Odisha with support Centre in case not, successful bidder must establish their support centre with adequate manpower within 30 days.	<ul style="list-style-type: none"> – A Self Certified letter by an authorized signatory; OR – Undertaking for setting up Service Support Centres direct or through Channel Partner.
7.	Performance	The Bidder must not have any record of poor performance, abandoned work, having inordinately delayed completion and having faced Commercial failures etc. for any State Government or Government of India Organization / Department during last 5 years as on ' <u>31st March 2023</u> '.	A Self Certified letter

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Sl. No.	Basic Requirement	Specific Requirements	Documents Required
8.	OEM Authorization	<p>The bidder must attach Manufactures Authorization Certificate & Back-to-back support letter from OEMs for providing Comprehensive Maintenance support and services of the OEM equipment covered under the RFP.</p> <p>Both the bidder and his OEM should commit full professional services support and resources for the successful completion of the Backbone. A documentary proof to the above effect signed by both the bidder and his OEM must be submitted along with the bid inclusive of the following:</p> <p>“1. Confirmed that the Equipment being quoted for the Backbone in the bid should not be declared as End of Sale / End of Support on the date of submission of the bid.</p> <p>2. The warranty of the quoted product will be provided 3 Years from date of Go-Live of the Project.</p> <p>3. Service / Support including spares, patches etc. for the quoted products shall be available for the complete duration of the Project or 5 years whichever is higher from the date submission of bid.”</p>	As per Annexure G9
9.	OEM Pre-Qualification	<p>OEM should have been presence in India with their service centre from past 10 years. Products quoted must be the running product in any Govt. / PSU from minimum past 3 years from the date of submission of the bid. (Copy of the performance certificate must be attached with the Pre-Qualification bid).</p>	<p>Undertaking from OEM for their presence in India with their service centre details.</p> <p>Performance certificate of the quoted models from any Govt. /PSU.</p>

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Sl. No.	Basic Requirement	Specific Requirements	Documents Required
10.	Blacklisting	<p>The bidder must not be presently under blacklisting by any State/Central Government Department/ PSU.</p> <p>The bidder must also disclose full details of any blacklisting by Central or State PSUs/Undertakings/Autonomous Organizations or under a declaration of ineligibility for corrupt or fraudulent practices in last two years 'as on' 31/03/2023.</p>	A Self Certified letter by an authorized signatory as per Annexure G2.
11.	Local Presence	The bidder should have an office in Odisha. However, if the presence is not there in the state, the bidder should give an undertaking for establishment of an office, within one month of award of the contract.	Relevant Documents supporting office addresses/ Undertaking.
12.	Tender Document Fee	<p>The bidder must have made a payment of ₹11,200.00 (Rupees Eleven Thousand Two Hundred Only) towards tender document fee.</p> <p>The RFP document fee can also be transfer online through NEFT only to Account Name – OCAC Training, Union Bank of India, Acharya Vihar Branch, Bhubaneswar. Account Number 149311100000195, IFSC Code-UBIN0814938,. In case of NEFT online transfer of RFP Document fee, the firm must mention the Firm name, Amount Transfer with Transaction ID, Tender Enq. Number, GST No to the mail id mentioned in the RFP Schedule in the Pre-Bid</p>	<p>The RFP document fee ₹11,200.00 (Rupees Eleven Thousand Two Hundred Only) in the shape of Demand Draft (DD) must be in favor of Odisha Computer Application Centre from any Nationalized / Scheduled Commercial Bank payable at Bhubaneswar. Bidder should upload the scan copy of the DD and the Tender fee receipt online in PQ Bid and submit the original DD at OCAC office on or before 20/01/2024, 1.00 PM.</p>
13.	EMD	The bidder must have submitted the	Demand Draft (DD)

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Sl. No.	Basic Requirement	Specific Requirements	Documents Required
		<p>EMD of ₹30,00,000/- (Rupees Thirty Lakh 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 and EMD receipt copy online in PQ Bid and submit the original DD at OCAC office on or before 20/01/2024, 1.00 PM.</p>	

Note: - Only bidders qualifying in Pre-Qualification criteria would be considered for Technical Bid evaluation.

5.2 Technical Bid 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 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which do not secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered for financial evaluation.

Technical Evaluation Marks (Total Marks = 100)			
Sl. No.	Description of the Parameters	Max Score	Supporting Document
1	<p>Technically Compliance to all IT & Non-IT items asked in this RFP.</p> <p>Yes = 50 Mark</p> <p>Partially Yes / Conditional / No = 0 Mark</p>	50	<p>Technical Compliance Documents in OEM Letter Head duly signed & stamp by competent authority</p> <p>OR</p>

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			Supporting Document / Data sheet available in OEM portal for public access. OCAC may ask for POC for the Quoted product.
2	Bidder's Quality Certification: - - ISO 27001 = 05 Marks - ISO 20000 Certificate = 05 Marks	10	Proof of Supporting Documents
3	The bidder must have implemented/maintenance similar nature of work i.e., "Implementation / Maintenance of Audio / Video Conferencing Solution including associated LAN/WAN Infrastructure in any Government / Public Sector Enterprises/ BFSI in India in last five years ending March 31st, 2023. " Purchase Order / Work Order should be in the name of bidder only. All the components pertaining to Audio / Video Conferencing Solution should be clearly mentioned in PO. 50 Nos VC Endpoint Solution - 10 Marks 100 Nos of VC Endpoint Solution - 20 Marks 200 Nos of VC Endpoint Solution – 30 Marks	30	Proof of Supporting Documents
4	The bidder must have office in Odisha for after sales service. Yes = 10 Marks No = 0Mark	10	Proof of Supporting Documents

Note: - All the bidders who secure a Technical Score of 70 marks out of total 100 marks i.e. 70% of total marks or more will be declared as technically qualified and are eligible for financial bid opening.

5.3 Price Bid Evaluation

Bidder's who qualify in the pre-qualification and technical bid evaluation would be shortlisted for Price Bid Evaluation. Bidder's, who do not qualify in the technical bid evaluation, will not be invited for opening of Price bids. OCAC will award the contract to the successful bidder whose bid has been determined to be substantially responsive and has been determined as the Lowest Price bid (L1).

6. Appointment of Vendor

6.1 Notification of Award

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. In such case extended period shall be accepted as mutually agreed upon.

6.2 Issue of Purchase Order

After Tender Process is over and subsequent approval of the competent authority, OCAC shall issue the purchase order along with phase wise delivery schedule as per site readiness or within such extended period, as may be specified by the Authorized Representative of OCAC, incorporating all clauses and the proposal of the bidder with the successful bidder.

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

Failure of the successful bidder to agree with the Terms, Conditions and PO and the RFP shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the OCAC shall forfeit the EMD of the successful bidder.

6.4 Roles and Responsibilities Matrix

SL. No.	Activity	OCAC	Bidder
1	Supply, Installation, integration & commissioning of VC infrastructure at all 317 Tahasil Offices		<input checked="" type="checkbox"/>
2	Preventive Maintenance of VC infrastructure at Tahasil Offices and submission of report to OCAC.		<input checked="" type="checkbox"/>
3	Training to IT Professionals/officials of Tahasil Offices for operation of the Video Conferencing Equipment		<input checked="" type="checkbox"/>
4	Interoperable with the existing VC Endpoint and MCU		<input checked="" type="checkbox"/>
5	Final Acceptance Test (FAT) Certificate	<input checked="" type="checkbox"/>	
6	Phase wise Site list for Delivery & installation of Equipment	<input checked="" type="checkbox"/>	

6.5 Delivery and Installation Schedule

- The Bidder should deliver & install all the Hardware/materials/Licenses as per below schedule

Sl No	Delivery & Installation Location	Time	Priority
01	150 Tahasil Offices	Delivery of Equipment within 12 Weeks from date of P.O & Installation within 8 Weeks from date of Delivery	High
02	167 Tahasil Offices	Delivery of Equipment within 12 Weeks from date of Instruction issued by OCAC & Installation within 8 Weeks from date of Delivery	Low

- For integration with OSWAN System, the FMS Operator of OSWAN shall extend necessary support to the bidder.
- Delivery of the Goods shall be made by the bidder in accordance with the terms of the Purchase Order. The bidder should take responsibility of the Goods till it reaches the delivery destination as informed by OCAC, transport to such place of destination, including insurance and storage, as shall be specified in the Purchase Order, shall be arranged by the Supplier. Bidder shall arrange the Road Permits or any other document wherever required without additional cost to OCAC.
- After completion of delivery & installation of Equipment the bidder should obtain the Installation-cum-Acceptance Certificate as per format given in, **Annexure-G10** from OCAC.
- Installation/Integration will be treated as incomplete in the following situations: -
 - Non-delivery of any hardware or other components viz. accessories, license/software/drivers/documentation media etc.
 - Delivery, but no installation/integration of the components and/or software.
 - System operational, but unsatisfactory to OCAC.
 - Final Installation-cum-Acceptance Certificate both from successful bidder and OCAC technical team.
- OCAC will consider the inability of the Bidder to deliver or install the equipment within the specified time limit, as a breach of contract and would entail the payment of Liquidation Damages on the part of the Bidder.
- The liquidation damages represent an estimate of the loss or damage that OCAC may have suffered due to delay in performance of the obligations (relating to up-gradation, integration, operationalization, training, acceptance, warranty, maintenance etc. of the deliverables) by the Bidder.

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- OCAC shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum as specified in General Terms and Conditions.
- Licenses should be in the name of Odisha Computer Application Centre, Bhubaneswar and one hard copy of the Licenses should be submitted to OCAC.

7. General Terms and Conditions of Contract

7.1 Purchaser

Odisha Computer Application Centre, Plot No.-N-1/7-D, Nayapalli, Near Planetarium, Acharya Vihar square, Bhubaneswar-751013.

7.2 Cost of Proposal

The bidder shall bear all the costs associated with the preparation and submission of its Proposal, including site visits, and the GoO/OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the proposal process.

7.3 Amendment of RFP Documents

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 Backbone 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 Pre-Qualification Bid/Price 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.

7.4 Arithmetic Errors Correction

Bidders are advised to exercise greatest care in entering the pricing figures. No excuse that mistakes have been made or requests for prices to be corrected will be entertained after the quotations are opened. Arithmetic errors, if any, in the price break-up format will be rectified on the following basis: -

- If there is discrepancy in the unit price and the total price, the unit price shall prevail for calculation of total price.

7.5 Prices

- Prices quoted by the bidders should include, GST, back to back support with OEM during warranty for 3 Years, insurance costs, transportation costs etc., till all hardware, Software and Licenses are installed at all 317 Tahasils.
- Once a contract price is arrived, the same must remain firm and must not be subject to escalation during the performance of the contract due to fluctuation in foreign currency, change in the GST structure, changes in costs related to the materials and labour or other components or for any other reason.
- No other cost whatsoever will be paid by OCAC.
- Further, subsequent to the orders being placed, the Bidder shall pass on to OCAC all fiscal benefits arising out of reductions in Government Levies viz., GST, Otherwise rates are firm during the entire contract period.

7.6 Payment Terms

The payment schedule is as follows: Each milestone payment will be made to the bidder

Sl. No.	Backbone Milestone	Payment (%)	Documents Required
1	Delivery of Equipment as per delivery schedule	80 % of the Equipment value	1. Original Delivery Challan 2. Original Invoice (In triplicate)
2	Installation, Configuration & Integration with MCU as per delivery schedule	10% of the Installation value	1. Installation Certificate . . 2 Training to Tahasil Officials
3	Go-Live (Acceptance) of the Project as per delivery schedule	Rest 10%	1. Go-Live (Acceptance) Certificate from OCAC 2. Warranty Certificate from OEM

7.7 Technical Information

- The technical documentation involving detailed instruction for operation and user's manual etc. is to be delivered with the equipment supplied. The language of the documentation should be English.
- The system offered should not be End-of-Support declared by OEM for a minimum period of 7 Years.
- In addition to the above, if any additional / enhanced configuration is suggested in view of technological changes, it may be furnished as optional feature with / without cost duly

explaining the additional utility of the offered model as well as commercial offer document. However, the basic quote should be confined only to the configuration / model offered for.

7.8 Acceptance

- The entire VC infrastructure Hardware/Licenses test will be performed after complete integration of the system at Tahasil Offices including integration with existing OSWAN Video Conferencing System. The test will be conducted by OCAC Technical Team.
- Successful tests Hardware/Licenses for the installed product components shall also be the sole responsibility and at the cost of the Bidder. During testing the bidder has to demonstrate all the features of the system.
- Bidder must submit all the duly signed Installation-cum-Acceptance Certificates both by the successful bidder/OEM Technical Team and OCAC Technical Team and submit to OCAC and the warranty certificate for a period of 3 years from the date of acceptance.

7.9 Operation Support

- The warranty of entire products shall be onsite for a period of 3 years (36 months) from the date of acceptance.
- The bidder will provide support for the system including operation of the system during the warranty period. Defective product shall be replaced by the bidder at his own cost, including the cost of transport.
- The warranty should cover all parts including maintenance or support for its proper operation & performance as mentioned in the RFP for a period of 36 months from the date of acceptance at no cost to OCAC.
- For preventive maintenance of the system the bidder shall inform OCAC, 7 days in advance before doing or pre-planned activity.
- Response time to any service call should be 'TWO HOURS'. In no case resolution time should exceed 'SEVENTY-TWO HOURS'.
- If during operation, the down time of any piece of equipment or component thereof exceeds the agreed Call-To-Resolution time, the Supplier shall provide standby equipment of the same specifications or higher with required Licenses at no cost to OCAC till the original equipment is repaired and made operational. if there will be delay of more than SEVENTY TWO HOURS' in call Resolution time then, OCAC would evoke the PBG

7.10 Disqualification

The bid is liable to be disqualified if: -

- Bid not submitted in accordance with this RFP.

- During validity of the bid or its extended period, if any, the bidder increases his quoted prices without the consent of department to change the bid quote.
- The bidder puts his own conditions with the bid.
- Bid received in incomplete form or not accompanied by EMD.
- Bid received after due date and time.
- Bid not accompanied by all requisite documents.
- Bidder fails to enter into a contract within 30 working days of the date of notice of the award of tender or within such extended period, as may be specified by an authorized representative.

7.11 Performance Bank Guarantee

The successful bidder shall furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) for 10 % (Ten percent) of the total price without GST within 30 days of issue of LOI/Purchase Order. The PBG must be from any nationalized / scheduled commercial bank in India. The PBG shall be valid for a period of 39 MONTHS (3 Years and 3 Months) from the date of successful installation at OCAC. The bidder should calculate the delivery period and installation period from the date of issue of PO and accordingly submit the PBG at OCAC. There should be additional Claim Period of 60 Days from that last date of validity. The performance Bank Guarantee should be as per the format given in **Annexure-G11**. All charges whatsoever such as premium; commission etc. with respect to the Performance Bank Guarantee shall be borne by the bidder. The Performance Bank Guarantee may be discharged / returned by OCAC upon being satisfied that there has been due performance of the obligations of the Bidder. However, no interest shall be payable on the Performance Bank Guarantee. In the event of the bidder being unable to accept the PO and non-performance during Warranty period of the service or whatever reason, OCAC would evoke the PBG. OCAC shall notify the Bidder in writing of the exercise of its right to receive such compensation within 14 days, indicating the contractual obligation(s) for which the Bidder is in default.

7.12 Liquidated Damages

- a) OCAC will consider the inability of the Bidder to deliver or install the equipment within the specified time limit, as a breach of contract and would entail the payment of Liquidation Damages on the part of the Bidder.
- b) The liquidation damages represent an estimate of the loss or damage that OCAC may have suffered due to delay in performance of the obligations (relating to delivery, up-gradation, integration, training, etc., of the deliverables) by the Bidder. Penalty will be charged @ 0.5% of the total value without GST per week subject to maximum of 5% of total order value, in case of delay in delivery, installation & integration beyond delivery & installation schedule mentioned in Purchase Order/RFP.
- c) OCAC shall without prejudice to its other remedies under the terms and condition of

PO/RFP, deduct the Price, as liquidated damages from the Performance Bank Guarantee given by the Bidder.

7.13 Termination of Purchase Order

Prior to the delivery of the system, 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: -

- Failure of the successful bidder to accept the Purchase order
- Delay in delivery beyond the specified period.
- Delay in up-gradation / integration and acceptance tests beyond the specified periods.
- In addition to the cancellation of purchase contract, OCAC reserves the right to appropriate the damages through encashment of Bid Security / Performance Guarantee given by the Bidder.
- OCAC would not be liable to pay any damages to the selected Bidder in cases comprising termination for default.

7.14 Force Majeure Condition

- a) If the performance as specified in this order is prevented, restricted, delayed or interfered by reason of Fire, explosion, cyclone, floods, War, revolution, acts of public enemies, blockage or embargo, Any law, order, proclamation, ordinance, demand or requirements of any Government or authority or representative of any such Government including restrict trade practices or regulations, Strikes, shutdowns or labor disputes which are not instigated for the purpose of avoiding obligations herein, or Any other circumstances beyond the control of the party affected, then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected uses its best efforts to remove such cause of non-performance and when removed the party shall continue performance with utmost dispatch.
- b) If a Force Majeure situation arises, the Bidder shall promptly notify the authorized representative of OCAC in writing of such condition and the cause thereof. Unless otherwise directed by the authorized representative of OCAC in writing, the Bidder shall continue to perform its obligations under the terms and conditions of PO as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

7.15 Resolution of Disputes

- a) It will be OCAC's endeavor to resolve amicably any disputes or differences that may arise between OCAC and the Bidder from misconstruing the meaning and operation of the Tender and the breach that may result.
- b) In case of Dispute or difference arising between OCAC and a Supplier relating to any matter arising out of or connected with this Purchase Order, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, 1996. The Arbitrators shall be chosen by mutual discussion between OCAC and the Supplier OR in case of disagreement each party may appoint an arbitrator and such arbitrators may appoint an Umpire before entering on the reference. The decision of the Umpire shall be final.
- c) The Bidder shall continue work under the Contract during the arbitration proceedings unless otherwise directed in writing by OCAC or unless the matter is such that the work cannot possibly be continued until the decision of the Arbitrator or the umpire, as the case may be, is obtained.
- d) Arbitration proceedings shall be held at Bhubaneswar, India, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be English Notwithstanding anything contained above, in case of dispute, claim & legal action arising out of the contract, the parties shall be subject to the jurisdiction of courts at Bhubaneswar, India only.
- e) Any notice given by one party to the other pursuant to this Contract shall be sent to the other party in writing or by fax and confirmed in writing to the other party's specified address. The same has to be acknowledged by the receiver in writing. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

7.16 Warranty

All the quoted products (VC End Point, 1 KVA Online UPS and 55 inch or Higher LED TV etc) shall be onsite OEM Warranty for a period of 3 years (36 months) from the date of acceptance.

TECHNICAL SPECIFICATIONS**Tentative Bill of Equipment:**

The tentative bill of equipment & Technical Specification is mentioned below. However, if the bidder will go with separate solution beyond the BoQ mentioned, S/he has to submit the separate BoQ, matching with all Technical specification mentioned in clause.

1. VC INFRASTRUCTURE FOR EACH TahasilOffices

Sl. No.	Description	Qty.	UOM
1	Video Conferencing End Point with Accessories	01	Set
2	1 KVA Online UPS with 30 minutes backup.	01	Nos
3	55 Inch or higher LED TV	01	Set

MINIMUM TECHNICAL SPECIFICATION FOR TAHASIL OFFICES**VC END POINT.**

The proposed system must support PAL/equivalent with PTZ camera. The codec must be based on ITU standards & hardware based. No software based solution will be accepted. All components of the VC system like Codec, Camera, Microphones and Wireless Remote Control/Touch Control Panel should be from the same OEM.		
Sr. No.	Description	Specification Parameter
1	Package	Full HD 1080p30 PTZ Camera, Codec, Microphone Array, Cables and Wireless Remote Control/Touch Panel
2	Video Standards and Resolutions	It should support H.323 & SIP standards for communications.
		It should support interoperability and bandwidth saving using video compression H.264 AVC/H.264 SVC, H.264 High Profile/H.265
		It should support 1080p 30 fps, 720p 60 fps, 720p 30fps.
3	Content Standards and Resolutions	It should support content sharing using standard based H.239 & BFCP. It should also support audio from PC used for content sharing.
		It should transmit both people and content both simultaneously to the far end location at 1080p 30fps
4	Audio Standards and Features	It should support G.711, G.728, G.729A, G.722, G.722.1, G.722.1 Annex C, G.719 or better

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		It should support 20kHz or better bandwidth with crystal clear audio and stereo sound.
		Automatic Gain Control and Automatic Noise Suppression
		Keyboard noise reduction and instant adaptation echo cancellation
5	Video and Audio Inputs	1 x HDMI/HDCI/USB input for connecting main FHD camera
		1 x HDMI input to share FHD content from PC/Laptop/Document camera.
		1 x Microphone Input or more with support for minimum 1 mic. The bidder needs to quote 1 microphone with 360 degree coverage from day one with mute/unmute button on the microphone.
6	Video and Audio Outputs	2 x HDMI output for connecting primary and secondary FHD display.
7	Other Interfaces	1 x 10/100/1000 Ethernet port
		1 x USB for software upgrade or connecting external devices
8	Camera	1/2.7" CMOS sensor or better with at least Horizontal field of view : 65°
		The camera should support minimum 10x Optical Zoom, PAN +/- 100°, Tilt +20/-20° & minimum 10 camera presets.
		Video Conference Camera and Codec should be controlled using same remote control/touch panel.
9	Network Features	H.323 and SIP bandwidth support up to 3 Mbps or more
		Must support IPv4 and IPv6 from day one on both H.323 and SIP.
		Auto Gatekeeper Discovery, IP Precedence, Diffserv & QoS with support for H.323 based lost packet recovery.
		Local and LDAP Directory support
10	Security	Media Encryption (H.323, SIP): AES-128, AES-256
		Authenticated access to admin menus, web interface
		Local account password policy configuration
11	Other Standards/features	H.460.18, H.460.19, SSL, TLS, HTTP, HTTPS, H.235.6 support
12	Interoperability	The quoted Endpoint should interoperable with the existing MCU set-up of OSWAN to meet the following functionality: - <ul style="list-style-type: none"> ❖ Join a multi-conference call on the MCU. ❖ Registration on gatekeeper for H.323 and SIP functionality. ❖ Centralized Device Management. ❖ Scheduling of call. ❖ Dynamic Management. ❖ Reporting and CDR. ❖ Centralized software update.

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		<ul style="list-style-type: none"> ❖ Address book support. ❖ Join 720p HD calls from 512 kbps. ❖ Join 1080p HD calls from 1024 Mbps.
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LED TV

S/N	Parameter	Functionality	
1	Display	Size	55 Inch or Higher
		Resolution	3840 X 2160 (UHD) or Higher
		Backlight Unit Type	Direct
		Brightness	400nit or more
		Dynamic Contrast Ratio (Dynamic MCI (Hz))	Minimum 1,000,000:1
		Static (Panel) Contrast Ratio	Minimum 5000:1
		Refresh Rate	60Hz
2	Video	HDR (10 Pro / HLG)	Yes / Yes
3	Audio	Speaker (sound output)	Minimum 10W + 10W
4	Broadcasting System	Digital (Terrestrial, Cable, Satellite)	DVB-T2/C
5	Smart Feature	Smart Home (Launcher Bar), Web Browser Pre-loaded App (YouTube only,), SDP Server compatibility, Mood Display, Soft AP, WiFi (Version) (802.11ac), Screen Share (Miracast), Smart Share, Bluetooth Audio Playback, HDMI-ARC (ARC, HDMI2)	
6	Signage Feature	Vertical Setup, Fail Over, Play Via URL, NTP Server Setting, CISCO Certi. Compatibility, Crestron Connected (Network Based Control), DPM (Digital Power management), Time scheduler, RTC (Real Time Clock), NTP sync timer, BEACON, Embedded CM (contents manager), Embedded GM (Group manager)	
7	SUPERSIGN SW COMPABILITY		Control / Control Plus, CMS(Premium), Simple Editor.
8	Input Interface	Set Side minimum input	3nos HDMI In (2.0)), Headphone Out (Phone Jack Type), RS-232C(D-Sub 9pin / Phone jack) (Phone Jack, 4pi)

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9	Jack Interface	Set Rear minimum input	USB (2.0), RF In, Digital Audio Out (Optical), External Speaker Out(3.5mm phone jack), RJ45 (Usage Purpose-LAN)
10	Power	Power Supply (Voltage, Hz)	AC 120 V-, 50 / 60 Hz
		Power Consumption(Max)	144.8
11	Mechanic	Standby Power Consumption	Under 0.5W
12	Certification	Safety	CB, CU TR
		EMC	CE
13	Accessory	Remote type	S-con
		Power Cable	Detached (1.5m, Straight Type)
14	Warranty	onsite	3 years
15	Support Service	OEM should have registered office in Odisha along with minimum 15 nos authorized service center across the state	
		OEM should have Toll free Number, Website Tracking Support and dedicated call center.	

ONLINE UPS.

Sl. No.	Features	General Specification
1	UPS rating	1KVA online UPS System (Single Phase) should run in standalone mode; complete with Battery backup for at least 30 Min with VC Infrastructure load.
2	Capacity	1000VA / 800W
	Input	
3	Nominal Voltage	200/208/220/230/240 VAC
4	Input Voltage Range	110 – 300 VAC on 50% Load
		160 – 280 VAC on 100% Load
5	Frequency Range	40 Hz – 70 Hz
6	Power Factor	≥0.99 @ Nominal Voltage (100%) Load
	Output	
7	Output Voltage	200/208/220/230/240 VAC
8	Voltage Regulation	± 1%
9	Frequency Range (Synchronized Range)	47 ~ 53 Hz or 57 ~ 63 Hz

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10	Frequency Range (Battery Mode)	50 Hz \pm 0.25 Hz or 60 Hz \pm 0.3 Hz
11	Current Crest Ratio	03:01:00
12	Harmonic Distortion	\leq 3% THD (Linear Load)
		\leq 6% THD (Non-Linear Load)
13	Transfer time	AC Mode to Batter Mode : Zero
		Inverter Mode to Bypass Mode : 4ms (Typical)
14	Wave Form	Pure Sine Wave
15	Efficiency	AC Mode (Overall) = 88%, Battery Mode (Inverter) = 83%
16	Isolation Transformer	Must be Inbuilt inside the UPS.
	Battery	
17	Battery Type	12V, Sealed Maintenance Free
18	Back Up	30 Minutes
19	Battery Make	EXIDE
20	Typical Recharge Time	4 Hours Recover to 90% Capacity
21	Charging Current (Max)	1A/2A/4A (Adjustable)
22	Charging Voltage	41.0 VDC \pm 1%
23	Indicators : LCD	Load level, Battery Level, AC Mode, Battery Mode, Bypass Mode & Fault indicators
	Alarms	
24	Battery Mode	Sounding Every 4 Seconds
25	Low Battery	Sounding Every Second
26	Over Load	Sounding Twice Every Second
27	Fault	Continuous Sounding
	Environment	
28	Humidity	20 – 90% RH @ 0 – 40°C (Non condensing)
29	Noise Level	Less than 50dBA @ 1 meter
	Management	
30	Smart – RS232 / USB	Supports Windows 2000/2003/7/8/XP/Vista/Linux/Unix/MAC
31	OEM Make - Reputed Branded Companies having Turnover more than 200Cr	
32	Bidder should provide suitable Battery Rack & Interconnecting Cables for Installation	

Annexure: G-1
(To be in company letter head)

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	

Name of the Bidder:

Authorized Signatory:

Signature:

Seal:

Date:

Place:

Annexure: G-2
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/Madam,

In response to the RFP Ref. No: OCAC-SEGP-INFRA-XXX-XXX-XXX, Dated XX-XX-2023, RFP for Selection of Agency for Establishment of Video Conferencing (VC) Infrastructure at all 317 Tahasil Offices through OSWAN Backbone as an owner/ partner/ Director of (organization name)

I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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

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

Thanking you,

Name of the Bidder:
Authorized Signatory:

Signature:
Seal:

Date:
Place:

Odisha Computer Application Centre (OCAC)

**Annexure: G-3
(To be in company letter head)**

Authorization Letter

RFP Enquiry No: OCAC-XXX-XXX-XXX, Date: XX.XX.2023

To

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

Sir/Madam,

Ms. /Mr. _____ is hereby authorized to sign relevant documents on behalf of the firm/organization/company in dealing with the RFP Enquiry No: OCAC-XXX-XXX-XXX, Date: XX.XX.2023, She/he is also authorized to attend meetings & submit the commercial information as may be required by you in the course of processing above said application.

Thanking you,

Authorized Signatory

Annexure: G-4
(To be in company letter head)

Acceptance of Terms & Conditions Contained In the RFP Document

RFP Enquiry No: OCAC-XXX-XXX-XXX, Date: XX.XX.2023

To

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

Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Enquiry No: OCAC-XXX-XXX-XXX, Date: XX.XX.2023, for Selection of Agency for Establishment of Video Conferencing (VC) Infrastructure at all 317 Tahasil Offices through OSWAN Backbone.

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

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

**Annexure: G-5
(To be in company letter head)**

Pre-Bid Queries Format

RFP Enquiry No: OCAC-XXX-XXX-XXX, Date: XX.XX.2023

Name of the Bidder/Company:

Tender Fee Receipt No. _____ Dated _____ for ₹ _____ /--
GST NO: _____

Name of Person(s) Representing the Bidder/Company:

Name of 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:

Sl.No.	RFP Page No.	RFP Clause No.	Clause Details	Query / Suggestion / Clarification

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 bidding/tender document fee.

Annexure: G-6
(To be in company letter head)

Format for List of Previous Work Orders Executed

RFP Enquiry No: OCAC-XXX-XXX-XXX, Date: XX.XX.2023

SL. No	Name of Client	Name of the Backbone	Backbone Brief	Backbone Cost	Status (Complete/ In Progress/ Delay)
1					
2					
3					
.					
.					

Note: The information provided in the above table must supported by copies of relevant work order and completion certificate.

Signature of witness

Date:

Place:

Signature of the Bidder

Date:

Place:

Annexure: G-7
(To be in company letter head)

Price Bid Letter

RFP Enquiry No: OCAC-XXX-XXX-XXX, Date: XX.XX.2023

To

The General Manager (Admn),
Odisha Computer Application Centre,
OCAC Building, Plot No. N-1/7-D
Acharya Vihar Square, RRL Post Office
Bhubaneswar – 751 013

Subject: Submission of the Bid for Selection of Agency for Establishment of Video Conferencing (VC) Infrastructure at all 317 Tahasil Offices through OSWAN Backbone.

Sir/Madam,

We, the undersigned, offer to provide our services or Selection of Agency for Establishment of Video Conferencing (VC) Infrastructure at all 317 Tahasil Offices through OSWAN Backbone. In accordance with your RFP Enquiry No: OCAC-XXX-XXX-XXX, Date: XX.XX.2023 and our bid document with Price Bid is attached in **Annexure: G-8**.

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 last date for Submission of Bid subject to further extended period as mutually agreed upon. 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 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,

We remain,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

Annexure: G-8
(To be in company letter head)

Price Bid Format

VC Infrastructure at all 317 Tahasil Offices.

S/L No.	Equipment details	Qty	UoM	Unit rate	GST	Total Amount + GST
1	Video Conferencing End Point with Equipment Rack & Glass shelf for Camera	317	Nos			
2	1 KVA Online UPS with 30 Min backup	317	Nos			
3	55 Inch or higher LED TV	317	Nos			
4	Delivery, Installation & Commissioning & Maintenance	317	Nos			
TOTAL PRICE (A)						

Note: L1 will be decided based on the total amount inclusive of GST.

Annexure: G-9
(To be submitted in OEM's letter head)

Manufacturer Authorization Format

RFP Enquiry No: OCAC-XXX-XXX-XXX, Date: XX.XX.2023

To

The General Manager (Admn),
Odisha Computer Application Centre,
OCAC Building, Plot No. N-1/7-D
Acharya Vihar Square, RRL Post Office
Bhubaneswar – 751 013

Subject: -Submission of Manufacturer Authorization Letter.

We <OEM Name> having our registered office at <OEM Address> are an established and reputed manufacturer of <hardware details> do hereby authorize M/s _____ (**Name and address of the Partner**) to offer their quotation, negotiate and conclude the contract with you against the above invitation for tender offer.

We hereby extend our full guarantee and warranty as per terms and conditions of the tender and the contract for the solution, products/equipment and services offered against this invitation for tender offer by the above firm and will extend technical support and updates / upgrades if contracted by the bidder.

We also confirm that we will ensure all product upgrades (including management software upgrades and new product feature releases) are provided by M/sfor all the products quoted for and supplied to the OCAC during the three year product warranty period. Further we confirmed that the Equipment being quoted for the Tender in the bid should not be declared as End of Sale / End of Support on the date of submission of the bid. Service / Support including spares, patches etc. for the quoted products shall be available for the complete duration of the Backbone or 5 years whichever is higher from the date submission of bid.”

<OEM Name>

<Authorized Signatory>

Name:

Designation:

Note: This letter of authority should be on the letterhead of the OEM and should be signed by a person competent and having the power of attorney to bind the manufacturer. It should be included by the bidder in its Pre-qualification bid.

Annexure: G-10

Installation-cum-Acceptance Certificate

Bidder Name	
RFP Enquire No.	
Purchase Order No and Date	
Description of equipment	
Date of delivery of equipment	
Installation Date	
Serial No's of equipment Installed	
Acceptance of equipment	Equipment has been delivered and successfully installed & configured and commissioned as per our RFP requirements and all the systems are working satisfactorily. Accordingly the Equipment may be accepted.

Name of OCAC official: _____

Designation: _____

Signature: _____

Date: _____

Seal:

Annexure: G-11
Performance Bank Guarantee

To

The General Manager (Admin)
Odisha Computer Application Centre
Plot No. - N-1/7-D, Acharya Vihar
P.O.-RRL, Bhubaneswar - 751013
EPBX: 0674-2567280/2567064/2567295
Fax: +91-0674-2567842

Whereas, << name of the agency and address >> (hereinafter called “the Bidder”) has undertaken, in pursuance of Order no. << insert contract no. >> dated. <<Insert date >> to provide Implementation services for << name of the assignment >> to OCAC (hereinafter called “the beneficiary”)

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

And whereas we, << name of the bank >> a banking company incorporated and having its head /registered office at << address of the registered office >> and having one of its office at << address of the local office >> have agreed to give the supplier such a bank guarantee.

Now, therefore, we hereby affirm that we are guarantors and responsible to you, on behalf of the supplier, up to a total of Rs.<< insert value >> (Rupees << insert value in words >> only) and we undertake to pay you, upon your first written demand declaring the supplier to be in default under the contract and without cavil or argument, any sum or sums within the limits of Rs.<< insert value >> (Rupees << insert value in words >> only) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

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

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

Odisha Computer Application Centre (OCAC)

This Guarantee shall be valid until << *Insert Date* >>)

Notwithstanding anything contained herein:

- I. Our liability under this bank guarantee shall not exceed Rs<< insert value >> (rupees << insert value in words >> only).
- II. This bank guarantee shall be valid up to << insert expiry 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 expiry date >>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal

Date

List of Enclosures

RFP Enquiry No: OCAC-XXX-XXX-XXX, Date: XX.XX.2023

Please check whether following have been enclosed.

Sl. No.	Enclosure description	Enclosed (Yes / No)	Annexure / Attachment / Page No. / Envelop No. of the Enclosure
1	Annexure-G1 Particulars of the Bidder		
2	Copy of Registration Certificate of the firm		
3	Organization Profile		
4	Self -Declaration that the bidder hasn't been black listed by any Govt./PSU (Annexure-G2)		
5	Up-to-date Copy of GST Return of previous 3 Years		
6	Copy of GST Registration No & PAN No with Date		
7	Copy of the IT Return up to previous 3 Years		
8	Audited Balance Sheet and Profit & Loss Account statement for previous three years.		
9	Authorization Letter (Annexure-G3)		
10	Acceptance of terms and condition (Annexure-G4)		
11	List of previous work orders executed (Annexure-G6)		
13	Tender document fee in a sealed envelope (Super scribe tender document fee on the top of the sealed envelope) with pre-qualification bid.	DD No : Amount : Bank:	
14	EMD in a sealed envelope (Super scribe EMD on the top of the sealed envelope) with pre-qualification bid.	DD No : Amount : Bank:	
15	Price Bid Letter & Price Bid duly signed with sealed envelope. (Annexure-G7 & G8)		
16	Manufacturer Authorization Format (Annexure-G9) with pre-qualification bid.		
17	Performance Bank Guarantee (Annexure-G11)		