

Monitoring School Activity



Request for Proposal (RFP) for Selection of System Integrator for Implementation of Monitoring School Activity for School & Mass Education Department Government of Odisha

RFP Enq. No.: OCAC-SEGP-INFRA-0022-2023-ENQ-23093

Date : 31-10-2023



**(RFP RESPONSE TO BE SUBMITTED IN e-TENDER MODE
ONLY THROUGH e-NIVIDA PORTAL:**

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



ODISHA COMPUTER APPLICATION CENTRE

[TECHNICAL DIRECTORATE OF E&IT DEPARTMENT, GOVERNMENT OF ODISHA]

OCAC Building, Acharya Vihar Square, Bhubaneswar-751013, Odisha, India

W: www.ocac.in | **T:** 0674-2567295/2567283 | **F:** 0674-2567842

Instruction to Bidders for Online Bid Submission

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

The will invite for online Bids. Bidder Enrolment can be done using "**Bidder Enrollment**".

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

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

GUIDELINES FOR REGISTRATION:

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

8. After completion of registration payment, bidders need to send their acknowledgement copy on our help desk mail id odishaenivida@gmail.com , for activation of the account.

SEARCHING FOR TENDER DOCUMENTS

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

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colour option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, GST, Annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
5. These documents may be directly submitted from the "My Documents" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process. Already uploaded documents in this section will be displayed. Click "New" to upload new documents.

SUBMISSION OF BIDS

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by Department.
3. Bidder has to select the payment option as per the tender document to pay the tender fee / Tender Processing fee & EMD as applicable and enter details of the instrument.
4. In case of BG bidder should prepare the BG as per the instructions specified in the tender document. The BG in original should be posted/couriered/given in person to the concerned official before the Online Opening of Financial Bid. In case of non-receipt of BG amount in original by the said time, the uploaded bid will be summarily rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the yellow Coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. The uploaded bid documents become readable only after the tender opening by the authorized bid openers.
8. Upon the successful and timely submission of bid click "Complete" (i.e. after Clicking "Submit" in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique

id and date & time of submission of the bid with all other relevant details.

9. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

For any clarification in using eNivida Portal:

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

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

Phone No. 011-49606060

Mail id: - odishaenivida@gmail.com

Contents

1	Request for Proposal.....	6
2	Structure of the RFP	6
3	Background Information	7
3.1	Basic Information.....	7
3.2	Project Background.....	7
3.2.1	About the Department	7
3.2.2	Project Profile.....	7
4	Instructions to the Bidders.....	9
4.1	General.....	9
4.2	Compliant Proposals/ Completeness of Response.....	10
4.3	Code of integrity	10
4.4	Key Requirements of the Bid.....	12
4.4.1	Right to Terminate the Process.....	12
4.4.2	RFP Document Fees.....	12
4.4.3	Earnest Money Deposit (EMD).....	12
4.4.4	Submission of Proposals.....	13
4.4.5	Contents of the technical bid.....	13
4.5	Preparation and Submission of Proposal	13
4.5.1	Proposal Preparation Costs.....	13
4.5.2	Language	14
4.5.3	Venue & Deadline for Submission of Proposals.....	14
4.5.4	Late Bids.....	14
4.6	Evaluation Process.....	14
4.6.1	Tender Opening	15
4.6.2	Tender Validity.....	15
4.6.3	Tender/Proposal Evaluation	15
5	Criteria for Evaluation	15
5.1	Prequalification Criteria (General Bid).....	16
5.2	Technical Evaluation Criteria.....	19
5.3	Financial bid Evaluation Criteria	19
6	Appointment of System Integrator or Service Provider	20
6.1	Award Criteria.....	20
6.2	Right to Accept Any Proposal & Reject Any / All Proposal(s).....	20

6.3	Purchaser’s Procurement Rights	20
6.4	Notification of Award.....	20
6.5	Contract Finalization and Award.....	21
6.6	Signing of Contract.....	21
6.7	Performance Guarantee	21
6.8	Failure to Agree with the Terms and Conditions of the RFP	21
7	Scope of Work.....	21
7.1	Brief Background.....	21
7.2	Installation of Equipment.....	22
7.3	Insurance.....	22
7.4	Timeline	22
7.5	Warranty.....	23
7.5.1	Service Level Change Controls	23
7.6	Payment Terms.....	23
7.7	Other General Clauses of payment to be noted.....	25
7.8	Exit Management.....	25
7.9	Bill of Quantity (BOQ).....	25
7.10	Minimum Technical Specifications	26
8	Formats for Submission of Proposal.....	28
8.1	Bidder’s Organisation (General Details)	28
8.2	Self-Declaration: Not Blacklisted.....	29
8.3	Bidder’s Authorisation Certificate.....	30
8.4	Acceptance of Terms & Conditions.....	31
8.5	Technical Bid Cover Letter.....	32
8.5.1	Project Citation Format	33
8.5.2	Proposed Solution.....	34
8.5.3	Proposed Work Plan.....	35
8.5.4	Team Composition.....	36
8.5.5	Deployment of Personnel.....	37
8.6	Undertaking on Pricing of Items of Technical Response.....	38
8.7	Manufacturers’ Authorization Form (MAF)	39
8.8	Format for Bank Guarantee for Earnest Money Deposit.....	40
8.9	Financial Bid Letter	42
8.9.1	Commercial Bid	44

1Error! Bookmark not defined.

2Error! Bookmark not defined.

3Error! Bookmark not defined.

3.1 Performance Security 45

Fact Sheet

This **Fact Sheet** comprising of important factual data on the tender is for quick reference of the bidder.

Clause Reference	Topic
Section 4.4.1	RFP can be Downloaded from www.odisha.gov.in or www.ocac.in . The bidders are required to submit the document Fee of ₹5,600/- (inclusive of 12% GST) in shape of Bank Draft in favour of Odisha Computer Application Centre and payable at Bhubaneswar from any of the scheduled commercial banks along with the Proposal (General Bid).
Section 4.4.2	The bidder is required to submit Earnest Money Deposit (EMD) amounting to ₹ 30,00,000/- (Thirty Lakh Only) in shape of Bank Draft / Bank Guarantee in favour of Odisha Computer Application Centre, Bhubaneswar or Bank Guarantee issued from any of the Scheduled Banks <u>as per the prescribed format in this RFP.</u>
Section 4.4.3	Bidders must submit response eNvida portal (https://enivida.odisha.gov.in/) only
Section 4.4.4	The Proposal should be filled in by the Bidder in English language only.
Section 4.4.5	The bidder should quote price in Indian Rupees only. The offered price must be exclusive of taxes and duties. The taxes as appropriate & applicable would be paid at the prevalent rates.
Section 4.4.6	The proposal submission address is:

Clause Reference	Topic
	<p>General Manager (Admin) Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 Proposals must be submitted on or before date 14-11-2023 and time 12.00 Noon In electronic mode only. Note: Physical Copies of the Bid documents will not be accepted.</p>
Section 4.4.7	Proposals/ Bids must remain valid 180 days from the date of opening of Commercial Bid.
Section 5	<p>Least Cost Selection (LCS) i.e., L1 method shall be used to select the bidder for this RFP. The bidder is required to submit the bids General (Pre- qualification), Technical & Financial bid in eNivida portal (https://enivida.odisha.gov.in/). Technical bid of those bidders who qualify in General Bid shall be opened. Financial bid of those bidders who qualify in Technical Specification shall be opened.</p>
Section 6	<p>Splitting of Bid: - OCAC reserves the right to award the contract to more than one bidder, at L1 price in the interest of speedy implementation of the Project.</p>
Section 7	<p>This project includes procurement, supply & warranty support with the objectives to Monitor the School Activity in School, aims at preparing youth to participate creatively in the Establishment, Sustenance and growth of a knowledge society leading to all round socioeconomic development of the nation and global competitiveness for a period of 3 years from the date of commission/FAT.</p>
Section 7.7.5	<p>Total project period is 2 years and 3 months. The System Integrator must supply & deliver the equipment within time frame of 3 months from the date of work order/PO.</p>
<p><i>The Bid document may be purchased by any interested bidder by paying the document fee of ₹5,600/- inclusive of 12% GST & Tender Processing fee of ₹2,800/- inclusive of 12% GST online on the eNivida portal through e-Payment Gateway, at any time before Tender Closing. The complete bid document has also been published on the website www.ocac.in, & www.odisha.gov.in, https://enivida.odisha.gov.in (Online Bid submitted on e-Nivida portal will be valid only).</i></p>	

1 Request for Proposal

Sealed proposals are invited from eligible, reputed & qualified bidders for Selection of System Integrator for Implementation of Monitoring School Activity for School & Mass Education Department Government of Odisha. A total of 10000 elementary schools have been identified to start under the Monitoring School Activity. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

2 Structure of the RFP

This RFP document for Selection of System Integrator for Implementation of Monitoring School Activity comprises of the following.

- a) Instructions on the Bid process for the purpose of responding to this RFP. This broadly covers:
 - i) General instructions for bidding process
 - ii) Bid evaluation process including the parameters for Pre-qualification, Technical Specification and Commercial Evaluation for determining bidder's suitability as the system integrator
 - iii) Commercial bid and other formats

- b) Functional and Technical Requirements of the project. The contents of the document broadly cover the following areas:
 - i) About the project and its objectives
 - ii) Scope of work
 - iii) Functional and Technical Requirements
 - iv) Project Schedule
 - v) Service levels for the implementation partner
 - vi) Timeline of Project implementation

The bidders are expected to respond to the requirements as completely and in as much relevant detail as possible, and focus on demonstrating bidder's suitability to become the implementation partner of OCAC for this project.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP documents. Failure to furnish all information required as mentioned in the RFP documents or submission of a proposal not substantially responsive to the RFP documents in every respect will be at the bidder's risk and may result in rejection of the proposal.

3 Background Information

3.1 Basic Information

OCAC the Technical Directorate of E&IT Department, Government of Odisha invites responses ("Tenders") to this Request for Proposals ("RFP") from System Integration firms ("Bidders") for Selection of Selection of System Integrator for Implementation of Monitoring School Activity as described in this RFP, "Terms of Reference".

Proposals must be received not later than time, date and venue mentioned in the Fact Sheet. Proposals that are received late will not be considered in this procurement process.

OCAC will award the Contract to the successful bidder whose proposal has been determined as the best value proposal based on Technical and Financial evaluation criteria and accepted by the Tender Accepting Authority.

3.2 Project Background

3.2.1 About the Department

The Department of Electronics & Information Technology is the nodal department for Government of Odisha in the matters of IT, ITES and Communication. The department plays a vital role in formulating and implementing policy matters in Information Technology, ITES, Electronics and Telecom; promotion of Odisha as an ultimate ICT destination for investment and facilitating ICT industries; assisting other department for effective e-Governance and capacity building; Promotion of ICT based education in the State.

Odisha Computer Application Centre (OCAC), the Technical Directorate of Electronics & Information Technology Department, Government of Odisha, has evolved through years as a centre of excellence in IT solutions and e-Governance. It has contributed significantly to the steady growth of IT in the state. It helps IT to reach the common citizen so as to narrow down the Digital Divide and widespread applications of IT in establishing a system where the citizens are receiving good governance in addition to ensuring speed of decisions from a transparent Government through an effective e-Governance System.

3.2.2 Project Profile

Odisha Computer Application Centre (OCAC) on behalf of S&ME Department inviting proposals on **TURNKEY BASIS** from the reputed bidders towards Procurement, Supply, Installation and Warranty Support for Implementation of Monitoring School Activity for a period of 2 years.

The purpose of this RFP is to establish the Implementation of Monitoring School Activity. This RFP is issued by OCAC, which is the sole point of contact during selection process. The officer responsible for entire process is **General Manager (Admin)**. The

purpose of this RFP is to provide interested System Integrator (SI) / Bidders with information to enable them to prepare and submit a proposal towards Procurement, Supply, Installation and Warranty Support of Implementation of Monitoring School Activity for a period of 2 years.

Monitoring School Activity: Quality education has become essential in today's world as the skill set of every individual is updating as the years, in terms of technology, passes by. The competitive environment is cut-throat, and one needs to keep up! Technology has entered every aspect of our lives and preventing students and teachers to make the most of such developments is unacceptable. A smart classroom is a ramped-up mode of education which, instead of taking away from education or the attention span of students, adds opportunities to the existing traditional classroom setup. The opportunity to provide students with quality education by helping them understand concepts better, improve their reading and comprehension skills, and achieve academic excellence. The traditional lecture-and-note-taking ritual has begun to lose its effectiveness. However, it is quite impossible to quit cold turkey, as books and notes are an integral part of learning in a classroom. Efforts to grow academically is necessary to implement deeper levels of growth and conceptual development. It's thus the education system's responsibility to employ various technological opportunities for students' gains. The classroom has successfully turned an interactive technology to a curriculum creating and collaborative learning system for teachers and pupils, respectively. It's emphasizes blended learning, the traditional and novel methods of teaching, as a tool to learn basic and complex concepts for an enhanced academic foundation with the help of visuals and activities. With such a view in mind, smart learning was introduced to classrooms. The aforementioned new methods of teaching have been introduced to what is now known as a smart classroom. The Digital Classroom can be considered to be a "technology-enabled" learning environment where student learning and interaction with the instructor and peers is fully supported through strategic use of Information and Communication Technologies (ICTs). This project revolves around Modernizing schools and establishing "Digital learning centre" with a focus on implementing "Implementation of Monitoring School Activity".

Key features:

- (A) **Interactive Display:** Interactive displays are used to showcase dynamic interactive multi-media content on Tab Based technology, the system can adapt to any flat surface and make it interactive of the classroom evaluation system.
- (B) **Collaborative Learning:** In a Implementation of Monitoring School Activity, with products such as devices powered by technology, collaboration within a class becomes very easy. Teachers and pupils can come and collaborate on the interactive display, which has multi touch feature, or from their dedicated devices to push their thoughts and doubts as well as to attend the evaluation process on to the display for everyone in class to see.

- (C) **Curated Educational Material:** Teachers, school administrators and parents do not have to hesitate about using the internet of teaching content as the Ems.ai line of products already come with curated educational material. The internet content is always updated and filters out anything irrelevant material for classroom purposes.
- (D) **A Teacher's Assistant App:** It is not uncommon to find a teaching assistant in a traditional classroom. Just like any other assistant, the teachers will find a confidant in an in-built learning assistant in Spark devices that helps teachers prepare for lessons and teach concepts effectively and conduct the assessment of students of the classroom instantly.
- (E) **Remote Classroom Access:** Absence in class is a common incident; be it the flu, fever or a holiday. Now students in a smart classroom won't miss a day of learning, thanks to the technology which enables remote access to an ongoing class. With the permission of the teacher the student can attend the class from wherever he or she is at.
- (F) **Lesson-Plan Creation:** With the help of the IT enabled technology, a teacher can take a break from the painstaking process of lesson planning. He or she can make lesson plans on the go! One needs to only login and ask the assistant to populate information pertaining to the topic from the curriculum and Voila! A lesson plan for the particular session is ready. Teacher can now focus on teaching.
- (G) **Save Class Option:** If a teacher feels that the class is worth saving for future reference or to pass on to students for revision, he or she can do so. The entire session can be saved in My Cloud and can be revived anytime it is necessary.
- (H) **Animated Modules and Videos:** In today's classrooms children are smarter than the methods of teaching, as they have access to alternative source of information like the Internet. So, a smart classroom, in order to keep up with these tech-savvy children, attracts attention by displaying animated media, such as videos, pictures and audios pertaining to the lesson in hand. This not only enhances the aesthetics of teaching but also helps students remember and visualize concepts in their mind, making them easier to learn.

4 Instructions to the Bidders

4.1 General

- a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers with regard to this RFP.
- b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by OCAC on the basis of this RFP.
- c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the OCAC. Any notification of preferred bidder status by OCAC shall not give rise to any enforceable rights by the

Bidder. OCAC may cancel this public procurement at any time 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.

4.2 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 noncompliant and the Proposal may be rejected. Bidders must:
- i) Include all documentation specified in this RFP;
 - ii) Follow the format of this RFP and respond to each element in the order as set out in this RFP
 - iii) Comply with all requirements as set out within this RFP.

4.3 Code of integrity

No official of a procuring entity or a bidder shall act in contravention of the codes which includes

- a. prohibition of
- i. making offer, solicitation or acceptance of bribe, reward or gift or any material benefit, either directly or indirectly, in exchange for an unfair advantage in the procurement process or to otherwise influence the procurement process.
 - ii. Any omission, or misrepresentation that may mislead or attempt to mislead so that financial or other benefit may be obtained or an obligation avoided.
 - iii. any collusion, bid rigging or anticompetitive behaviour that may impair the transparency, fairness and the progress of the procurement process.
 - iv. improper use of information provided by the procuring entity to the bidder with an intent to gain unfair advantage in the procurement process or for personal gain.
 - v. any financial or business transactions between the bidder and any official of the procuring entity related to tender or execution process of contract; which can affect the decision of the procuring entity directly or indirectly.
 - vi. any coercion or any threat to impair or harm, directly or indirectly, any party or its property to influence the procurement process.
 - vii. obstruction of any investigation or auditing of a procurement process.
 - viii. making false declaration or providing false information for participation in a tender process or to secure a contract;

- b. disclosure of conflict of interest.
- c. Disclosure by the bidder of any previous transgressions made in respect of the provisions of sub-clause (a) with any entity in any country during the last three years or of being debarred by any other procuring entity.

In case of any reported violations, the procuring entity, after giving a reasonable opportunity of being heard, comes to the conclusion that a bidder or prospective bidder, as the case may be, has contravened the code of integrity, may take appropriate measures.

4.4 Key Requirements of the Bid

4.5.1 Right to Terminate the Process

- a) OCAC may terminate the RFP process at any time and without assigning any reason. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.
- b) This RFP does not constitute an offer by OCAC. The bidder's participation in this process may result OCAC selecting the bidder to engage towards execution of the contract.

4.5.2 RFP Document Fees

RFP document can be downloaded from www.ocac.in or www.odisha.gov.in. The bidders are required to submit the document fee of **₹5,600/- (₹5,000 + 12% GST i.e. ₹600)** in shape of Bank Draft in favour of Odisha Computer Application Centre and payable at Bhubaneswar from any of the scheduled commercial banks along with the General Bid Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

Note:- The RFP Document Fee & Earnest Money Deposit (EMD) can also be transfer online through NEFT only to Union Bank of India, Account Number 149311100000195, IFSC Code-UBIN0814938, Acharya Vihar Branch, Bhubaneswar, Account Name - Odisha Computer Application Centre. In case of NEFT online transfer of RFP Document Fee & Earnest Money Deposit (EMD), the Bidder must mention the Name, Amount Transfer with Transaction ID, Tender Enquire Number & GST No

4.5.3 Earnest Money Deposit (EMD)

- a) Bidders shall submit, along with their Bids, EMD of **₹30,00,000/- (Rupees Thirty Lakh 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, 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.

4.5.4 Submission of Proposals

- 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) 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.
- c) The covers containing the copies of Pre-Qualification Proposal, Technical Proposal and Commercial Proposal should be put in another single sealed cover clearly marked "Response to the RFP for Selection of System Integrator for Implementation of Monitoring School Activity" - RFP Enq. No.: OCAC-SEGP-INFRA-0022-2023-ENQ-23093.
- d) The outer cover thus prepared should also indicate clearly the Name, Address, Telephone Number, Email Address and Fax Number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- e) 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.
- f) 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 initialized by the person (or persons) who sign(s) the proposals.
- g) All pages of the bid shall be initialized and stamped by the authorized person or persons who sign the bid.
- h) In case of any discrepancy observed by OCAC in the contents of the submitted scan copies of bid documents then clarification related to the documents shall asked by OCAC.
- i) 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.

4.5.5 Contents of the technical bid

The bidder should give details related to project timeline, plan to be followed, equipment quoted by them with product data sheets & brochures mentioning the Make & Model of quoted items, resource plan, warranty support of the quoted equipment, operation management plan with team structure in technical bid document.

4.5 Preparation and Submission of Proposal

4.6.1 Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by OCAC to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process.

OCAC will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

4.6.2 Language

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

4.6.3 Venue & Deadline for Submission of Proposals

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

Addressed To	General Manager (Admin) Odisha Computer Application Centre, N-1/7-D, Acharya Vihar P.O.- RRL, Bhubaneswar – 751013, Odisha, India
Submission Schedule	14-11-2023 by 12:00 Noon

4.6.4 Late Bids

- Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be returned unopened.
- The bids submitted by telex/ telegram/ fax/ e-mail etc. **shall not be considered**. No correspondence will be entertained on this matter. Proposals must be submitted through electronic (<https://enivida.odisha.gov.in>) mode only.
- OCAC shall not be responsible for any non-receipt of the bid documents. No further correspondence on the subject will be entertained. It is the responsibility of the bidder to ensure that its bid/proposal is received by OCAC within the prescribed timeline.

- d) OCAC reserves the right to modify and amend any of the above-stipulated condition / criterion depending upon project priorities vis-à-vis urgent commitments.

4.6 Evaluation Process

- a) OCAC will constitute an Evaluation Committee to evaluate the responses of the bidders
- b) The Evaluation Committee constituted by OCAC shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection of the bid.
- c) The decision of the Evaluation Committee in the evaluation of responses to the RFP shall be final. No correspondence will be entertained outside the process of negotiation/discussion with the Committee.
- d) The Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.
- e) The Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

4.7.1 Tender Opening

The Proposals submitted up to **14.11.2023 by 12.00 Noon** will be opened on **14.11.2023 at 3.00 PM** by 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.

4.7.2 Tender Validity

The offer submitted by the bidders should be valid for minimum period of 180 days from the date of submission of Tender. However, validity of the price bid of selected bidder will be for 180 days from the date of agreement.

4.7.3 Tender/Proposal Evaluation

- a) Initial Proposal scrutiny will be held to confirm that Proposals do not suffer from the infirmities detailed below. Proposals will be treated as non-responsive, if a Proposal is found to have been:
- submitted in manner not conforming with the manner specified in the RFP document
 - Submitted without appropriate EMD as prescribed herein
 - received without the Letter of Authorization
 - containing subjective/incomplete information
 - submitted without the documents requested in the checklist
 - non-compliant with any of the clauses stipulated in the RFP
 - having lesser than the prescribed validity period.

The EMD of all non-responsive bids shall be returned to the bidders.

- b) All responsive Bids will be considered for further processing as below:

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

5 Criteria for Evaluation

Tenders for this contract will be assessed in accordance with **Least Cost Selection (LCS i.e., L1)** system i.e., the bidder who have quoted lowest total quote (i.e., Lowest quote in Grand Total column in Commercial bid) will be awarded the work. All bids will primarily be evaluated on the basis of Pre-Qualification Criteria. The Evaluation Committee will carry out a detailed evaluation of the proposals, only those who qualify all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents. In order to reach such a determination, the Evaluation Committee will examine and compare the technical aspect of the proposals on the basis of information provided by the bidder, taking into account the following factors:

- a) Overall completeness and compliance with the requirement
- b) Proposed technical compliance sheet, quoted product data sheet, brochures & work-plan that the bidder will achieve the performance standards within the time frame described in RFP documents.
- c) Any other relevant factors, if any, listed in RFP document or the OCAC deems necessary or prudent to take into consideration.

In order to facilitate the technical proposal evaluation, the technical specification parameters laid down in the technical specification is an indication of the importance of the technical evaluation criteria. Bidders complying to the technical evaluation will only be considered for further financial bid evaluation. Technical Bids of bidders which don't complying to the technical specification asked in the RFP will be considered technically non-responsive and hence debarred from being considered for financial opening.

5.1 Prequalification Criteria (General Bid)

Keeping in nature of the work involved, following criteria are prescribed as pre-qualification criteria for the Bidder interested in undertaking the project. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

SI#	Basic Requirement	Specific Requirement	Documents required
-----	-------------------	----------------------	--------------------

a)	General	The Bidder or its OEM incorporated in a country sharing a land boundary with India cannot participate in this bid.	Declaration by the Bidder /OEM on their letter head in this regard should submit along with the Bid.
----	---------	--	--

b)	Legal Entity	<p>The bidder must be a company registered in India under Indian Companies Act 1956/2013 and must have GST registration & up-to-date Income Tax Return, PAN Number as on 31st March, 2022 and must be having business operations in India for the last five years as on 31st March 2023</p> <p>Note: - Consortium of any kind shall not be acceptable for this project. Any deviation would lead to disqualification or termination of the same.</p>	<ul style="list-style-type: none"> - Copy of Certificate of Incorporation - Copy of GST Registration Certificate - Copy of PAN
c)	Sales Turnover in system Integrator	Average Annual Turnover of the bidder from IT/ITES must be ₹ 30 Crores (Rupees Thirty Crore) in last three financial years ending with 31st March 2023. i.e. 2020-21, 2021-22 and 2022-23.	<ul style="list-style-type: none"> - Audited Balance sheet - Certificate from CA - OCAC reserves the right to verify from MCA portal.
d)	Net worth	The company must be positive net worth in last three financial years ending with 31st March 2023 (i.e., 2020-21, 2021-22 and 2022-23).	- Certificate from CA
e)	Certifications	The bidder/ O E M must have valid ISO 9001, ISO20001 & ISO 14001 Certificate as on date of submission of this RFP.	- Copy of certificate
f)	Local Presence	The bidder should have an office in Odisha. However, if the presence is not there in the state, the bidder should give an undertaking for establishment of a project office, within one month of award of the contract.	<ul style="list-style-type: none"> - Relevant Documents - Supporting office addresses/ Undertaking

g)	Technical Capability	<p>The bidder must have successfully undertaken at least the following numbers of similar assignments of value specified herein: -</p> <p>One project of similar nature in system integration, not less than the amount ₹12,00,00,000/- (Twelve Crores Only)</p> <p>OR</p> <p>Two projects of similar nature in system integration) not less than the amount ₹9,00,00,000/- (Nine Crores Only)</p> <p>OR</p> <p>Three projects of similar nature in system integration, not less than the amount ₹6,00,00,000/- (Six Crores Only)</p> <p>“Similar Nature” is defined as: Supply, Installation & Commissioning of IT Hardware i.e., Desktop/Laptop/TAB/ Smart Phone with its related Accessories in Reputed Schools/Colleges/Universities/Organizations under State Govt./Central Govt./PSUs/ Autonomous body in last five 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 a single PO.</p>	Copy of Work Order + Project completion/ Continuation certificate
h)	OEM Authorization	<p>The bidder must attach Manufactures Authorization certificate specific to this tender & Back-to- back support letter from major OEMs or their authorized partner in case the OEM has no authorized office in India for providing Comprehensive support and services covered under this RFP for 3 Years.</p> <ul style="list-style-type: none"> - TAB - MDM (Mobile Device Management) 	MAF as per Annexure

i)	Blacklisting	The bidder/OEM should not continue to be blacklisted/debarred/banned by Government Department / Government Agency / PSU in India as on date of submission of bid.	A notarized affidavit in 100/- non-judicial stamp paper by authorized bid signatory.
j)	Authorized Representative from Bidder	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

5.2 Technical Evaluation Criteria

The 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 the **Annexure-3** under minimum technical specification. Please refer to the same for required sizing. Bidder should propose products in order to comply the requirement.

5.3 Financial bid Evaluation Criteria

- a) The bid with lowest Financial (L1) i.e., "lowest price quoted" in Grand total as mentioned in the Financial Bid/Commercial Table (as above) will be considered as the Successful bid i.e., Lowest Bid (L1 Bid)
- b) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- c) The bid price will be inclusive of all taxes and levies and shall be in Indian Rupees.
- d) Any conditional bid would be rejected.
- e) Errors & Rectification- Arithmetical errors will be rectified on the following basis:
 - i. If there is a discrepancy between the unit price and the total price of any item that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected accordingly.
 - ii. In case of multiple items, grand total price shall be corrected adding the sub- total costs of each item.
 - iii. If there is a discrepancy between words and figures in respect of unit price, the amount in words will prevail.

6 Appointment of System Integrator or Service Provider

6.1 Award Criteria

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

6.2 Right to Accept Any Proposal & Reject Any / All Proposal(s)

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

6.3 Purchaser's Procurement Rights

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

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

6.4 Notification of Award

Prior to the expiry of the validity period, OCAC will notify the successful bidder in writing or by fax or email (in shape of issuing Letter of Intent), 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 and return their EMD.

6.5 Contract Finalization and Award

OCAC shall reserve the right to negotiate with the bidder(s) whose proposal has been ranked best value bid on the basis of Technical and Commercial Evaluation to the proposed Project. On this basis the contract agreement would be finalized for award & signing.

6.6 Signing of Contract

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

6.7 Performance Guarantee

On receipt of a letter of intent from OCAC, the successful Bidder will furnish a bank guarantee, by way of performance security, equivalent to 3% (THREE Percent) of the total contract value excluding tax, on or before the signing of the subsequent contract, typically within 15 days from notification of award, unless specified to the contrary (Performance Guarantee). In case the successful Bidder fails to submit Performance Guarantee within the time stipulated, the Purchaser may at its sole discretion cancel the letter of intent without giving any notice and encase the EMD furnished by the Bidder, in addition to any other right available to it under this RFP.

The Performance Guarantee furnished by the successful Bidder shall be in the manner prescribed At point no. **8.8**. The successful Bidder shall ensure, the Performance Guarantee is valid for 27 months i.e., 2 years and 3 months The Performance Guarantee shall be kept valid till completion of the Project period.

The Purchaser may invoke the Performance Guarantee in the event of a material breach by the successful Bidder leading to termination for material breach.

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

Failure of the successful bidder to agree with the Terms & Conditions of the RFP and the Proposal submitted by the successful bidder, despite the deviations submitted by the Bidder are adequately considered and mutually agreed, shall constitute sufficient grounds for the annulment of the award, in which event OCAC may award the contract to the next best value bidder or call for new proposals from the interested bidders. In such a case, the OCAC shall invoke the PBG or the EMD as the case may be, of the most responsive bidder.

7 Scope of Work

7.1 Brief Background

Implementation of Monitoring School Activity in School Education aims at preparing youth to participate creatively in the Establishment, Sustenance and growth of a

knowledge society leading to all round socioeconomic development of the nation and global competitiveness.

Odisha Computer Application Centre (OCAC) inviting proposals on **TURNKEY BASIS** from the reputed bidders towards Implementation of Monitoring School Activity for School & Mass Education Department Government of Odisha. The scope of work primarily focuses on procurement, supply, installation & commissioning of Implementation of Monitoring School Activity for a period of 3 years. All the software and hardware required to meet the required functionalities should be supplied by the selected bidder. The scope of this project is to achieve objective interactive learning and has an expected outcome that is listed below.

1. Confidence in using technology and modern learning methods at par with global standards
2. Capacity building amongst teachers.
3. The solution will help visualize how conventional classrooms and other learning spaces can be reorganized to support changing styles of teaching and learning.

7.2 Installation of Equipment

The delivery location will be at school site. The details school list will be given to the selected bidder at the time of work order.

The bidder should ensure the installation of Mobile Device Management (MDM) Software in each Tablet for monitoring of the equipment.

7.3 Insurance

The Implementation of Monitoring School Activity is to be fully insured against any loss or damage caused to it including theft, burglary, fire or any physical damage during the transit period to the designated school site.

Note: - In case of theft/burglary/fire or any physical damage, the bidder will have to provide replacement of the equipment with same or higher configuration within 30 working days from the date of Non-Tracing Report (NTR) received from concerned local police authority. In case of non-repairable equipment, the bidder will have to provide the replacement of the equipment with same or higher configuration within 30 working days from the logging of issue and identifying the equipment as non-repairable.

7.4 Timeline

The necessary installation, & Implementation of Monitoring School Activity should be completed within the time duration of THREE MONTHS (03) from the date of issue of Purchase Order.

7.5 Warranty

All the equipment supplied under this RFP must have 2 Years warranty.

7.5.1 Service Level Change Controls

- a) General
 - i) It is acknowledged that this Service levels may change as Purchaser's business needs evolve over the course of the contract period. As such, this document also defines the following management procedures:
 - ii) A process for negotiating changes to the Service Levels
 - iii) An issue management process for documenting and resolving particularly difficult issues.
- b) Purchaser and Bidder management escalation process to be used in the event that an issue is not being resolved in a timely manner by the lowest possible level of management.
- c) Any changes to the levels of service provided during the term of this Agreement will be requested, documented and negotiated in good faith by both parties. Either party can request a change.
- d) Service Level Change Process: The parties may amend Service Level by mutual agreement in accordance. Changes can be proposed by either party. Unresolved issues will also be addressed. The bidder's representative will maintain and distribute current copies of the Service Level document as directed by Purchaser. Additional copies of the current Service Levels will be available at all times to authorized parties.
- e) Version Control: All negotiated changes will require changing the version control number. As appropriate, minor changes may be accumulated for periodic release or for release when a critical threshold of change has occurred.

7.6 Payment Terms

Sl. No.	Project Milestone	Payment (%)	Documents Required
1	Delivery, Installation and Configuration of Equipment. <i>Note: Payment shall be made on prorate basis on delivery & verification thereof of each 5000 TABs Unit in TWO lots. (70% of the contract value of each 5000 TABs Unit).</i>	70% of the contract value	1. Original Delivery Challan 2. Original Invoice (In triplicate)

2	User Acceptance Test (UAT) <i>Note: Payment shall be made on prorate basis on completion of UAT of each 5000 TABs Unit - 30 % of the contract value.</i>	30 % of the contract value	1. Demonstration of TAB with MDM Software features. Warranty Certificate for TWO (02) Years from the OEM from the date of User Acceptance Test (UAT).
---	--	----------------------------	--

Service Levels and Penalty Terms:

Sl. No.	Description	Service Level	Applicable Penalty
1.	Supply and complete acceptance testing for 100% of the ordered quantity at all locations of device(s) within 90 days of issuance of Work Order by the Department	60 days	No Penalty
		90 to 120 days	0.5 % (the value of undelivered and / or not accepted quantity) per week or part thereof, for every subsequent week subject to a max of 8 weeks.
		> 120 days	The Contract shall be terminated and the PBG shall be forfeited.

Note - Public Holidays as declared by Government of Odisha will be excluded for the above downtime calculation.

7.7 Other General Clauses of payment to be noted

- No advance payment shall be made to the bidder under any circumstances
- Payment will be made within 30 days of submission of invoice along with all required supporting documents.
- All payments will be made subject to TDS (Tax deduction at Source) as per the income- Tax Act, 1961 and other taxes if any as per Government of India rules.
- All tax will be calculated and paid as per prevailing rates.
- In case the bidder fails to execute the contract, OCAC shall be at a liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.
- All above reports and certificates are to be signed by the concerned School Authority.

7.8 Exit Management

- a) The bidder shall submit a systematic Exit Management Plan, Six (6) months prior to the end of the contract period.
- b) The Exit Management Plan should be discussed with OCAC & Department and finalized prior to its execution.
- c) In case of termination, the Exit Management Plan will be executed within the minimum period to transfer the knowledge till the next successor has been selected to operate the Contact Centre without affecting its services.
- d) The bidder needs to submit the following deliverables as part of the Exit Management Process.
 - ✓ Exit Management Plan
 - ✓ Updated Status of the Project with entire equipment details & User Manuals, if any
 - ✓ Knowledge transfer and handover/takeover of documents and other relevant materials between the outgoing and the new bidder.

7.9 Bill of Quantity (BOQ)

Sl. No.	Item Details	Offered Make & Model (to be filled in by the bidder)	UoM	Qty
1	TAB		No	
2	Mobile Device Management (MDM)		No	

Note:

- ❖ The bidder is responsible for Delivery, Installation, Commissioning of all the IT Components.
- ❖ The bidder is responsible to maintain the warranty support of all IT (Hardware & Software) for a period of two years.
- ❖ All the equipment supplied under this RFP must have 2 Years warranty.

7.10 Minimum Technical Specifications

TAB Specification and OEM criteria			
OEM Eligibility Criteria: -			
1. Average OEM Turnover should be minimum 1500 Cr for last 3 Years ending March,2023. 2. The Tablet should be made in India Product with 51% Class 1 Category. 3. The OEM of Tab should have executed minimum one order of at least 50000 Units either directly or through its partner in any Central/ State Government/PSU in last 3 Financial Years. 4. OEM should have presence in India for more than 10years. 5. OEM should have minimum five (5) authorized Service center in Odisha.			
Sl. No.	Feature	Descriptions	Compliance (Yes/No)
1	Operating system	Android 11 or Above	
2	CPU	Up to 2GHz, Quad Core or better	
3	RAM	4 GB or more	
4	Flash Memory	64 GB or more	
5	Extended micro SD	Up to 512 GB	
6	3G	WCDMA 900/2100MHZ	
7	2G	GSM/GPRS/EDGE 850/900/1800/1900	
8	4G LTE	B3/B5/B8/B40/B41	
9	Touch panel	Capacitive touch	
10	Screen Size	10" or higher	
11	Resolution	1920x 1080 IPS / AMOLED Panel with at least 350 NIT Brightness	
12	Camera	5MP+8MP with auto focus and digital zoom	
13	Bluetooth	BT 5.0 or higher	
14	Wireless Lan	802.11 a/b/g/n/ac	
15	Microphone	Built in	
16	Speakers	2 inbuilt stereo speakers	
17	I/O interface	1*Earphone 3.5mm	
		1*Micro SD Socket	
		1*5pin Micro USB Interface or type CUSB port.	
		1*SIM Socket	
18	Sensors	Accelerometer, GPS	
19	Battery	6600mAh or higher	
20	Warranty	2 years standard carry in warranty from OEM.	
21	Certifications	ISO 9001, ISO20001, ISO 14000 BIS, CE, RoHs, CB/UL, SAR, SA 8000 & EPR	

Technical Specification Mobile Device Management (MDM)		
The bidder will provide an online/offline tool for monitoring of TAB equipment's. The tool will generate monitoring reports as per the formats required by the department. There should be an inbuilt grievance redressal module to login complain & track in the application.		
Sl. No.	Features	Compliance (Yes/No)
1	Capability to deploy and upgrade MDM on Premises/Cloud/Private Cloud and should have capability to allow the users to raise queries, grievances and track till it is resolved OR Bidder shall provide an escalation matrix with contact numbers and email addresses for raising queries, grievances and tracking till it is resolved.	
2	MDM can manage app store/applications, blacklist/whitelist apps, publish custom app in real time, manage app versions; run device in restricted app mode with custom branding options. MDM must highlight the most & least used application.	
3	MDM should have capabilities to push policies and configurations on the basis of Geo Fencing & Time Fencing; apply combination of the two fences in single configuration with AND/OR relation between the fences	
4	MDM should manage website blocking on basis of website category, keywords blocking, specific URL blocking, and MDM should have website whitelisting/blacklisting capabilities with browsing and phishing protection	
5	MDM should have capability to monitor, manage and protect data on device as well as data during transfer with indigenous & should have capability to Monitor the usage tracking and performance.	
6	MDM should have reporting capabilities with certain default reports and custom reporting capabilities having custom field selection based on various filters; MDM should also have report scheduling capabilities	
7	MDM should have remote management capabilities that can have regional auditable administrative visibility with restrictive roles and privileges predefined for admins; and capability for remote troubleshooting	
8	MDM will have various restrictive configurations and policies to manage devices along with the ability to view all devices on single map to track devices	
9	TAB should support Dynamic Boot Logo feature to change the boot logo of all the deployed devices at field level and allowing the Department to change the boot logo as per their choice.	

Note: -

- Installation, Commissioning and Warranty support of all the IT equipment for a period of 2 Years from the date of UAT.

8 Formats for Submission of Proposal

8.1 Bidder's Organisation (General Details)

(To be submitted on the Letterhead of the Bidder)

Sl. No.	Information	Details
1.	Name of Bidder	
2.	Registered Address of Bidder	
3.	Address for Communication	
4.	Name, Designation and Address of the contact person to whom all references shall be made regarding this Tender	
5.	Telephone no. of contact person:	
6.	Mobile no. of contact person:	
7.	Fax no. of contact person:	
8.	E-mail address of contact person:	
9.	GST Number of the Firm	
10.	PAN No. of the firm	
11.	EPF Registration No	
12.	ESIC Registration No.	
13.	Address of local office in Odisha, if any	
14.	Name and contact details of the contact person in Odisha, if any	
15.	Turnover	FY 2019-20 FY 2020-21 FY 2021-22
16.	Net Worth	

Authorized Signatory with Date and Seal:

8.2 Self-Declaration: Not Blacklisted

To (Company letter head)

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: Selection of System Integrator for Implementation of Monitoring School Activity - *Self Declaration for not Blacklisted*

Sir

In response to the RFP Enq. No.: OCAC-SEGP-INFRA-0022-2023-ENQ-23093 for RFP titled "Selection of System Integrator for Implementation of Monitoring School Activity", as an owner/ partner/ Director of (organization name)_____I/ We hereby declare that presently our Company/ firm is not under declaration of blacklisting/debarment/banning for corrupt & fraudulent practices, by any State/ Central government/ PSU.

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

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.3 Bidder's Authorisation Certificate

To (Company letter head)

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: Selection of System Integrator for Implementation of Monitoring School Activity - Bidder's Authorization Certificate

Sir,

With reference to the RFP Enq. No.: RFP Enq. No.: OCAC-SEGP-INFRA-0022-2023-ENQ-23093, Ms./Mr. <Name>, <Designation> is hereby authorized to attend meetings & submit pre-qualification, technical & commercial information as may be required by you in the course of processing the above said Bid. S/he is also authorized to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application. Her/his contact mobile number is _____ and Email id is _____. For the purpose of validation, his/ her verified signatures are as under.

Thanking you,

Signature
(Authorised Signatory)

Verified Signature by
Director/CEO

Seal:

Date:

Place:

Name of the Bidder:

8.4 Acceptance of Terms & Conditions

To (Company letter head)

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: Selection of System Integrator for Implementation of Monitoring School Activity – Acceptance of Terms & Conditions

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP Enq. No.: OCAC-SEGP-INFRA-0022-2023-ENQ-23093 regarding "Selection of System Integrator for Implementation of Monitoring School Activity".

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:

8.5 Technical Bid Cover Letter

To (Company letter head)
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: Selection of System Integrator for Implementation of Monitoring School Activity - *Technical Bid Submission*

Sir,

We, the undersigned, offer to provide solution to OCAC, for Selection of Selection of System Integrator for Implementation of Monitoring School Activity in response to the RFP Enq. No.: OCAC-SEGP-INFRA-0022-2023-ENQ-23093.

We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial Bid sealed in a separate 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 undertake, if our Proposal is accepted, to initiate the implementation services related to the assignment not later than the date indicated in the RFP Document.

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

We understand you are not bound to accept any Proposal you receive.

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.5.1 Project Citation Format

Relevant IT / e-Gov Project Experience	
General Information	
Name of the project	
Client for which the project was executed	
Name and contact details of the client	
Date of award and date of completion	
Project Details	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
Other Details	
Total cost of the project	
Total cost of the services provided by the respondent	
Duration of the project (no. of months, start date, completion date, current status)	
Other relevant Information	
Copy of Work Order	

8.6 Undertaking on Pricing of Items of Technical Response

To (Company letter head)

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: Selection of System Integrator for Implementation of Monitoring School Activity - *Undertaking on Pricing of Items of Technical Response*

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us (against RFP Enq. No.: OCAC-SEGP-INFRA-0022-2023-ENQ-23093) is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.7 Manufacturers' Authorization Form (MAF)

(To be submitted in OEM 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

Sub: Selection of System Integrator for Implementation of Monitoring School Activity - OEM Authorization Form (RFP Enq. No.: OCAC-SEGP-INFRA-0022-2023-ENQ-23093)

Dear Sir / Madam,

We, _____ (Name of OEM or authorized partner in case the OEM has no authorized office in India), having its registered office at _____ (Address of

_____ OEM or the authorized partner in case the OEM has no authorized office in India), who are established and reputable manufacturers / producers

do hereby authorize M/s _____ (Name and address of bidder) to submit, quote, negotiate and supply of _____ against the above Bid Invitation.

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

Yours faithfully,

(Name)

(Name of Producers/Manufacturer)

Note: This letter of authority should be on the letterhead of the manufacturer and should be signed by a person competent and having the power of attorney to bind the manufacturer. The Bidder in its Bid should include it.

8.8 Format for Bank Guarantee for Earnest Money Deposit

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: Selection of System Integrator for Implementation of Monitoring School Activity - RFP Enq. No.: OCAC-SEGP-INFRA-0022-2023-ENQ-23093

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Enq. No.: OCAC-SEGP-INFRA-0022-2023-ENQ-23093 for Selection of System Integrator for Implementation of Monitoring School Activity (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 Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the 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 upto <<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:

8.9 Financial Bid Letter

To (Company letter head)
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: Selection of System Integrator for Implementation of Monitoring School Activity - Financial Bid Submission

Sir,

We, the undersigned, offer to provide the service for Selection of Selection of SystemIntegrator for Implementation of Monitoring School Activity as per RFP Enq. No.: OCAC- SEGP-INFRA-0022-2023-ENQ-23093 and our Proposal (Technical and Financial Proposals). Our attached Financial Proposal is for the sum of <<Amount in words and figures>> exclusive of taxes and duties.

1) PRICE AND VALIDITY

All the prices mentioned in our Tender are in accordance with the terms as specified in the RFP documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 days from the date of opening of the Bid.

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) TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your clauses in RFP/Tender document.

4) QUALIFYING DATA

We confirm having submitted the information as required by you in your RFP. In case you require any other further information/ documentary proof in this regard before/during evaluation of our Tender, we agree to furnish the same in time to your satisfaction.

5) BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the <Refer Section No.>. These prices are indicated Commercial Bid attached with our Tender as part of the Tender. In case there is substantial difference between the component wise price

approved by OCAC and the price quoted by the bidder, OCAC will have the rights to ask the bidder to realign their cost without impacting the total bid price. We hereby agree to submit our offer accordingly.

6) PERFORMANCE BANK GUARANTEE

We hereby declare that in case the contract is awarded to us, we shall submit the Performance Bank Guarantee as specified in the clause 6.7 of this RFP document.

Our Financial Proposal shall be binding upon us subject to the modifications resulting from Contract negotiations, up to expiration of the validity period of the Proposal, i.e., [Date].

We understand you are not bound to accept any Proposal you receive.

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

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

Thanking you,

Signature
(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.9.1 Commercial Bid**Implementation of Monitoring School Activity**

SL#	Particulars	Quantity	Base Price	Tax Rate in %	GST Amount	Total Amount
		(a)	(in ₹.)	(in ₹.)	(in ₹.)	(in ₹.)
			(b)	(c)	(d = b * c)	(e = b + d)
1.	TAB Device	10000				
2.	Mobile Device Management (MDM)	10000				
3.	One-time delivery, installation & integration cost (Lump-sum)	1				
Total (including 2 years of warranty support)						
B. Any other cost bidder requires for smooth execution of the project (OPTIONAL)						
4.	Any other cost					
GRAND TOTAL COST						
Grand Total Cost in Words						
NOTE:						
<ul style="list-style-type: none"> . Mentioning name of the Bidder is mandatory . All the price would be in INR only. . None of the Component can be quoted as ZERO (except optional component) . Please enter Item-wise applicable Taxes as per standards . The above price would include Compressive OEM Warranty Support for a period of 2 years from the date of Installation. . Quantity mentioned above is indicative, which may increase or decrease at the time of placing the purchase order, as required. . Printed brochures of items quoted should be enclosed. . In case of any discrepancy between Unit Price & Total Price, the Unit Price will prevail. 						

(All Cost should include 2 years of warranty support)

8.10 Performance Security

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: Selection of System Integrator for Implementation of Monitoring School Activity - RFP Enq. No.: OCAC-SEGP-INFRA-0022-2023-ENQ-23093

Whereas, <<name of the supplier and address>> (hereinafter called "the bidder") has undertaken, in pursuance of contract no. <Insert Contract No.> dated. <Date> to provide services for Selection of System Integrator for Implementation of Monitoring School Activity (hereinafter called "the beneficiary")

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

And whereas we, <Name of Bank> a banking company incorporated and having its head /registered office at <Address of Registered Office> and having one of its office at <Address of Local Office> have agreed to give the supplier such a bank guarantee.

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

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

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

Notwithstanding anything contrary contained in any law for the time being in force or banking practice, this guarantee shall not be assignable or transferable by the beneficiary i.e OCAC. Notice or invocation by any person such as assignee, transferee or agent of beneficiary shall not be entertained by the Bank.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i) Our liability under this bank guarantee shall not exceed <<amount>> (Amt. in words).
- 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: