

**RFP FOR SELECTION OF AGENCY FOR SUPPLY, INSTALLATION & COMMISSIONING OF ICT
INFRASTRUCTURE FOR SETTING UP OF MISSION SHAKTI HELPLINE**

RFP Reference No. OCAC-SEGP-MISC-0011-2023-23034

Corrigendum

SL#	Clause /Section	Existing Clause	Revised Clause
1.	Technical Evaluation Marks Pg. 24	The bidder must have implemented similar nature i.e., "Procurement, Supply, installation and commissioning of IT and Non IT equipment in Govt. location in last five years, ending on March 31st, 2023." PO should be in the name of bidder only. Consortium Purchase Orders will not be considered. <ul style="list-style-type: none"> • Equal to 5 Nos of Supply projects : 12 Marks • 2 mark for each additional similar project Subject to Maximum 20 Marks	Section-5.2-Technical Evaluation Criteria-Point No-3 may be read as follows. "The bidder must have implemented similar nature i.e., "Procurement, Supply, installation and commissioning of IT equipment in Govt. location in last five years, ending on March 31st, 2023." PO should be in the name of bidder only. Consortium Purchase Orders will not be considered. -Equal to 5 Nos of Supply projects : 12 Marks -2 mark for each additional similar project Subject to Maximum 20 Marks"
2.	Technical Evaluation Marks Pg. 24	The bidder must have implemented similar nature i.e., "Procurement, Supply, installation and commissioning of IT and Non IT equipment for setting up of Call Centre in Govt/PSUs in last five years, ending with March 31st, 2023." PO should be in the name of bidder only. Consortium Purchase Orders will not be considered. <ul style="list-style-type: none"> • Equal to 3 Nos of Call Centre set up : 7 Marks • 1 mark for each additional similar project Subject to Maximum 10 Marks	Section-5.2-Technical Evaluation Criteria-Point No-4 may be read as follows. "The bidder must have implemented similar nature i.e., "Procurement, Supply, installation and commissioning of IT equipment for setting up of Call Centre in Govt/PSUs in last five years, ending with March 31st, 2023." PO should be in the name of bidder only. Consortium Purchase Orders will not be considered. -Equal to 2 Nos of Call Centre set up : 7 Marks -1 mark for each additional similar project Subject to Maximum 10 Marks"

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3.	Annexure-3: Technical Specifications Rack Server Pg. 43	CPU: Dual Intel latest 16-core @2.0 GHz or higher	Annexure-3-Technical Specification-Rack Server-Point-2-CPU may be read as follows. "Dual Intel/AMD latest 16-core @2.0 GHz or higher"
4.	Annexure-3: Technical Specifications Rack Server Pg. 43	Chipset: Intel C741 Chipset or latest	Annexure-3-Technical Specification-Rack Server-Point-3-Chipset may be read as follows. "Latest Version Chipset Compatible with Processor"
5.	Annexure -13 Pg. 64	<p>In response to the RFP.No. OCAC-SEGP-MISC-0011-2023-23034, for RFP titled "Selection of Agency for Supply, Installation Commissioning of ICT Infrastructure in Mission Shakti Helpline", as an owner/ partner/ Director of (organization name) I/We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.</p> <p>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.</p> <p>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.</p>	<p>In response to the RFP.No. OCAC-SEGP-MISC-0011-2023-23034 , for RFP titled "Selection of Agency for Supply, Installation & Commissioning of ICT Infrastructure in Mission Shakti Helpline", as an owner/ partner/ Director of (organization name) I/ We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.</p> <p>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.</p>

Revised Payment Terms

Sl.No.	Project Milestone	Payment (%)	Deliverables
1	Delivery of Equipment & Verification	80% of the total Cost of hardware, software and non-IT components	1. Original Delivery Challan 2. Original Invoice (In triplicate)
2	Site Preparation, Installation, Configuration, Commissioning and Training.	10% of the total Cost of hardware, software and non-IT components	1. Confirmation through letter/email from Department of the readiness of location. 2. Installation Certificate 3. Warranty Certificate
3	Successful operation of the Setup for 3 months	10% of the total Cost of hardware, software and non-IT components	Confirmation from the successful bidder
4	O&M of Hardware & Software items	O&M cost to be paid on QGR basis	On submission of quarterly activity report and manpower attendance sheet with seal and signature of the successful bidder after the end of respective quarter (Total 20 Quarters)

Other terms and conditions of the RFP remain unchanged.

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

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

Prebid Response

Sl. No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	Clarification of OCAC
1	Pre-Qualification/ Eligibility Criteria Pg. 21	The bidder must have submitted the EMD of ₹ 2,00,000/- (Rupees Two Lakhs only) in the shape of Bank Guarantee/Account Payee Demand Draft from any Nationalized / Scheduled Commercial Bank in favor of Odisha Computer Application Centre (OCAC) payable at Bhubaneswar. The EMD should be valid for a minimum period of 90 days.	As per the BOQ Specimen and Value of the Project, Requesting you to decrease the EMD Amount.	No Change. As per RFP
2	Technical Evaluation Marks Pg. 24	The bidder must have implemented similar nature i.e., "Procurement, Supply, installation and commissioning of IT and Non IT equipment in Govt. location in last five years, ending on March 31st, 2023." PO should be in the name of bidder only. Consortium Purchase Orders will not be considered. • Equal to 5 Nos of Supply projects : 12 Marks • 2 mark for each additional similar project Subject to Maximum 20 Marks	Kindly request you to ammend this Clause as: The bidder must have implemented similar nature i.e., "Procurement, Supply, installation and commissioning of IT / Non IT equipment in Govt. location in last five years, ending on March 31st, 2023." PO should be in the name of bidder only. Consortium Purchase Orders will not be considered. • Equal to 5 Nos of Supply projects : 12 Marks • 2 mark for each additional similar project Subject to Maximum 20 Marks	Pls Refer Corrigendum

Sl. No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	Clarification of OCAC
3	Technical Evaluation Marks Pg. 24	The bidder must have implemented similar nature i.e., "Procurement, Supply, installation and commissioning of IT and Non IT equipment for setting up of Call Centre in Govt/PSUs in last five years, ending with March 31st, 2023." PO should be in the name of bidder only. Consortium Purchase Orders will not be considered. • Equal to 3 Nos of Call Centre set up : 7 Marks • 1 mark for each additional similar project Subject to Maximum 10 Marks	Kindly request you to ammend this Clause as: The bidder must have implemented similar nature i.e., "Procurement, Supply, installation and commissioning of IT and Non IT equipment for setting up of Call Centre in Govt/PSUs in last five years, ending with March 31st, 2023." PO should be in the name of bidder only. Consortium Purchase Orders will not be considered. • Equal to 2 Nos of Call Centre set up : 7 Marks • 1 mark for each additional similar project Subject to Maximum 10 Marks	Pls Refer Corrigendum
4	Payment Terms and Schedule	10% of the total contract value to be paid on QGR basis	As this is very small project we request you to kindly remove the QGR.	Pls Refer Corrigendum
5	Payment Terms and Schedule	Delivery of Equipment & Verification -80% of the total contract value. Installation, Configuration, Integration, Commissioning and hands-on training. 5% of the total contract value	Requesting you change the Payment value to 90% After Delivery and 10% After successful Installation and Commissioning.	Pls Refer Corrigendum
6	System Software Component: Call Centre Solution Software		As per the RFP, the channels required would be Voice and Email. Is there any other channel required like social media, chat, SMS ?	The call centre software solution must have the multichannel provision such as voice, email, social media, chat and SMS to interact between call centre agent and beneficiaries.

Sl. No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	Clarification of OCAC
7	System Software Component:C all Centre Solution Software		How many days of Recording you want to store ?	Please refer Point No-12 under Technical Specification of NAS Storage To be configured as per requirement of the Department
8	System Software Component:C all Centre Solution Software		What different languages are required in the IVR ?	The following languages are required in IVR system. Primary Language - Odia Secondary Language - English
9	System Software Component:C all Centre Solution Software		Is Self-Service IVR required ?	Self Service IVR is required and under the scope of this RFP.
10	System Software Component:C all Centre Solution Software		We have our default reports which covers most of the parameters but still do you want customization on your reports according to your needs?(Types of report you need).	The call centre software solution must have the provision to generate custom reports as per the need of the user department.
11	System Software Component:C all Centre Solution Software		Do you require after call survey or survey form to be sent through Email as link for csat or do you want customer sentiments to record automatically.	The mode of survey shall be through IVRS system/ through telephonic call by call centre agents/ other media. Form based survey is not under the scope of call centre software solution.
12	System Software Component:C all Centre Solution Software		As per the flow you are asking to generate the service request and SLA is also seen, so does it means ticketing (crm) is required with it.	Ticketing feature of Call Centre Solution is not applicable as per scope of the RFP. However the call centre solution must have CRM feature.

Sl. No.	RFP Clause No.	Clause Details as per RFP	Query/Clarification/ Suggestion	Clarification of OCAC
13	Annexure-3: Technical Specifications Rack Server Pg. 43	CPU: Dual Intel latest 16-core @2.0 GHz or higher	Requesting you to amend the clause to CPU: Dual intel/AMD latest 16-core@ 2.5 Ghz or higher	Pls Refer Corrigendum
14		Chipset: Intel C741 Chipset or latest	Request to amend for Chipset: Intel C741 Chipset or AMD SoC or latest	Pls Refer Corrigendum
15		Memory: 64GB RAM using minimum 16GB or higher DDR5 memory modules. Server shall support 32 memory module slots with a minimum scalability up to 8TB RAM.	Memory: 64GB RAM using minimum 16GB or higher DDR5 memory modules with 4800 MHz Memory Speed. Server shall support 24 memory module slots with a minimum scalability up to 6TB RAM.	No Change.As per RFP
16	RFP Clause 5.4 Pt. 4 Pg 24	The bidder must have implemented similar nature i.e., "Procurement, Supply, installation and commissioning of IT and Non IT equipment for setting up of Call Centre in Govt/PSUs in last five years, ending with March 31st, 2023." PO should be in the name of bidder only. Consortium Purchase Orders will not be considered.	Relaxation to included consultancy projects may please be considered.	Pls Refer Corrigendum
		Value of the project	Approximate value may be please be shared	No Change. As per RFP

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17	Annexure 13 Pg. 64	<p>In response to the RFP.No. OCAC-SEGP-MISC-0011-2023-23034 , for RFP titled "Selection of Agency for Supply, Installation Commissioning of ICT Infrastructure in Mission Shakti Helpline", as an owner/ partner/ Director of (organization name) I/We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/</p> <p>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.</p> <p>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.</p>	<p>In past practices a general declaration of black listing is asked by the client but here it has been asked for legal trial declarations kindly clarify.</p> <p>The same may be removed.</p>	Pls Refer Corrigendum