

**Request for Proposal (RFP)  
for Selection of Agency for Supply,  
Installation & Commissioning of  
Digital Signage Solution for Popularizing  
Government Initiatives.**

**RFP No. – OCAH-TH-06/2022/ENQ/23059**



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

## **Disclaimer**

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

The purpose of this RFP document is to provide the Bidder(s) with information to assist in the formulation of Proposals. This RFP document does not aim to hold all the information each Bidder may require. This RFP document may not be appropriate for all persons and it is not possible for the Odisha Computer Application Centre (OCAC) 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) 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 issuance of this RFP Documents does not imply that the OCAC/Client Department is bound to select a Bidder or to appoint the Selected Bidder or Service Provider for the Project and the OCAC/Client Department reserves the right to reject any or all of the Bidders or Bids without assigning any reason whatsoever.

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

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

e-Nivida is a complete e-Tendering process covering publishing of tenders online, inviting online bids, evaluation and award of contract using the system. You may keep a watch on the tenders floated in this e-Tendering portal at URL <https://enivida.odisha.gov.in>.

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

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

Detailed information on submitting online bids in the eNivida Portal may be obtained at:

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

### **GUIDELINES FOR REGISTRATION:**

1. Bidders are required to enroll themselves (one time) in the eNivida Portal <https://enivida.odisha.gov.in> by clicking on the link “**Bidder Enrolment**” available on the home page of the e-tender Portal by paying a Registration fee of Rs.2,500/- + applicable GST.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to **register their valid email address and mobile numbers** as part of the registration process which would be used for any communication with the bidders.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (**Only Class III Certificates with signing + encryption key usage**) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Thereafter, the Bidder shall log into 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 along with the required payment, the bidders need to send their acknowledgement copy to our help desk mail-id [odishaenivida@gmail.com](mailto:odishaenivida@gmail.com) for activation of the account.

### **SEARCHING FOR TENDER DOCUMENTS**

1. There are various search options built into 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, they can pay the prescribed Tender fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card after which he/she may download the required documents / tender schedules, bid documents etc. Once payment of both the fees is done, 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 should be in PDF formats. Original documents of the Bid may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.
4. To save time and effort required in uploading the same set of standard documents which are required to be submitted as a part of each 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 uploaded from the “My Documents” area while submitting a bid, and need not be uploaded again and again. This will lead to reduction in the time and effort 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 timeline. 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 or EMD declaration as applicable and enter details of the instrument.
4. In case of BG, the 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 of tendering authority before Online Opening of Financial Bid. In case of non-receipt of BG in original (wherever necessary) 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 successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
9. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

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

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

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

**Phone No. 011-49606060**

**Mail id: - odishaenivida@gmail.com**

**Acronyms and Glossary of Terms**

<b>Acronyms / Abbreviations</b>	<b>Description</b>
OCAC	Odisha Computer Application Centre
EMD	Earnest Money Deposit
IT	Information Technology
LD	Liquidated Damages
LOI	Letter of Intent
OEM	Original Equipment Manufacturer
OS	Operating System
SLA	Service Level Agreement
UAT	User Acceptance Test
SCA	Service Centre Agency (The agency appointed by OCAC to implement Mo Seba Kendra)
VLE/ULE	Village/Urban Level Entrepreneur
MSK	Mo Seba Kendra
SI	System Integrator
SDA	State Designated Agency

### Important Dates & Information

Information	Details
Bid Inviting Authority	Odisha Computer Application Center (OCAC) (Technical Directorate of I.T. Dept, Govt. of Odisha)
Correspondence Address	General Manager (Admin), Odisha Computer Application Centre (OCAC) (Technical Directorate of I.T. Dept, Govt. of Odisha), N-1/7-D, Acharya Vihar, P.O.-RRL, Bhubaneswar -751013
RFP Name	Request for Proposal (RFP) for Selection of Agency for Supply, Installation & Commissioning of Digital Signage Solution for Popularizing Government Initiatives.
Bid Reference No. and Date	OCAC-TH-06/2022/ENQ/23059, Dated 03-08-2023
Non-Refundable RFP Document Fee	₹11,200/-(Rupees Eleven thousand two hundred only inclusive of GST @12% ) in the form of a demand draft in favour of “ <b>Odisha Computer Application Centre</b> “ payable at <b>Bhubaneswar</b> from any of the Scheduled Bank along with the Proposal/bid or online through e-Payment Gateway of eNivida Plat form.
EMD	The bidder is required to submit Earnest Money Deposit (EMD) amounting to ₹ <b>7,00,000/- (Seven Lakhs Only)</b> in shape of Bank Draft in favour of Odisha Computer Application Centre, Bhubaneswar or Bank Guarantee issued from any of the Scheduled Banks as per the prescribed format in this RFP.
Availability of Bid Document in the website ( <a href="http://www.ocac.in">www.ocac.in</a> , <a href="http://www.odisha.gov.in">www.odisha.gov.in</a> )	08-08-2023
Last date for receiving pre-bid queries	14-08-2023 by 05:00 PM
Date and Time of Pre-bid Conference	16-08-2023, 12 Noon
Issue of Corrigendum (if Required)	19-08-2023
Last Date and Time for Submission of Bid document	05-09-2023, 02:00 PM
Date and Time of opening of Pre-Qualification & Technical Bids	05-09-2023 at 04:00 PM
Opening of Commercial Bid (CB)	11-09-2023. 4 PM

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## 1. Notice Inviting RFP

OCAC invites proposals from reputed System Integrators of National and International repute, for "Digital Signage Solution" for Popularizing Government Initiatives., as detailed in the Scope of Work in this RFP.

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

OCAC reserves the right to cancel any or all the bids without assigning any reason thereof and without incurring any liability whatsoever.

### **Issuer**

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

## 2. Fact Sheet

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

Clause Reference	Topic
<b>The Proposal</b>	Odisha Computer Application Centre (OCAC) invites Request for Proposal (RFP) for Selection of Agency for Supply, Installation & Commissioning of Digital Signage Solution for Popularizing Government Initiatives.
<b>Method of Selection</b>	Least Cost Selection (LCS) i.e., L1 method shall be used to select the bidder. The bidder is required to submit the bids General (Pre-qualification), Technical & Financial bids in eNivida portal ( <a href="https://enivida.odisha.gov.in">https://enivida.odisha.gov.in</a> ). 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.
<b>RFP Document Fee</b>	The bidders are required to submit the RFP document fee of Rs. 11,200/- * (Rupees Eleven Thousand Two Hundred Only) in the form of a demand draft in favour of "Odisha Computer Application Centre" payable at Bhubaneswar from any of the Scheduled Bank along with the Proposal/bid or online through e-Payment Gateway of eNivida Platform. * Rs. 10,000/- is the Document fee and Rs. 1,200/- is the GST @12% of Document fee.
<b>Earnest Money Deposit (EMD)</b>	The bidder is required to submit Earnest Money Deposit (EMD) amounting to <b>₹ 7,00,000/- (Seven Lakhs Only)</b> in shape of Bank Draft in favour of Odisha Computer Application Centre, Bhubaneswar or Bank Guarantee issued from any of the Scheduled Banks as per the prescribed format in this RFP.
<b>Performance Bank Guarantee (PBG)</b>	Performance Bank Guarantee ( <b>PBG</b> ) @ <b>10%</b> of the cost of the project from any Nationalized/Scheduled Commercial Bank in the prescribed format in favour of the Odisha Computer Application Centre shall be submitted by the successful bidder within <b>30 days</b> of issue of work order.
<b>Scope of Work</b>	Selected Bidder is expected to deliver the equipment and services listed in Scope of Work as mentioned in this RFP.
<b>Language</b>	Bid must be prepared by the Bidder in English language only.
<b>Currency</b>	The bidder should quote in Indian Rupees only. The total price inclusive of taxes, levies and duties will be considered for evaluation. So, the bidder must mention the base price and the tax components separately.
<b>Validity Period</b>	Proposals/bids must remain valid for a minimum 180 days from the last date of bid submission.
<b>Submission of Bid</b>	Proposals must be submitted online in eNivida Portal ( <a href="https://enivida.odisha.gov.in">https://enivida.odisha.gov.in</a> ) by 05/09/2023 up to 02:00 PM

### 3. Invitation for Bids

Odisha Computer Application Centre (OCAC) invites bids from eligible bidders who have the necessary qualifications for the Request for Proposal (RFP) for Selection of Agency for Supply, Installation & Commissioning of Digital Signage Solution for Popularizing Government Initiative as per the “Scope of Work” described in this RFP.

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

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

### 4. Background & Basis of Initiative

#### 4.1. Background Information

With an objective to serve the people in a more efficient and transparent manner with prime focus to bridge the rich-poor divide, Government of Odisha have adopted 5T model of governance. In furtherance of the objective, it has taken a number of initiatives covering food security, education, healthcare, livelihood etc. by launching various schemes to provide citizen centric services for benefit of the citizens in a holistic manner. Besides, the Government have taken several IT Initiatives not only for efficient implementation of these pro-people schemes, but also to ensure that the benefits actually reach the targeted beneficiaries. However, unless the people are aware and informed of these initiatives, their rights and entitlements, 100% achievement of the target cannot be ensured. Although, the Government is making awareness campaign through print media, digital media, Social media etc., it cannot be ascertained that the information reaches all the citizens as a huge mass population belonging to remote pockets do not have access to these mass communication media. Even out-reach programs like road show may not yield the desired result in this regard as these programs cannot be conducted very often while new schemes/initiatives are being launched by the Government frequently. Hence, there is a requirement for a proper mechanism to create awareness among people on various beneficiary schemes as well as other information relating to implementation of schemes real-time in a more inclusive manner.

In this backdrop, it is proposed to utilize the Mo Seba Kendras (MSKs) set up across the state for dissemination of such information directly to the citizens on real-time basis as these MSKs are functioning at GP/Village level. At present, more than 5000 Mo Seba Kendras are actively functioning across the state with presence up to GP/Village level to provide various Govt. Services to citizens almost at their doorsteps. Hence, these centres experience considerable footfalls even at village level. For popularization of various Govt. schemes, it would be a better idea, if display systems are installed in these centres which will continuously display the information on citizen centric Government initiatives so that vast majority of citizens visiting these MSKs can become aware of these initiatives and avail benefits which will be further

transpired to other people belonging to their locality. These display systems to be controlled and monitored centrally with pushing of contents through appropriate software. In the aforesaid premises, the current RFP is floated to select a suitable agency/Systems Integrator to provide to provide appropriate solution/products as well as support to implement the idea/initiative.

#### **4.2. Overview & Basis of the Proposal**

The concept of Digital Signage is very common which is commonly seen at Airports, Railway Stations etc to provide relevant information to the people through display units installed at different locations on real-time basis. All the display units are kept on a network and contents are pushed to the display units centrally using appropriate software. The present proposal is also based on the same concept. Government of Odisha have launched Mo Seba Kendra scheme in March 2021 under which more than 7000 MSKs covering both rural and urban area are being set up across the state to provide various Government Services to citizens in their locality. Besides, MSKs have also been declared as Government premises. At present, more than 5000 MSKs are actively functioning across the state with penetration up to GP/Village level and more than 150 Government services are being delivered through MSKs. More and more Government services are further being enabled making the MSKs as village level service delivery hubs. Due to presence of MSK at remotest corners of the state, it can disseminate various information on Government initiatives/advisories directly to the citizens as these centres experience considerable footfall for delivery of various Government services. Hence, installation of display units at MSKs with appropriate software solution for pushing the information centrally can act as a good awareness campaign agent for a huge mass of population.

The proposal envisages the Digital Signage Software solution to be client-server based with multi-user access and multi-screen support. All the display units proposed to be installed at MSKs will be connected to a central server through internet. The software in the server will push text, image, audio, video, etc as per requirement to the display units on real-time basis. The display units, per se, will not have any facility to be operated locally except power on/off. It can only be operated and monitored centrally thereby preventing any possibility of local misuse. The Mo Seba Kendra operators will act as the custodian of the systems.

### **5. Requirement, Scope of Work, Deliverables & Timelines**

The scope of work primarily focuses on Implementation of Digital Signage Solution with information dissemination at about 5000 selected Mo Seba Kendras which includes Supply, Installation & Commissioning along with appropriate software & warranty support for Digital Signage Solution for Popularizing Government Initiatives for a period of Three (3) years.

#### **5.1. Broad Activities under scope of work**

- a. Supply, Installation & Commissioning of display units in selected 5000 Mo Seba Kendras (MSKs) across the state covering mostly rural areas.
- b. Supply of Digital Signage Software for pushing contents centrally to all the Display Units simultaneously and monitoring the display units.
- c. Configuring the Server and installation/deployment of the digital signage software in the server to be provided by OCAC

- d. Support Provision including warranty support for a period of 3 years.
- e. Training and handholding

#### 5.1.1. Supply and installation of Display Units

- The selected bidder is required to supply and install the display units at selected 5000 Mo Seba Kendras spread across the state mostly covering the rural areas. It is the responsibility of the selected bidder to supply the equipment (display units) which shall be minimum 43" in size (diagonally) with all other standard features relating to resolution, contrast, brightness, orientation, power consumption, firmware etc. **Minimum Technical Specifications details at Annexure-4.**
- The Bidder shall ensure the safe delivery of the equipment up to the designated place of installation. Any transit insurance, labor, road permits etc., if required for the same, shall be arranged by the Bidder at no extra cost to OCAC/Client Department. The devices are to be fully insured against any loss or damage caused to it including theft, burglary, fire or any physical damage during transit period.
- Testing of the equipment commissioned and ensuring proper functioning at all locations.

#### 5.1.2. Digital Signage Software:

- a) Server-client based, multi-user and multi-screen support
- b) Facility to design and create content through a GUI-based interface
- c) Uniquely identify the Digital Signage screen at a particular location
- d) Ability to broadcast information (text, image, audio, video, etc.) from a central location on a real-time basis.
- e) Remote updating of firmware.
- f) Facility for content management and report generation
- g) Facility for user management, individual control of each device
- h) All other standard features relating to connectivity, back-up restore, report module etc. **Details at Annexure-4.**

#### 5.1.3. Server Configuration & Installation

- The selected SI is responsible for configuring the central server which will be used to push the contents (text, image, audio, video etc.) to display units along with installation of digital signage software and also ensure that the solution functions perfectly to meet the desired objective.
- Central Monitoring of the Devices & Content Management
- The server hardware will be provided by OCAC.

#### 5.1.4. Warranty & Support

- The Bidder should have the support agreement with OEM for the entire equipment till the completion of the project to ensure smooth functioning and provision of timely support service to achieve the highest uptime on the offered solution.
- Immediate replacement of faulty hardware/device/components

- Software updates and upgrades at no cost.
- On-site support.
- Warranty support of entire equipment for a period of 3 years.
- In order to facilitate and provide timely support service, the selected bidder, on its own and without any additional cost, shall set up a helpdesk/support cell centrally preferably at Bhubaneswar with a dedicated telephone number and resource(s). The helpdesk/support cell shall function once the delivery of equipment start and will be till the end of the project period of 3 years. The cell shall submit the call log reports/redressal of complaints to OCAC on weekly basis.
- To ensure prompt service for complaint redressal, the selected bidder should have service engineers stationed at least each district and submit list of such engineers at the time of submission of the proposal.
- The selected bidder must keep critical spares and/or display units up to at least 5% of the total no. of devices in local stores ready to immediately replace the defective ones. In case any spare/unit is already used, then the inventory level must be recouped.

#### **5.1.5. Deployment of Support Resources at District Level**

The selected bidder is required to deploy 30 support resources at district level having requisite expertise on resolving general issues relating to functioning of display units in order to provide onsite support at the installation sites (MSKs) within the prescribed timeline. The bidder must provide the details of such persons along with contact no. for each district along with this proposal in the enclosed format (**Annexure-14**). Although the selected bidder shall deploy 30 resources at district level to provide onsite support at sites, suitable rearrangement of these resources shall be made by the selected bidder to provide timely support taking the size of the districts and number of locations in a district into account.

#### **5.1.6. Training & Handholding**

- The selected bidder is required to train the purchaser's officials on using the digital signage software including operating the hardware for such purpose. The use of digital software includes, contents preparation & pushing, generation of MIS Reports etc.
- The selected bidder shall provide handholding support at least for 3 months without any additional cost for operating/using/managing the digital signage software.
- Even after the handholding support is over, the selected bidder must be in readiness to provide any support relating digital signage software either remotely or physically, as the situation warrants, without any additional cost.
- As and when required, the selected bidder shall impart training for multiple times, either virtually or physically on operating/managing the digital signage solution.
- There will be no additional financial implication to the purchaser for training and handholding.

#### **5.1.7. Other activities/facilities/provisions/Information**

- It is proposed to install 5000 display units in 5000 MSKs

- The Service Centre Agency (SCA) of Mo Seba Kendra appointed by OCAC will identify 5000 MSKs with special focus on rural area and facilitate and coordinate with VLEs/ULEs for this purpose.
- The supplier in collaboration with the OEM shall be responsible for smooth delivery and installation of systems at designated sites and provide warranty support for a period of three years.
- The supplier will provide required handholding support for smooth operation of the systems with training, if required.
- OCAC will facilitate for provision of server and other require infrastructure for successful installation of the digital signage software.
- The SCA will coordinate with the VLEs/ULEs concerned for ensuring opening of the MSKs and operation as well as safe custody of the systems at MSKs.
- The Supplier shall formally submit the server requirement including sizing and software, if any, for provisioning of sever by OCAC

**5.2. Project Deliverables, Milestones & Time Schedule**

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

- a) The time specified for delivery and other activities as mentioned in the table below shall be deemed to be the essence of the contract and the successful bidder shall arrange supplies and provide the required services within the specified period.
- b) It should be noted that any delay in the project timelines shall attract Liquidated Damages to the Agency.

<b>Sl. No.</b>	<b>Activity / Milestone</b>	<b>Delivery Schedule</b>
<b>1</b>	Delivery of Equipment	<b>8 Weeks</b> from date of issue of purchase order to the Bidder
<b>2</b>	Installation, Configuration & Integration	<b>4 Weeks</b> from date of Delivery of Equipment
<b>3</b>	UAT, Sign-off & Training	<b>13 Weeks</b> from date of purchase order to the Bidder

**Note:** -Total time for operationalization of the project is 13 weeks.

**5.3. Bill of Quantity (BoQ)**

As per Annexure-3

**6. Service Levels and Penalty Terms**

Service Level Agreement (SLA) shall form part of the contract between OCAC/Client Department and the Bidder. SLA defines the terms of the Bidder’s responsibility in ensuring the timely delivery and the compliance to the Performance Indicators as detailed in this RFP document. The Bidder shall



comply with Service Levels requirements to ensure adherence to timelines, quality and availability of services. OCAC shall have the right to expect the following service levels and also to impose penalty on Bidder on its failure to meet them as under: -

Sl.No.	Description	Service Level	Applicable Penalty
1.	Supply and complete acceptance testing/operationalization for 100% of the ordered quantity at all locations of device(s) within 91 days of issuance of Work Order by OCAC	Within 91 days	No Penalty
		Beyond 91 to 140 days	0.5 % (the value of undelivered and / or not accepted quantity) per week or part thereof subject to a maximum of 7 weeks (delay).
		> 140 days	OCAC may cancel the Contract and forfeit the PBG
2	Resolution of any hardware or software issue related to the Device(s) during the maintenance period.	Within 3 working days from the date of reporting of issue	No Penalty
		> 3 - 14 working days	The bidder shall provide temporary replacement of device(s) in which the issue has been reported. Failing to do so will attract penalty of Rs. 100 per day per reported device
		> 14 working days	Rs. 200 per day per reported device, maximum up to 60 days, post that the department shall reserve the right to terminate the contract and forfeit the PBG

## 7. Pre-Qualification/Eligibility Criteria

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

Sl. No.	PQ Criteria	Description of the Criteria	Documents to be Submitted
1	<b>Legal Entity</b>	<p>The bidder must be a company registered in India under Indian Companies Act 1956/2013 and must have GST registration &amp; up- to-date Income Tax Return, PAN Number as on 31st March, 2022 and must be having business operations in India for at least last five years as on 31<sup>st</sup> March 2022.</p> <p><i>Note: - Consortium or subcontracting of any kind shall not be acceptable for this project. Any deviation would lead to disqualification or termination of the same.</i></p>	<p>a. Valid copy of certificate of incorporation and registration certificates.</p> <p>b. Copy of GST registration.</p> <p>c. Copies of relevant Certificates of registration with Income Tax / PAN Number from the respective Government Department.</p>
2	<b>Turnover</b>	The average annual turnover of the bidder during the last 3 financial years ending on 31 <sup>st</sup> March 2022 must not be less than ₹ 100 Crores from IT/ITeS (as per the last published audited balance sheets).	<p>- Audited Balance Sheets</p> <p>- CA Certificate</p>
3	<b>Net Worth</b>	The company must be positive net worth in last three financial years ending on 31st March 2022. Bidder should have positive net profit for the last (3) financial years i.e., 2019-20, 2020-21 & 2021-22.	- Certificate from the Statutory Auditor/ CA Certificate

4	<b>Technical Capability</b>	<p>The bidder must have successfully undertaken at least the following numbers of similar assignments of value specified herein during last 7 years:</p> <p>One project of similar nature in system integration, not less than the amount ₹24,00,00,000/- (Twenty Four Crores Only)</p> <p>OR</p> <p>Two projects of similar nature in system integration) not less than the amount ₹ 18, 00,00,000/- (Eighteen Crores Only)</p> <p>OR</p> <p>Three projects of similar nature in system integration, not less than the amount ₹12,00,00,000/- (Twelve Crores Only)</p> <p><i>“Similar Nature” is defined as: Supply, Installation &amp; Commissioning of IT Hardware i.e., Desktop/Laptop/TVs/Panel/other IT Components including software in any State Govt./Central Govt./PSUs/Corporation in last seven years. Purchase Order (PO) should be in the name of bidder only. Consortium Purchase orders will not be considered. All the components should be included in single PO.</i></p>	Copy of the Work Order for completed projects
5	<b>Bidder Quality Certification</b>	The bidder must have valid ISO 9001 & ISO 20000 Certificate as on date of submission of this RFP.	Copies of the valid certificates.
6	<b>Blacklisting</b>	The bidder should not be under a declaration of Ineligibility for corrupt and fraudulent practices issued by any Government (any state Government or Central Govt. of India) or PSU in India.	Self- declaration <b>Annexure- 12</b>
7	<b>OEM Authorization</b>	<p>The bidder must attach Manufactures Authorization certificate specific to this tender &amp; Back-to- back support letter from major OEMs for providing Comprehensive support and services covered under this RFP as below: -</p> <ul style="list-style-type: none"> <li>- 43” Television/Display System</li> <li>- Digital Signage Software</li> </ul>	OEM MAF <b>Annexure- 8</b>
8	<b>Authorized Representative from Bidder</b>	A power of attorney / board resolution in the name of the person signing the bid.	Original Power of attorney on legal paper/ Board resolution copy

9	<b>Local Presence</b>	The bidder should have an office in Odisha. However, if the presence is not there in the state, the bidder should give an undertaking for establishment of a project office, within one month of award of the contract.	Relevant Documents supporting office addresses/ Undertaking.
10	<b>RFP fee</b>	The bidder must have made a payment of ₹11,200.00 (Eleven Thousand Two Hundred Only) towards RFP document fee.	Demand draft must be in favor of Odisha Computer Application Centre from any Nationalized / Scheduled Commercial Bank payable at Bhubaneswar or online through eNivida Portal.
11	<b>EMD</b>	Earnest Money Deposit (EMD) amounting to ₹ 7,00,000/- (Seven Lakhs Only)	Demand/Bank Draft in favour of Odisha Computer Application Centre, Bhubaneswar or Bank Guarantee issued from any of the Scheduled Banks as per the prescribed format in this RFP as per format annexed.
12	<b>OEM Criteria</b>	The OEM of the quoted product must be in active business in India for last 10 years (as on 31 <sup>st</sup> July, 2023) and must be having authorized Service Centers for the quoted products in Odisha	Documentary proof on existence in India for the prescribed period of time as well as existence of Service Centres in Odisha

**Note: - All the above eligibility documents must be provided for further evaluation. Non-compliance to above documents will lead to the rejection of the bid.**

## 8. Technical Evaluation Criteria

The proposal evaluation committee will evaluate the proposals submitted by the bidders with a detailed scrutiny. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Proposals. Only those proposals meeting the pre-qualification criteria will be selected for technical evaluation. Financial bid of those bidders who qualify in Technical proposal

shall be opened. The product specifications are mentioned in detail in **Annexure-4 (Clause 13.1.4)** under minimum technical specification. Please refer to the same for required sizing. Bidder should propose products (equal to or higher specifications) in order to comply with the requirement.

## **9. Instruction to Bidders**

### **9.1. General**

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

### **9.2. Availability of RFP Document**

- a) The availability of bidding documents shall be commenced from the date as mentioned in Notice Inviting Bids (NIB). The complete bidding document can be downloaded from the official website of OCAC ([www.ocac.in](http://www.ocac.in)) and Official website of Govt. of Odisha ([www.odisha.gov.in](http://www.odisha.gov.in)). The prospective bidders are requested download the bidding document from the websites and follow the bidding steps as prescribed.
- b) The bid Notice is also published in leading newspapers (Odia & English) for wide Circulation.

### **9.3. Compliant Proposals/ Completeness of Response**

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

## 10. Pre-bid Meeting & Clarifications

### 10.1. Pre-bid Conference

- a) A pre-bid conference will be scheduled by OCAC to clarify doubts of prospective bidders in respect of the procurement and the pre-bid query resolution along with corrigendum to the RFP, if any, shall be published on the respective websites as Pre-bid clarifications.
- b) The Pre-Bid Conference will be held in the conference hall of Odisha Computer Application Centre, Bhubaneswar or in virtual mode as per the schedule given in RFP.
- c) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach the below email id on or before the prescribed date & time as mentioned in "Important Dates and information" section of this RFP.
- d) Pre-Bid Queries to be sent to [gm\\_ocac@ocac.in](mailto:gm_ocac@ocac.in) General Manager (Admin.) with a copy to [umesh.mishra@ocac.in](mailto:umesh.mishra@ocac.in) & [Sourav.dash@semt.gov.in](mailto:Sourav.dash@semt.gov.in) in the following format
- e) The queries should necessarily be submitted in the following format (Soft copy in MS Word or MS Excel file to be attached):

Sl#	RFP Document Reference(s) (Section & Page Number(s))	Contents of the clause requiring clarification	Points of clarification

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

### 10.2. Responses to Pre-Bid Queries and Issuance of Corrigendum

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

### 10.3. Amendments to RFP Document

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

### 10.4. Period of Validity of Bids

- a) Bids submitted by the bidders shall remain valid for a period of 180 Days from the date of submission of RFP. A Bid valid for a shorter period shall be rejected by the procuring entity as non-responsive Bid.
- b) Prior to the expiry of the period of validity of Bids, the procuring entity, in exceptional circumstances, may request the bidders to extend the bid validity period for an additional specified period of time. A bidder may refuse the request and such refusal shall be treated as withdrawal of Bid and in such circumstances bid security shall not be forfeited.
- c) Bidders who agree to an extension of the period of validity of their Bids shall extend or get extended the period of validity of bid securities submitted by them or submit new bid securities to cover the extended period of validity of their bids. A bidder whose bid security is not extended, or that has not submitted a new bid security, is considered to have refused the request to extend the period of validity of its Bid.

#### **10.5. Format and Signing of Bids**

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

#### **10.6. Cost & Language of Bidding**

- a) The bidder shall be responsible for all costs incurred in connection with participation in the bid process, including site visits but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions / presentations, preparation of bid, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- b) The Proposal should be filled by the Bidder in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the Proposal, the English translation shall govern.

#### **10.7. Alternative/ Multiple Bids**

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

#### **10.8. RFP Document Fees**

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

#### **10.9. Bid Security/Earnest Money Deposit (EMD)**

- a) Bidders shall submit, along with their Bids, EMD of ₹7,00,000/- (Rupees Seven Lakhs) only in the shape of Bank Draft OR Bank Guarantee (in the format specified in this RFP) issued by any scheduled bank in favour of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 180 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.
- b) EMD of all unsuccessful bidders would be refunded by OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee.
- c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- e) The EMD may be forfeited:
  - i. If a bidder withdraws its bid during the period of bid validity.
  - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
  - iii. If found to have a record of poor performance such as having abandoned work, having been black-listed or debarred, having inordinately delayed completion and having faced Commercial failures etc.
  - iv. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP
  - v. A Proposal contains deviations (except when provided in conformity with the RFP) conditional offers and partial offers.

#### **10.10. Submission of Bids**

- a) The bidders should submit their responses as per the format given in this RFP in the following manner :
  - i. Response to Pre-Qualification & Technical Criterion: First Cover
  - ii. Commercial Proposal: Second Cover
- b) The Response to Pre-Qualification criterion, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be in separate Files.
- c) Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.



- d) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- e) The proposal/bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initiated by the person (or persons) who sign(s) the proposals.
- f) All pages of the bid shall be signed and stamped by the authorized person or persons who sign the bid.
- g) In case of any discrepancy observed by OCAC in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.
- h) Bidder must ensure that the scan copies of the documents furnished by him is final and original related to the bid documents asked in the RFP.

#### **10.11. Submission of Manufacturer's Authorization Form**

Bidder must submit the dully signed MAF of the major items at the time of bid submission in the Prequalification Proposal as per the prescribed format (**Annexure-8**). The MAF should be submitted in OEM's letter head mentioning required details.

#### **10.12. Deadline Submission of Bids**

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

#### **10.13. Venue & Mode for Submission of Bids**

Proposals, in its complete form in all respects as specified in the RFP, must be submitted in electronic mode through e-Nivida Portal <https://enivida.odisha.gov.in/> by **05-09-2023, 02:00 PM**. Physical submission of bids (by hand delivery/Speed post/registered post etc.) shall never be accepted and all such bids will be summarily rejected.

#### **10.14. Late Bids**

- a) The eNivida portal does not allow submission of bids after due date & time. Hence, the bidders are advised to submit their bids much before the prescribed date and time.

- b) The bids submitted by any other means like physical submission/telex/telegram/ fax/e-mail etc. other than online in eNivida Portal shall not be considered. No correspondence will be entertained on this matter.
- c) OCAC reserves the right to modify and amend any of the above-stipulated condition/criterion depending upon project priorities and need.

#### **10.15. Withdrawal, Substitution, and Modification of Bids**

Withdrawal, substitution or modification of bids are never allowed once the bid is submitted.

#### **10.16. Opening of Bids**

The Proposals submitted up to **05.09.2023 by 2:00 PM** will be opened on **05-09-2023 at 04:00 PM** by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal. As the bids are submitted online, opening of tenders may be done in virtual mode. The Financial Bid cover shall be kept unopened and shall be opened later on the date and time intimated to the bidders who qualify in the evaluation of technical Bids.

#### **10.17. RFP Evaluation**

##### **10.17.1. Evaluation & Tabulation of Pre-qualification Bid**

- i. Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the infirmities detailed below. A Proposal will be treated as non-responsive, if it is found to be:
  - submitted in a manner not conforming with the manner specified in the RFP document
  - submitted without prescribed RFP document fee and EMD.
  - received without the appropriate authorisation or power of attorney
  - containing subjective/incomplete information
  - submitted without the prescribed documents
  - non-compliant with any of the clauses stipulated in the RFP
  - having lesser validity than the prescribed validity period.
- ii. All responsive Bids will be considered for further processing as below:

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

##### **10.17.2. Evaluation of Technical Bid**

- a) The Technical Bid responses will be opened/evaluated for those bidders who qualify the pre-qualification criteria.

- b) The Evaluation Committee will examine the detailed Compliance Sheet submitted by the bidders duly signed in Company Letter Head in respect of Technical Specification asked for in the RFP **(Annexure-4)**.
- c) In case of deviation while evaluating the Technical Bid response based upon the criteria, the bid will be liable for rejection.

### **10.17.3. Evaluation & Tabulation of Financial Bids**

- a) The Financial Bids of the bidders who qualify in the technical bid evaluation shall only be considered for evaluation.
- b) The bid with lowest Financial (L1) i.e. “lowest price quoted” will be awarded the contract.
- c) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- d) The bid price will be inclusive of all taxes and levies and shall be in Indian Rupees.
- e) Any conditional bid would be rejected
- f) Errors & Rectification:
  - i. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Proposal Evaluation Committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.
  - ii. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected, unless in the opinion of the Proposal Evaluation Committee there is an obvious misplacement of the decimal point in the unit price, in which case the total price as quoted shall govern and the unit price shall be corrected.
  - iii. If there is an error in a total corresponding to the addition or subtraction of
  - iv. Subtotals, the subtotals shall prevail and the total shall be corrected; and
  - v. If there is a discrepancy between words and figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to clause (i) and (ii) above.

## **10.18. Acceptance of the successful Bid and award of Project**

### **10.18.1. Award Criteria**

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

### **10.18.2. Right to Accept Any Proposal and To Reject Any or All Proposal(s)**

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

### **10.18.3. Purchaser's Procurement Rights**

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

- a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
- b) Change any of the scheduled dates stated in this tender.
- c) Reject proposals that fail to meet the tender requirements.
- d) Increase or decrease the quantity of the hardware items
- e) Remove any of the item at the time of placement of order.
- f) Increase or decrease no. of resources (if any) supplied under this project.
- g) Should the Purchaser be unsuccessful in negotiating a contract with the Agency, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- h) Make typographical correction or correct computational errors to proposals
- i) Request bidders to clarify their proposal.

#### **10.18.4. Notification of Award**

Prior to the expiry of the validity period, OCAC will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, OCAC may like to request the bidders to extend the validity period of the bid. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, OCAC will notify each unsuccessful bidder.

#### **10.18.5. Performance Guarantee**

The OCAC will require the selected bidder (Agency) to provide a Performance Bank Guarantee, within 30 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership i.e. total order value excluding taxes. The Performance Guarantee should be valid for a period of 3 years 3 months (39 months). The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The Agency shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the Agency fails to submit performance guarantee within the time stipulated, the OCAC at its discretion may cancel the order placed on the Agency with forfeiture of EMD after giving prior written notice to rectify the same. OCAC shall invoke the performance guarantee in case the selected bidder fails to discharge its contractual obligations during the period or OCAC incurs any damages due to selected bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

#### **10.18.6. Issuance of Purchase Order**

After the OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue a Purchase Order to the successful bidder taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses.

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

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

#### **10.19. Confidentiality**

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

### **11. General Terms and Conditions of RFP**

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

#### **11.1. Definitions**

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

- a. "Request for Proposal (RFP)", means this detailed notification seeking a set of solution(s), services(s), materials and/or any combination of them.
- b. "OCAC", shall mean the Odisha Computer Application Centre, the Designated Technical Directorate of Information Technology Department, Government of Odisha.
- c. "GM" shall mean the General Manager of Odisha Computer Application Centre
- d. or any authorized officer to act on his behalf for a specified work.
- e. "Authorized Representative" shall mean any person authorized by either of the parties.
- f. "Agency/Vendor/Bidder" means any firm offering the solution(s), service(s) and /or materials required in the RFP. The word Vendor/Bidder when used in the pre award

period shall be synonymous with Bidder, and when used after award of the Work shall mean the successful Bidder or Agency to whom OCAC issues the Purchase Order for rendering of sales & services.

- g. "Service" means provision of Contracted service as per this RFP.
- h. "Site" shall mean the location(s) for which the Order has been issued and where the service shall be provided as per Scope mentioned in the RFP.
- i. "Termination Notice" means the written notice of termination of the Purchase
- j. Order issued by one Party to the other in terms hereof.

#### **11.2. Language**

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

#### **11.3. Notices**

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

#### **11.4. Governing Law**

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

#### 11.5. Scope of Supply

- a) Subject to the provisions in the bidding document and Purchase Order, the Goods/Equipment and related services to be supplied shall be as specified in the bidding document (RFP).
- b) Unless otherwise stipulated in this document, the quantity and specifications are for minimum quantity and configuration respectively. The bidder may supply higher configuration.
- c) Unless otherwise stipulated in the Purchase Order, the scope of supply shall include all such items not specifically mentioned in the Purchase order but that can be reasonably inferred from the Contract as being required for attaining delivery and completion of the goods and related services as if such items were expressly mentioned in the Contract.
- d) The bidder shall not quote and supply hardware/ software that is likely to be declared as End of Sale and End of Service/ Support for the period as mentioned in BoM (**Annexure -3/Annexure-4**) from the last date of bid submission. OEMs are required to mention this in the MAF for all the quoted hardware/ software. If any of the hardware/ software is found to be declared as End of Sale/ Service/ Support, then the bidder shall replace all such hardware/ software with the latest ones having equivalent or higher specifications without any financial obligation to the purchaser.

#### 11.6. Project Value

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

#### 11.7. Recoveries from Supplier/ Agency

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

#### 11.8. Taxes & Duties

- a) The GST if applicable shall be deducted at source.
- b) For goods/Equipment supplied from outside India, the successful/ Agency shall be entirely responsible for all taxes, stamp duties, license fees, and other such levies imposed outside the country.

- c) For goods/Equipment supplied from within India, the successful Agency shall be entirely responsible for all taxes, duties, license fees, etc., incurred until delivery of the contracted Goods to the Purchaser.
- d) If any tax exemptions, reductions, allowances or privileges may be available to the successful Agency in India, OCAC shall use its best efforts to enable the successful Agency to benefit from any such tax savings to the maximum allowable extent.

#### **11.9. Packing and Documents**

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

#### **11.10. Insurance**

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

#### **11.11. Transportation**

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

#### **11.12. Extension in Delivery Period and Liquidated Damages (LD)**

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



- c) Delivery period may be extended with or without liquidated damages, if the delay in the supply of goods or service is on account of hindrances beyond the control of the selected bidder:
- i. The selected bidder/Agency shall request in writing to the Purchaser giving reasons for extending the delivery period of service, if he/she finds himself/herself unable to complete the supply of goods or service within the stipulated delivery period or is unable to maintain prorata progress in the supply of goods or service delivery. This request shall be submitted as soon as a hindrance in delivery of goods and service occurs or within 15 days from such occurrence but before expiry of stipulated period of completion of delivery of goods and service after which such request shall not be entertained.
  - ii. The Purchaser shall examine the justification of causes of hindrance in the delivery of goods and service and the period of delay occurred due to that and recommend the competent authority on the period of extension which should be granted with or without liquidated damages.
  - iii. Normally, extension in delivery period of service in following circumstances may be considered without liquidated damages:
    - When delay has occurred due to delay in approval by OCAC.
    - When the delay has occurred in providing space or any other infrastructure, if OCAC was required to provide the same as per the terms of the Bid.
  - iv. If the competent authority agrees to extend the delivery period/ schedule, an amendment to the Purchase Order with suitable denial clauses and with or without liquidated damages, as the case may be, shall be issued. The amendment letter shall mention that no extra price or additional cost for any reason, whatsoever beyond the contracted cost shall be paid for the delayed supply of goods and service.

#### **11.13. Warranty**

- a) The bidder must execute back-to-back support contract with OEM for a period of Three years from the date of UAT.
- b) The bidder shall either repair or replace the defective goods or parts thereof with brand new genuine/ authentic ones having similar or higher specifications from the respective OEM as per the time period specified.

#### **11.14. Termination**

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

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

**11.15. Settlement of Disputes**

- a) Any dispute or difference, whatsoever, arising between the Parties to this Agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavours. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed by OCAC for such purpose and abide by the decisions thereon.
- b) On failure of the Parties to arrive at an amicable settlement, the dispute or difference, as the case may be, shall be referred to the Principal/Commissioner-cum- Secretary to Government, E & IT Department, Government of Odisha for his decision and the same shall be binding on all Parties, unless either Party refers the matter to arbitration by a sole arbitrator acceptable to the other disputing Parties, within 60 (sixty) days of such decision.
- c) Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 and the rules framed thereunder and any statutory modification or re-enactment thereof. The arbitration proceeding shall be held in Bhubaneswar, Odisha.

**11.16. Right to Alter Quantities**

OCAC reserves the right to alter the quantities of the products/licenses mentioned in the BOQ based on the requirement and/or also to give repeat order to the selected bidder for one or more items of BOQ, if required, within the commercial offer validity period of 1 year on the basis of same unit cost and terms and conditions.

**11.17. Force Majeure**

If the execution of the contract is delayed beyond the period stipulated in the services as result of outbreak of hostilities, declaration of an embargo or blockade of fire, flood, acts of God, then OCAC may allow such additional time by extending the time frame as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the Purchaser, the order shall be read and understood as if it had contained from its inception the execution date as extended.

**12. Special Terms & Conditions****12.1. Proof of Concept (POC)**

Prior to delivery of equipment, the selected bidder is required to demonstrate the equipment along with the software and to make the PoC in accordance with the desired goals.

**12.2. Payment Schedule**

Sl.No.	Project Milestone	Payment (%)	Documents Required
1	Delivery, Installation and Certification from the client	80% of the contract value	1. Original Delivery Challan duly signed

	department for the Equipment		2. Original Invoice (In triplicate) 3. Installation Certificate <b>Note:</b> In case the site is not ready and any dependency from the department then the bidder will get 60% of amount towards delivery of the materials at site. The remaining 20% will be released after Installation.
2	Training & UAT	10 % of the contract value	1. Training manual & UAT Certificate
3	Satisfactory functioning of the system in line with the desired goal	10%	

### 12.3. Other Terms of Payment

- a. Release of any payment under this project is subject to submission of Performance Bank Guarantee, Warranty Certificate and all other documents mentioned earlier.
- b. All payments will be made in INR only.
- c. No advance will be paid, or no letter of credit will be issued.
- d. Any upward/downward revision of taxes (GST) shall be applicable at the time of invoicing. However, to arrive at the bid value of the respective bidder, bidder has to quote the charges inclusive of all taxes mentioning the prevailing tax rates.
- e. The Successful Bidder will have full and exclusive liability for payment of all Duties, Taxes and other statutory payments payable under any or all of the Statutes/Laws/Acts etc. now or hereafter imposed.
- f. The payment will be subject to fulfilment of warranty obligations.
- g. All remittance charges will be borne by the selected bidder.
- h. In case of disputed items, disputed amount shall be withheld and will be paid only after settlement of the dispute.
- i. Any penalties/ liquidated damages, as applicable, for delay and non-performance, as mentioned in this bidding document, will be deducted from the payments for the respective milestones.
- j. Taxes, as applicable, will be deducted at source, from due payments, as per the prevalent rules and regulations.

## 13. Formats for Submission of Proposal

### 13.1. General

The bidders are expected to respond to the RFP using the forms given in this section and all documents supporting Pre-Qualification Evaluation Criteria as mentioned below.

## 13.1.1. Compliance Sheet for Pre-qualification (Checklist) : Annexure-1

Sl. No.	Basic Requirement	Documents Required	Complied (Yes/No)	Page Reference
1	Legal Entity	a. Valid copy of certificate of incorporation and registration certificates. b. Copy of GST registration. c. Copies of relevant Certificates of registration with Income Tax / PAN Number from the respective Government Department.		
2	Turnover	- Audited Balance Sheets - CA Certificate		
3	Net Worth	- Certificate from the Statutory Auditor/ CA Certificate		
4	Technical Capability	Copy of the Work Order against completed projects		
5	Bidder Quality Certification	Copies of the valid certificates.		
6	Black Listing	Self- declaration <b>Annexure- 12</b>		
7	OEM Authorisation	OEM MAF <b>Annexure- 8</b>		
8	Authorized Representative of Bidder	Original Power of attorney on legal paper/ Board resolution copy		
9	Local Presence	Relevant Documents supporting office addresses/ Undertaking.		
10	RFP Fee	Demand draft in favor of Odisha Computer Application Centre from any Nationalized / Scheduled Commercial Bank payable at Bhubaneswar or proof of online payment through eNivida Portal.		
11	EMD	Demand/Bank Draft in favour of Odisha Computer Application Centre, Bhubaneswar or Bank Guarantee issued from any of the Scheduled Banks as per the prescribed format in this RFP as per format annexed.		
12	OEM Criteria	Documentary proof on existence of OEM (doing active business) in India for last 10 years (as on 31 <sup>st</sup> July, 2023) as well as having authorised Service Centres for the quoted product in Odisha		

**13.1.2. Particulars of Bidder: Annexure-2**

SI#	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	PAN No. of the Bidder	
9	Name, Address, e-mail ID, Phone nos. and Mobile Number of Contact Person	
10	Local address of the bidder in Odisha, if any	
11	Name, email & Mobile No. of contact person in Odisha (if any)	

**13.1.3. Bill of Quantity (BoQ) : Annexure-3**

SI. No.	Item Details	UoM	Quantity
1	43" LED Display System or higher with 3 Years of Onsite Warranty	Nos.	5000
2	Digital Signage Software (License, if any)	Nos.	5000

### 13.1.4. Minimum Technical Specifications: **Annexure-4**

#### Display Unit

Make :

Model:

Items	Description	Complied (Y/N)
Display Size	43 inch or higher	
Resolution	3840 X 2160 (UHD)	
Backlight Unit Type	Direct	
Brightness	400 or higher	
Static (Panel) Contrast Ratio	5000:1 or higher	
Refresh Rate	60Hz	
Video	HDR	
Audio	10W + 10W	
Broadcasting System	Digital (Terrestrial, Cable, Satellite) DVB-T2/C	
Operational Hour	16*7	
Connectivity Input	Minimum HDMI 2.0*3, USB 2.0*1	
External Control	RS 232 & RJ45	
External Sensor	IR inbuilt for remote	
Response Time	19 ms or better	
Power Consumption	Max 100W	
Power Supply	AC 100-240 V (+/- 10%)	
Processor	Quad Core Processor with 128GB memory(Inbuilt or external)	
Hardware & Software Features	Temperature Sensor, Auto Level, Wifi, Launcher Bar, Web Browser, Soft App, Screen Share (Miracast), Smart Share, Bluetooth Audio Playback, HDMI-ARC , IP Channel Manager	
Certification	Minimum Certification : BIS, UL, FCC Class A/B or equivalent	
Other Facilities/provisions	All the features/provision for local inputs must be disabled (and cannot be enabled locally to avoid any local misuse) except for the contents to be broadcasted centrally. Only facilities to be locally enabled are switch on/off, volume/display adjustments.	
Warranty	3 years onsite	

#### Digital Signage Software:

The Digital Signage Software solution shall be server-client based, **Multi-User Access, Multi-Screen Support**, Creating and Editing Schedules, Easy Delivery, Easy Management, Easy Program Creation and Scheduling Manageable over the Network (Intranet/Internet & Extended WAN Links), and easy-to-use. Digital signage software to provide the following general features & content management facilities:

#### a) General Features:

- 1) GUI base Interface to provide the facility to design and create content

- 2) Unique identification number (UIN)/ Device Serial key Number/ Device Name & Model Number / Group Code as per OEM/Any such unique naming scheme to identify Digital Signage Screen at remote location.
- 3) Real-time broadcast of contents (text, image, audio, video, etc.) from a central location over internet. Popular formats like mp4 or similar (for video), jpg, png, gif or similar (image), swf or similar (flash) to be supported.
- 4) Multiple Region Zones & Multiple layouts : Capability to divide the screen as required & populate images, videos, text, flash etc using drag & drop facility. Splitting of screen into number of zones and each zone to be capable for playing different images, videos etc. The facility of scrolls crawls, to separate multiple displays on separate regions on the screen.
- 5) Ability to update Firmware on selected Digital Signage Displays remotely.
- 6) Ability to schedule auto ON/OFF mode and wake up Digital Signage Displays from a centralized location.
- 7) The software shall be capable of distributing content to all the LED displays concurrently.
- 8) The software should have facility to have a screen shot of the live content and virtual remote to control the display.

**b) Content Management & Report generation requirements:**

- 1) The CMS software to be hosted on premise and to have perpetual license
- 2) Add/modify/delete/combine the content in any of the file formats which results in audio, video, text format (including PPT, pdf media files, etc). It shall also be capable of adding scrolling and can set speed of scrolling for text message content.
- 3) Central control of the content to be displayed on the particular screen. The content manager shall schedule the fixed time slot for content to be displayed.
- 4) Preview of the final content and content approval by authorized (central/local) persons before the final upload.
- 5) Transmitting/downloading/deploying content to logically grouped branches/locations. Content can also be scheduled for a particular set of screens.
- 6) Ability to manage content in terms of Date & time to display, screen split or Custom layout, duration of display, etc. The pre-defined Grid Layouts for Portrait and Landscape template shall be available.
- 7) Design the content with ease (drag and drop) in any media format. Should support choosing a Ready-to-use template and have relevant and unique content created within minutes.
- 8) Facility to remotely view and control the current playback status of any screens.
- 9) Content deployment can happen on a real-time basis or on a scheduled date and time. If the content deployment has failed for a particular location, then the notification should come and it should also support take over to save unnecessary network traffic or redeployment process should be initiated automatically at least for a prefixed number of times.
- 10) Ability to delete content from a particular display only by an authorized (central or local) person.
- 11) Provision to push content in Digital Signage System.
- 12) Should support to show content in : horizontal/vertical formats in any required aspect ratio and resolution.
- 13) Should support Overriding of scheduled or current content on the screen(s) with emergency messages.

**c) User Management :**

- 1) Create users and multiple organization groups with different access levels.

- 2) Assign displays to users for management.
- 3) Password-protected access with provision to change password. Provision to reset a lost password by an admin / user.

**d) Connectivity & expandability :**

The solution should be capable of connecting with an existing 802.1x enabled LAN network within the organization of the following media type:

- 1) Wired Ethernet connectivity
- 2) Wireless 802.11
- 3) With the supplied media player

**e) Backup and Restore:**

Users shall be able to take back up playlist for previous versions of content, check playback, and control Digital Signage Display.

**f) Report Module:**

The solution should provide the facility to generate the following reports by authorized persons:

- i. Report on what content is being distributed at what time.
- ii. Report on device connection status, history and approved device.



**13.1.5. Bidder's Authorisation Certificate : Annexure -5**  
(To be filled by the Bidder)

To

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

I/ We {Name/ Designation} hereby declare/ certify that {Name/ Designation} is hereby authorized to sign relevant documents on behalf of the company/ firm in dealing with RFP reference No. OCAC-TH-06/2022/ENQ/23059 dated 03-08-2023. He/ She is also authorized to attend meetings & submit technical & commercial information/ clarifications as may be required by you in the course of processing the Bid. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Name of the Bidder: -

Verified Signature

Authorized Signatory: -

Seal of the

Organization: - Date:

Place:

**13.1.6. Acceptance of Terms & Conditions : Annexure-6**

(Company letter Head)

RFP reference No. OCAC-TH-06/2022/ENQ/23059 dated 03-08-2023

To

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

**Sub: Popularizing Govt. Initiatives through Digital Signage Solution – Acceptance of Terms & Conditions**

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP No.: OCAC-TH-06/2022/ENQ/23059 regarding "Popularization of Govt. Initiatives through Digital Signage Solution".

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

Thanking you,

Signature  
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

### 13.1.7. Covering Letter - Technical Bid : Annexure-7

(To be filled by the bidder and signed in Company Letter Head)

To

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

**Subject:** Technical Proposal for Request for Proposal (RFP) for Selection of Agency for Supply, Installation & Commissioning of Digital Signage Solution for Popularizing Government Initiatives, RFP No- OCAC-TH-06/2022/ENQ/23059 dated 03-08-2023.

Sir/Madam,

We, the undersigned, offer to provide our services against your RFP enquiry no. <Insert RFP no> dated <insert date>. We are hereby submitting our Proposal, which includes this Technical Bid sealed in the envelope.

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

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

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

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

Yours sincerely,

Authorized Signature [*In full and initials*]: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_

Name of Firm Address: \_\_\_\_\_

**13.1.8. Manufacturer's Authorization Form (MAF) : Annexure-8**

Letter No. \_\_\_\_\_

To

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

Sub: OEM Authorization Letter RFP Ref No: OCAC-TH-06/2022/ENQ/23059

Dear Sir

We, who are established and reputable \_\_\_\_\_ having factories / development facilities at (address of factory / facility) do hereby authorize M/s \_\_\_\_\_ (Name and address of Agent) to submit a Bid, and accept the Purchase Order against the above Bid Invitation. We hereby extend our full guarantee and warranty for the Solution, Products and services offered by the above firm against this Bid Invitation. We further undertake that we will support the supplier will all related spares and maintenance during the entire contract period.

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

Yours faithfully,

(Name)

Seal

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

**13.1.9. Financial Bid Cover Letter and Format : Annexure-9**

*(To be filled by the bidder and signed in Company Letter Head)*

To

The General Manager (Admin)  
Odisha Computer Application Centre  
(Technical Directorate of I.T. Dep<sup>t</sup>, Govt. of Odisha) N-1/7-  
D, Acharya Vihar P.O. - RRL,  
Bhubaneswar – 751013

Date:

**Subject:** Submission of the financial bid for Request for Proposal (RFP) for Selection of Agency for Supply, Installation & Commissioning of Digital Signage Solution for Popularizing Government Initiatives.

Dear Sir/Madam,

We, the undersigned, offer to Request for Proposal (RFP) for Selection of Agency for Supply, Installation & Commissioning of Digital Signage Solution for Popularizing Government Initiatives RFP. Ref. No. OCAC-TH-06/2022/ENQ/23059 dated 03-08-2023 and our Proposal (Pre-qualification, Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>>inclusive of taxes and duties.

**1. Price and Validity**

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

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

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

**2. Unit Rates**

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

**3. Qualifying Data**

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

**4. Bid Price**

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

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

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

Thanking you,

Yours sincerely,

Authorized Signature:

Name and Title of Signatory:

Name of Firm:

Address:

## 13.1.10. Commercial Bid - Item Wise Price Schedule : Annexure-10

SL. No.	Item	Quantity (a)	Unit Cost (in Rs.) (b)	Taxes (in Rs.) (c)	Total Cost (in Rs.) (d = b + c)	Total Amount (in Rs.) (e = a x d)
1.	43" Display System with 3 Years of Onsite Warranty	5000				
2.	Digital Signage Software	5000				
3.	Delivery & Installation	5000				
<b>Total Cost Including GST</b>						
(In words) :						

**Authorized Signatory with Official Seal**

**NOTE: -**

- All the above price would be in INR only.
- The above price would include Compressive OEM Warranty Support for a period of 3 years from the date of UAT.
- The bidder has to compulsorily quote for all items mentioned in the Commercial-bid Tables. In case bidder fails to quote for any of this stage, the bid would be summarily rejected.
- Above is indicative, however the quantity may increase or decrease at the time of placing the purchase order as per actual.
- The Tax rates will be mentioned as per standards.

**13.1.11. Financial Capabilities : Annexure-11***(To be filled by the Bidder)*

<b>Turnover (Rs. In Crores)</b>		
<b>2019-2020</b>	<b>2020-2021</b>	<b>2021-2022</b>
<b>Net worth (Rs. In Crore)</b>		
<b>2019-2020</b>	<b>2020-2021</b>	<b>2021-2022</b>



**13.1.12. Self-Declaration : Annexure-12**

*(Non-blacklisted in company Letter Head)*

To

The General Manager (Admin) Odisha Computer  
Application Centre  
(Technical Directorate of I.T. Dep<sup>t</sup>, Govt. of Odisha) N-1/7-D,  
Acharya Vihar P.O. - RRL,  
Bhubaneswar - 751013

Sir

In response to the RFP Ref. No: OCAC-TH-06/2022/ENQ/23059 dated 03-08-2023, for RFP titled "Selection of Agency for Supply, Installation & Commissioning of Digital Signage Solution for Popularizing Government Initiatives", 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:

**13.1.13. Project Citation Format : Annexure-13***(To be filled by the Bidder)*

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

**13.1.14. Format for List of District Level Support : Annexure-14**  
*(in Company Letterhead)*

Sl#	District Name	Personnel Name	Qualification	Contact No.	Email-d
1					
2					
3					
4					
.					
.					
30					

### 13.1.15. Bank Guarantee Format : Annexure-15

(To be signed by bank and submitted by Bidder)

**RFP REF: OCAC-TH-06/2022/ENQ/23059**

To,

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

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Ref. No. OCAC-TH-06/2022/ENQ/23059 dated 03-08-2023 for Selection of Agency for Supply, Installation & Commissioning of Digital Signage Solution for Popularizing Government Initiatives (hereinafter called "the Bid") to OCAC Know all Men by these presents that we <<Name of the Bidder>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the <<Nodal Agency>> (hereinafter called "the Purchaser") in the sum of Rs. <<Amount in figures>> (Rupees <<Amount in words>> only) for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<Date>>

The conditions of this obligation are:

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

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

This guarantee will remain in force up to <<insert date>> and including

<<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

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

(Authorized Signatory of the Bank) Seal:

Date:

## 13.1.16. Details of documents to be submitted by the bidder: Annexure-16

Sl. No.	Documents to be submitted		
	Pre-qualification bid	Technical Bid	Financial Bid
1	Bidder's Authorization Certificate ( <b>Annexure-5</b> )	Technical Bid Covering Letter ( <b>Annexure-7</b> )	Financial Bid Cover letter and Format ( <b>Annexure-9</b> )
2	Particulars of the Bidder ( <b>Annexure-1</b> )	Detailed Bill of material as per components indicated in Bill of Quantity. ( <b>Annexure-3</b> )	Financial Bid ( <b>Annexure-10</b> )
3	Pre-qualification Compliance Sheet along with all the documents asked for in the Pre-qualification Criteria	Technical Specification Compliance Documents with all supporting details ( <b>Annexure-4</b> )	
5	CA Certificate with CA's Registration Number & Seal ( <b>Annexure-12</b> )		
7	Relevant Documents supporting Office Addresses /Undertaking. (Local presence)		
8	Acceptance of Terms & Conditions ( <b>Annexure- 7</b> )		
9	MAF ( <b>Annexure- 9</b> )		
10	Self-Declaration ( <b>Annexure- 13</b> )		
11	Project Citation Format ( <b>Annexure- 13</b> )		
12	List of resources to be deployed at district level ( <b>Annexure -14</b> )		