OCAC

ODISHA COMPUTER APPLICATION CENTRE BHUBANESWAR

Enquiry No. - OCAC-SEGP-MISC-0001-2021-21010

Supply, Installation and Maintenance of IT Infrastructure Equipment For Housing & Urban Development Department, Bhubaneswar.

Date of issue of Tender Document   : Dt. 24-02-2021, 03:00 PM

Last date for receiving queries   : Dt. 01-03-2021 by 05:00 PM

Pre Bid Conference   : Dt. 02-03-2021 at 11:00 AM(Thr. MS Team)

Issue of Corrigendum if any   : Dt. 04-03-2021

Last Date for Submission of Tender   : Dt. 17-03-2021 at 02:00 PM

Place of Submission of Tender Document   :   Odisha Computer Application Centre, Plot No.-N-1/7-D, Acharya Vihar Square, RRL Post Office, Bhubaneswar-751013

Date and Time of Tender Opening - General & Technical Bid: Dt. 17-03-2021 at 04:00 PM
    - Financial Bid :   To be intimate later

Tender Processing Fee   : Rs.1120/- (One Thousand One Hundred Twenty Rupees Only Inclusive of GST @12 %)

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

SECTION-I

NOTICE INVITING TENDER

Sealed tenders are invited from the bidders to undertake the work of Supply, Installation, Commissioning and Maintenance of IT Infrastructure Equipment for Housing & Urban Development Department (H&UD) at OCAC, Bhubaneswar. Tender document shall be downloaded from the web site www.ocac.in and www.odisha.gov.in from 24-02-2021, 03:00 PM. The tender document shall be deposited along with a non-refundable tender processing fee of Rs.1120/- (One Thousand One Hundred Twenty Rupees Only Inclusive of GST @12 %)in shape of Demand Draft drawn in favour of Odisha Computer Application Centre, Bhubaneswar. **The authority reserves the right to accept/reject any and part of there or all the tenders and without assigning any reason thereof.**

GENERAL MANAGER (Admn.)
ODISHA COMPUTER APPLICATION CENTRE
PLOT NO.-N-1/7-D, ACHARYA VIHAR SQUARE, P.O.-RRL, BBSR-13
PHONE: 91-674-2567280, 2567064, 2567295
FAX: 91-674-2567842

SECTION – II

INVITATION FOR BIDS

1.1 INTRODUCTION

Odisha Computer Application Centre (OCAC), Bhubaneswar invites competitive bid proposals from interested bidders who have experience in Supply, Installation, Implementation & Maintenance of IT Infrastructure Equipment's for Housing & Urban Development Department (H&UD) for their Project Feedback Management System (FMS).

The Housing & Urban Development Department (H&UD) is the nodal Department of Government of Odisha for ensuring proper and planned growth of cities and towns with adequate infrastructure, amenities and services provided to the citizens through the Urban Local Bodies and parastatal agencies. The Department has been taking concrete measures for efficient management & delivery of civic services like provision of affordable housing, safe drinking water, sanitation including solid waste management, storm water drainage, sewerage, roads, public transport; and creation of livelihood opportunities by accelerating economic growth of cities/towns and building capacity of the urban poor.

In tandem with the 5T policy which the Government has envisaged to enunciate about Teamwork, Transparency, Technology and Time leading to Transformation towards creation of an Empowered Odisha, H&UD Department intends to implement a Feedback Management System (FMS), to enable them accessing the effectiveness of the services delivered at the field level. It shall act as a Direct Interactive facility for citizens and the government to connect with.

1.2. OBJECTIVES

Odisha Computer Application Centre **(OCAC)** proposes to procure the following IT Infrastructure Equipments for Housing & Urban Development Department (H&UD), Bhubaneswar.

Bill of Material

Sl.No.	Particulars	Qty.
1	Server	01
2	NAS 2 TB Storage	01
3	Unified Communication Telephony Server (IP PABX)	01
4	Soft Phones	09
5	Head Phone with Mic with Ear-phone	04
6	24 Port Layer-2 Access Switch	01
7	9U Network Rack	01
8	24 Port Patch Panel	01
9	Gateways for PRI Termination with 1 PRI Card	01

10	Dual I/O Jack	09
11	1 Meter Patch Cable	18
12	2 Meter Patch Cable	09
13	UTP Cabling for 18 Nodes	LS

SECTION-III
GENERAL TERMS & CONDITIONS

1. Scope of Work

Scope of work includes Supply, Installation, Commissioning & Maintenance of IT Infrastructure Equipment as per the Bill of Material mentioned in Clause-1.2. The selected bidder shall be responsible for execution of the following work.

- Site survey & feasibility study to be undertaken for identification of the actual location where all the equipment are required to be installed.
- Supply of all the IT Infrastructure equipment complying to the Technical Specifications given in **SECTION-IV**.
- Supply, Install, Commission & Maintain all the equipment for a period of three years.
- Supply any other items (like screws, clamps, fasteners, ties, anchors, supports, grounding strips, wires, termination kits etc.) required for installation of all the required items.
- The selected bidder shall be responsible to provide on-site warranty and maintenance support for all supplied items for a period of 3 Years.
- The warranty & maintenance support shall start from the date of Final Acceptance Test (FAT).
- At the time of equipment delivery, the selected bidder shall submit a certificate/ undertaking from OEMs mentioning the fact that the equipment supplied are covered under on-site warranty & support for a period of 3 Years.

2. Eligibility Criteria

i. The bidder should be a company registered under Indian Companies Act, 1956 or a partnership firm registered under Indian Partnership Act, 1932 and operating since last 5 years from the date of publication of RFP. It should be registered with GST Authorities. The bidder should furnish the copy of company registration certificate, GST registration certificate, PAN card and up to date IT return till 31st March 2020 along with the tender document.

ii. Consortiums are not allowed.

iii. The firm should have a local or project site office at Bhubaneswar.

iv. The average annual turnover of the firm for last three Financial Years must be 50 lakh.

v. In case of authorized partners, the bidder has to submit the valid authorization certificate(s) from the Original Equipment Manufacturer (OEM) for all the product quoted & mentioned in Technical Specification **(Section-IV).**

vi. Proof of successful execution of one similar nature of work in India during the last three Financial Years ending 31st march 2020 must be submitted.

The **"Similar Nature"** of the work shall mean supply, installation and maintenance of IT Infrastructure Equipment any Government/Public Sector Enterprises/Autonomous units having the criteria mentioned below:-

A. One similar completed work, costing not less than the amount equal to 80 % of the estimated cost.

B. Two similar completed works, each costing not less than the amount equal to 50 % of the estimated cost.

C. Three similar completed works each costing not less than the amount equal to 40% of the estimated cost.

Note: - Estimated cost of the work/job for this tender is approximate Rs.15 lakhs.

vii. The bidder should not be under a declaration of ineligibility for corrupt and fraudulent practices issued by Government of India or any State Government/PSU in the country of India. A self-declaration certificate to this effect should be enclosed

Necessary supporting documents on fulfillment of eligibility criteria should be attached for authentication along with a signed copy of the tender document to indicate acceptance of all terms and conditions set forth in the tender. Organizations failing to provide complete information on any of the requirements are liable to be rejected.

3. Tender processing Fee

Tender processing Fee will be ₹ 1120/- (One Thousand One Hundred Twenty Rupees Only Inclusive of GST @12 %). The tender processing fee must be submitted before the Pre-Bid conference at OCAC office, failing which the bidder will neither be allowed to attend the pre-bid conference nor their queries, be entertained by OCAC.

4. Pre-Bid Conference / Meeting: -

The bidder or its official representative (not more than two representatives per bidder) is invited to attend the pre-bid meeting. The objective of this meeting is to address the generic queries of the prospective bidders related to the tender document. The queries by the applicants will be provided in the specified format attached in **Annexure-G6**.

Only the bidders, who have deposited the tender document fee in shape of DD in favour of "Odisha Computer Application Centre (OCAC), Bhubaneswar" are allowed to attend the pre-bid conference/meeting and submit their pre-bid queries in the specified format. Such bidders can download the tender document from the specified website and submit the queries as per the format given in the tender document. Tendering authority shall respond to the queries of only those bidders who have deposited the tender document fee before the Pre-Bid conference/meeting.

As a result of discussions in the pre-bid conference, if modifications in the tender document, specifications of services and/ or goods are considered necessary, they may be done by issuing an addendum/ corrigendum and its copies shall be sent through email/

post to all the bidders having purchased the bidding document. The corrigendum/addendum and the final bidding document will be placed on the websites.

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

5. Time of completion of Project:

Supply, Installation & Integration of work shall be completed within **4 weeks** from the date of issue of Purchase Order.

6. Earnest Money Deposit:

a) EMD is to be furnished by the bidder as mentioned below along with the tender.

Sl.No.	Category Description	EMD Amount
1	Supply, Installation, Implementation and Maintenance of IT Infrastructure Equipment	₹ 30,000/-

b) The EMD shall be only in the form of Demand Draft in favour of **Odisha Computer Application Centre**, payable at **Bhubaneswar** drawn in any schedule bank. The validity of DD should be at least three months from the date of floating of tender.

c) Vender should write the organization name at the back side of the DD.

d) The demand draft shall be submitted along with General bid envelope. Bids without EMD shall be rejected.

e) The EMD shall be forfeited if a bidder withdraws its bid during the period of bid validity.

f) The EMD of unsuccessful bidders will be returned to them within a month of selection of vendors.

g) In case of a successful bidder the EMD may be forfeited if the bidder fails to accept the Purchase Order.

7. Performance Bank Guarantee (PBG)

The bidder shall furnish a Performance Bank Guarantee (PBG) for 10% (ten percent) of the contract price while submission of bill for payment. The PBG must be from the nationalized bank only in India.

However, for local MSMEs, the PBG amount to be submitted is 2.5% of the contract price. In such case, the bidder has to submit necessary certificate towards MSME declaration.

8. Payment Terms

1. 90% of payment will be made after successful completion of the work and Final Acceptance Test (FAT).

2. Balance 10% will be released after 30 days of successful operation of the equipments.

3. Penalty, if applicable, shall be deducted from the amount to be paid to the bidder.

4. The purchaser may deduct the penalty from the PBG submitted, in case there is no payment due to the bidder.

9.   Offer Validity Period

The tender offer must be valid for **180 days**. Any offer falling short of the validity period is liable for rejection.

10.   Rejection

Before acceptance of the items if the equipment supplied by the vendor is found defective in materials or workmanship or otherwise not in conformity with the requirements of the contract, the purchaser shall have the right to either reject or to request in writing for rectification of the defects. Then the vendor shall with utmost diligence, at his own expense, make good the defects so specified or replace the defective equipment if the vendor fails to do so, the purchaser either.

h)   May at its option to replace or rectify such defective equipment and charge to the vendor the excess cost incurred by the purchaser plus 15% (Fifteen percent) extra as administrative charges.

OR

ii)   Terminate the contract for default. Further, in the event, the vendor is not able to rectify or replace the   faulty equipment within reasonable time, the decision of the Odisha Computer Application Centre, Bhubaneswar shall be final.

11.   Delay in completion of the Project

The time schedule for completion of the project as mentioned in Clause 5 above is very important and the bidder must take utmost care to complete the delivery and installation within scheduled time. If the work is delayed for any reason for which Odisha Computer Application Centre is not responsible, a penalty @0.5% of the cost of the purchase order will be charged to the supplier for a delay of one week or part thereof, subject to maximum 10% of the cost of the purchase order.

The purchaser reserves the right to cancel the order if it is not executed within the prescribed completion time and forfeit the entire **EMD** amount. Delay in supply / installation / Commissioning in the part of the supplier for materials/equipments shall be treated as delay in the delivery/ installation of the goods. The purchaser reserves the right to cancel the order in full or in part. In the event of such cancellation, the purchaser shall have the right to **collect penalty from the performance bank guarantee**. However, for valid reasons (like any unavoidable situation at the client site) duly notified in advance and considered by the purchaser, revised delivery schedule may be accepted at the sole discretion of the purchaser.

12. Force Majeure Condition

If the execution of the contract/supply order is delayed beyond the period stipulated in the supply order 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 project execution timeframe as considered to be justified by the circumstances of the case and its decision will be final. If additional time is granted by the OCAC, the supply order shall be read and understood as if it had contained from its inception the execution date as extended.

13. Insurance of Equipment

The materials to be supplied should be **insured** by the vendor on behalf of the purchaser from his warehouse to the installation site. The insurance coverage should cover the transport of materials by Rail/Road to the destination and till handing over the same to the client after successful installation. The materials/equipment found lost or damaged in transit or during installation and commissioning should be immediately replaced to avoid delay in commissioning the equipments.

14. Installation Supervision and Services

The supplier shall depute experienced persons for installation and testing of equipment supplied.

15. Replacement

If the material/ equipment or any portion thereof gets damaged or lost during the transit and installation, the vendor shall affect the replacement of such materials/ equipment within a reasonable agreed time or **15 days whichever is earlier** to avoid delay in commissioning the equipment.

16. Purchaser's Procurement Rights

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

i) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.

ii) Change any of the scheduled dates stated in this tender.

iii) Reject proposals that fail to meet the tender requirements.

iv) Should the Purchaser be unsuccessful in negotiating a contract if required with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.

v) Make typographical correction or correct computational errors to proposals

vi) Request bidders to clarify their proposal.

17. Inspections

i) The representatives of Odisha Computer Application Centre shall have the right to make inspection during the execution of work at the site.

ii) The items of supply/installation shall be verified by the authorized representatives of OCAC during final inspection and the bills shall be submitted by the party after such inspection.

18. Other Instructions

a) The bidder must organize the bid in accordance with the format specified in the tender document.

b) The tenders not submitted in the prescribed format or incomplete after due date in any sense are liable to be rejected.

c) OCAC is not responsible for non-receipt of tenders within the specified date and time due to any reason including postal delay or holidays.

d) The rates should be valid for a minimum period of 180 days.

e) OCAC reserves the right to accept or reject any bid without assigning any reason thereof and OCAC's decision in this regard will be treated as final.

f) OCAC reserves right to cancel the Purchase Order in the event of one or more of the following situations:-

   o Delay in delivery and installation beyond the specified period for delivery.

   o Major discrepancy in hardware & other components noticed during any stage of the project

g) OCAC reserves the right to ask for any type technical clarification / proof of concept (POC) before the technical committee members failing which it may leads to CANCEL the bid.

h) OCAC reserves the right to verify the equipments as per the specifications asked in the RFP.

i) Un-signed & un-stamped bid shall not be accepted.

j) Undertaking for subsequent submission of any of the document asked in the tender will not be entertained under any circumstances. However, OCAC reserves the right to seek fresh set of documents or seek clarifications on the already /submitted documents.

k) Upon verification, evaluation / assessment, if in case any information furnished by the vendor is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.

l) No deviations from tender terms and conditions will be accepted. Any violation thereof will lead to the rejection of the bid.

m) OCAC will not be responsible for any misinterpretation or wrong assumption by the vendor.

n) OCAC reserves the right to alter / increase / decrease the quantity of items, as the case may be, to meet the requirements at any point of time.

o) OCAC is not responsible for non-receipt of tenders within the specified date and time due to any reason including postal delay or holidays.

p) Over-writing/over-typing or erasing of the figures are not allowed and shall render the tender invalid.

19. Detailed Evaluation

i) Only the bids considered to be substantially responsive shall be considered for detailed evaluation.

ii) The evaluation of the tender will be made on the basis of least cost for the entire range of product (sum of all quoted prices inclusive of taxes). In case there is any discrepancy between unit price & total price, the unit price will prevail.

iii) The purchaser shall evaluate each bid in detail in respect of Technical specifications; Price quoted and compares them with other bids in the above mentioned aspects.

iv) The purchaser reserves the right to evaluate each item either by basic configuration or by combining with one or more of the options asked. Purchaser's decision in this matter shall be final and binding.

v) The purchaser reserves the right to negotiate specifications, prices during evaluation if found necessary.

20. Jurisdiction of High Court of Odisha

Suites, if any arising out of the contract shall be filed by either party in a court of Law to which the jurisdiction of the High Court of Odisha extends.

21. Right to Reject/Accept the Tender

The purchaser reserves the right either to reject or accept any or all tenders. The purchaser has exclusive right to alter the quantities of materials at the time of placing the final purchase order. After placing the purchase order, the purchaser may order to defer the delivery of the material. It may be clearly understood by the tenderer that the purchaser need not assign any reason for the above action.

22. Final Authority

The final authority for payments will be the consignee except otherwise specifically stated and if the vendor/supplier desires to appeal against any matter he shall appeal to Chief Executive Officer, Odisha Computer Application Centre, N-1/7-D, Nayapalli, near Planetarium, Acharya Vihar square, Bhubaneswar-751013 whose decision on such matters shall be final and conclusive.

24. Dispute Resolution

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation 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 (Nodal Authority) for such purpose and abide by the decisions thereon.

On non settlement of the dispute, same shall be referred to the commissioner-cum-secretary to Government, IT department, and Government of Odisha for his decision and the same shall be binding on all parties, unless either party makes a reference to arbitration proceedings, within sixty days of such decision.

Such arbitration shall be governed in all respects by the provision of the Arbitration and Conciliation Act, 1996 or later and the rules framed there under and any statutory modification or re-enactment thereof. The arbitration proceeding shall be held in Bhubaneswar, Odisha.

Accepting all above terms and conditions.

General Information

Company Name			
Registered Office Address			
City		Pin	
State		URL	
Telephone		Cell	
Fax		E-mail	
Office Address (in Odisha)			
City		Pin	
State		URL	
Telephone		Cell	
Fax		E-mail	

Self Declaration

Date   : _____

Ref   : _____

To,

ODISHA COMPUTER APPLICATION CENTER
OCAC BUILDING, PLOT NO. N1/7-D,
RRL POST OFFICE, BHUBANESWAR-751 013

In response to the invitation No. **ENQUIRY N. - OCAC-SEGP-MISC-0001-2021-21010, Dt: 24-02-2021** Ms. /Mr. _____, as a _____, I / We hereby declare that our company _____is having unblemished past record and was not declare ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Signature of the witness   Signature of the Tenderer
Date: Date:
Place: Place:

Self Declaration

Date   : _____

Ref   : _____

To,

ODISHA COMPUTER APPLICATION CENTER
OCAC BUILDING, PLOT NO. N1/7-D,
RRL POST OFFICE, BHUBANESWAR-751 013

In response to the invitation No. **ENQUIRY NO. - OCAC-SEGP-MISC-0001-2021-21010, Dt: 24-02-2021,** Ms. / Mr. _____, as a _____, I / We hereby declare that our company _____is having unblemished past record and have not been declared blacklisted by any Central/State Government institution and there has been no pending litigation with any government department on account of similar services. I/We further declare that our company has not defaulted in executing any Government order in the past.

Signature of witness   Signature of the Tenderer
Date: Date:
Place: Place:

Representative Authorization Letter

Date   : _____

Ref   : _____

To,
ODISHA COMPUTER APPLICATION CENTRE
OCAC BUILDING, PLOT NO. N1/7-D,
RRL POST OFFICE, BHUBANESWAR-751 013

Ms. /Mr. _____ is hereby authorised to sign relevant documents on behalf of the company in dealing with invitation reference No. **ENQUIRY NO. - OCAC-SEGP-MISC-0001-2021-21010, Dt: 24-02-2021**. He is also authorised to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application.

Thanking you,

Authorized Signatory
Representative Signature

Signature attested

Acceptance of terms & conditions contained in the tender documents

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

Sir,

I have carefully gone through the terms & conditions contained in the tender document - **OCAC-SEGP-MISC-0001-2021-21010, Dt: 24-02-2021**, – regarding **"Supply, Installation and Maintenance of IT Infrastructure Equipment for Housing & Urban Development Department (H&UD) at OCAC, Bhubaneswar."**.

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

Signature of witness   Signature of the Tenderer
Date: Date:
Place: Place:

Pre-Bid Queries Format

RFP-Enquire No. - OCAC-SEGP-MISC-0001-2021-21010

Name of the Company/Firm:

_____

_____

Tender Fee Receipt No. _____Dated _____ for Rs. _____/-

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

Name of Person	Designation	Email-ID(s)	Tel. Nos. & Fax Nos.

Company/Firm Contacts:

Contact Person(s)	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.

Query / Clarification Sought:

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

Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX). Queries not submitted in the prescribed format will not be considered/ responded at all by the tendering authority. Also, kindly attach the colored scanned copy of the receipt towards the submission of the bidding/tender document fee.

List of Enclosures

Sl. No.	Enclosure description	Enclosed (Yes / No)	Annexure / Attachment / Page No. / Envelop No. of the enclosure
1	Annexure-G1 General Information		
2	Copy of Registration Certificate of the firm		
3	Organization Profile		
4	Documentary proof of an authorized partner of manufactures of items quoted.		
5	Declaration of ineligibility for corrupt and fraudulent practice (Annexure-G2)		
6	Self Declaration that the bidder hasn't been black listed by any Govt./PSU (Annexure-G3)		
7	Representative Authorization Letter (Annexure-G4)		
8	Acceptance of terms and Condition (Annexure-G5)		
9	Up-to-date IT Return Certificate ending with 31st March 2020.		
10	Copy of PAN no allotted by Income Tax Department		
11	Copy of GST Registration Certificate		
12	Tender document fee in a sealed envelope (Super scribe Tender document fee on the top of the sealed envelope) with General Bid	DD No : Amount : Bank:	
13	EMD amount in a sealed envelope (Super scribe EMD amount on the top of the sealed envelope) with General Bid	DD No : Amount : Bank:	
14	General bid duly signed (sealed envelope)		
15	Technical specification with printed technical brochure duly signed (sealed envelope)		
16	Commercial bid duly signed (sealed envelope)		
17	Experience / Work completion certificates from the client.		

SECTION-IV

TECHNICAL SPECIFICATION

Technical Specification for IT Infrastructure Equipment

	Technical Specification for Server		
	Make: -	Model No: -	
Sl. No.	Features	Description	Compliance (Yes/No)
1.	Operating System	Windows server 2016 / Linux	
2.	Architecture	Intel	
3.	Form Factor	Tower	
4.	Processor	Intel Xeon 8 Core Processor	
5.	Memory	16 GB DDR	
6.	RAM Speed	1333	
7.	HDD	1 TB usability with RAID 1	
8.	Optical Drive	DVD R+W	
9.	Expansion Slots	Up to 6x PCIe 3.0	
10.	Drive Bays	Up to 16 SFF (including 4 NVMe) or 8 LFF bays, PLUS up to 4 SFF (in optical bay) & 2x internal M.2 boot	
11.	Network Interface	2x 1GbE ports std	
12.	Warranty	Three Years warranty with onsite service support	
	Technical Specification for NAS		
	Make: -	Model No: -	
Sl. No.	Features	Description	Compliance (Yes/No)
1)	Type	NAS Server	
2)	Memory	16 GB	
3)	Storage Controller	RAID 1/5	
4)	HDD Drive	4 TB x 4 Nos, Hot Swapable	
5)	Connectivity	100Mb LAN, 10 GigE, USB 3.0 Port	
6)	Power supply	Dual Power supply	
7)	Warranty	3 Years	

Sl. No.	Features	Description	Compliance (Yes/No)
	Technical Specification for Unified Communication Telephony Server		
	Make: -	**Model No: -**	
1)	Call Centre Management	– Call Logger: System shall record detailed call information such as date, time, call duration, operator ID, caller number, customer ID, identifier and the system shall provide advanced searching capabilities – Call Processing: The call entry shall provide a unique identifier for each call taken. – Call Closure: The system shall automatically generate call back lists when complaint has been resolved – It shall provide the below list of MIS reports. – Number of call abandoned. – Number of calls answered. – Average and total number of calls in a queue. – Average and total number of unanswered calls. – Agent Activity Reports, both real-time and historical. – Average and total number of free agents. – Average and total queuing time	
2)	Inbound Call	– Receive calls from the citizen – Provide relevant information to the citizens if available or may inform about the source from where the information can be availed – Reply to inbound emails received – Register the feedback received from the citizens through mails and voice calls – Update status of a particular complaint in grievance module – Generate required reports and submit the same to the concerned authority – Interacting with citizens through Voice calls	
3)	Outbound Dial	– Outbound Dialers shall enable the operators to place outbound calls to citizen for collecting feedback. – It shall also facilitate conference calls between the citizen and Identified Department Authority as and when required.	

Sl. No.	Features	Description	Compliance (Yes/No)
		Technical Specification for Unified Communication Telephony Server	
		Make: - **Model No: -**	
		– It shall have provision for Executives to dial identified numbers	
		– It shall support outbound preview dialing (either automated or user-initiated)	
		– It shall have the capability to track the missed calls for outbound dialing	
4)	Automatic Call Distribution (ACD)	– The Automatic Call Distributor shall be capable of handling high call volumes and distributing the calls amongst the operators.	
		– ACD shall support relaying of the information messages (marketing messages) to voice callers waiting in queues or on hold.	
		– It shall support Skill based routing with standard features like Call Transfer, Conference, Barge in, Dialed Number Identification Sequence (DNIS), Automatic Number Identification (ANI), Caller Line Identification (CLI), etc.	
		– System should allow queuing or holding the call for an operator if none is immediately available	
		– System should keep callers informed as to the status of the call and provide information to callers while they wait in queue	
		– System should do Skill Based Routing, which is sending the call to the appropriate service operator at call centre	
		– System should have functionality where Supervisor can observe and monitor the executives.	
		– System should be capable to identify User availability and route the call to the identified executive.	
		– System should support for multiple announcements be played to a caller on queue.	
		– System should redirect unanswered calls to the specified board number	
		– System should provide interface to signal call release, call hold, requests from call takers etc.	
		– System should be able to block nuisance callers against list	

Sl. No.	Features	Description	Compliance (Yes/No)
		of numbers captured in master database.	
		– System should have the facility to route the call through the built-in mechanism in the PABX in case of ACD failure for any reason.	
		– System should be feasible to scale up to 100 number	
5)	Computer Telephony Interface (CTI)	– The CTI shall facilitate transfer of operator's screen in case of call transfers within the Contact Centre.	
		– The CTI shall be capable of activating the fast dialing feature of the ACD.	
		– CTI shall enable a computer application to take control of the call flow inside the Switch/PABX & also allow the computer application to decide the most suitable action / operator for an incoming call	
		– CTI shall be suitably integrated with the department applications to send/receive data which needs to be populated on operator screen and also update the IVRS usage details as the customer traverses through the IVRS and reaches an operator	
		– CTI link shall pass events & information of operator states & changes in operator states as well as incoming calls to the computer applications	
		– CTI should have web-based GUI console for administration, configuration & management of the system, Real-time information or alerts and reports regarding health status e.g. up or down status, performance & resource utilization statistics etc. of the system shall be available through this console.	
6)	Call Recording	– Facility of recording the calls on real time basis	
		– The recorded voice files must be encrypted to avoid any tampering.	
		– Facility for 100% voice call recordings for inbound & outbound calls.	
		– Rules-based storage and recording	
		– Facility of classifying call with user-defined labels for	

Sl. No.	Features	Description	Compliance (Yes/No)
		simplified search and replay	
		– Open storage platform that can provide instant access to any recording with any amount of storage desired.	
		– Facility to store voice in format of wav, mp3 etc in any database or file system.	
		– Archival system to offline/network storage.	
7)	Interactive Voice Response Solution (IVRS)	– IVR shall be used during Out-bound calls to distribute communications to citizens.	
		– The IVR system should enable to make agent less outbound calls and blast calls to citizens.	
		– System should play IVRS menu in the language selected by the caller using IVRS option	
		– IVRS shall provide an easy to use and highly configurable system that enables changing the IVRS tree with no hard coding	
		– The IVRS shall have a GUI based tool to develop Call trees / applications, configure customer types, configure messages by time of day, week	
		– IVRS shall support text-to-speech capability for English and Hindi. The IVRS shall be able to retrieve information databases, convert it to voice and play it back to the caller in relevant desired language	
		– IVRS shall answer enquiries by prompting callers to input data onto the touch-tone keypad look up the records in a database and speak back information in Hindi/English. It shall also be able to ask the caller for information, accept the answers as they are entered on the keypad and store the information in a database	
		– There shall be option available to the caller to opt for talking to operator by pressing pre-defined digit any time during the IVRS announcements	
		– IVRS shall retrieve operator availability from ACD and announce expected caller's queue waiting time when he/she has requested for operator and is waiting to be attended by one	

Technical Specification for Unified Communication Telephony Server

Make: -   Model No: -

Sl. No.	Features	Description	Compliance (Yes/No)
		Technical Specification for Unified Communication Telephony Server	
		Make: - **Model No: -**	

Sl. No.	Features	Description	Compliance (Yes/No)
		− System shall send & populate operators' computer with Screen pop containing call history with respect to interaction of the caller with the IVRS	
		− IVRS shall maintain log of all services offered for auditing and	
		− IVRS shall integrate with the rest of the proposed solution to provide seamless call center performance	
		− IVRS shall support Outbound blast of Voice (pre-recorded)	
		− IVRS shall have provision for integration with the rest of the proposed solution using web services / APIs to provide seamless communication	
		− IVRS application should be able to collect and provide UUI data to ACD Platform and agent desktop application.	
		− IVRS application should be able to collect and store the digits entered by citizens.	
		− "IVRS system shall be able to generate various reports based on data generated during its operation including but not limited to:	
		− Number of calls taken by the system daily, weekly, fortnightly, monthly, quarterly, half yearly, annually	
		− Summary of calls by query, service, time period	
		− Average time spent by callers in IVR tree before being transferred to operator	
		− Call handling time on IVRS for various queries, services	
		− % of calls abandoned in the IVR along	
		− % of calls disconnected along with reason	
		− Call tree level wise abandon %	
		− Peak call volumes by time intervals, date	

		Technical Specification for Soft Phones	
		Make: - **Model No: -**	
Sl. No.	Features	Description	Compliance (Yes/No)
1)	Type	Soft phone dialer	

Sl. No.	Features	Description	Compliance (Yes/No)
2)	OS Support	Support for Windows and Linux client environment	

Technical Specification for Head Phone with Mic with Ear-phone

Make: -   **Model No: -**

Sl. No.	Features	Description	Compliance (Yes/No)
1.	Type	Head Set with Noise Cancelling Mike Gooseneck Flexible Heads Smart Receiver, Design: Over the Head Type: Over the Ear	
2.	Headphone Sensitivity	115 (Power On)	

Technical Specification for 24 Port Layer-2 Access Switch

Make: -   **Model No: -**

Sl. No.	Features	Description	Compliance (Yes/No)
1)	Type	Layer-2 Switch	
2)	Port Density	24-port 10/100TX switch	
3)	VLAN Support	Support 4096 VLAN ID,	
4)	Multicast	Support for IGMPv2 snooping, IGMPv2 snooping querier and min. 255 Multicast groups	
5)	L2 Protocol	Support Broadcast storm control, Link flap protection, Group link control, Port mirroring, Support STP, RSTP, MSTP, BPDU guard, Loop guard, Root guard, 802.3ad LACP link aggregation	
6)	Mountable	Rack Mountable	
7)	Security	The switch should support Secure, encrypted Web and CLI management with SSHv2 and SSL,	
8)	Quality of Service	Support for 802.1p, DSCP, Rate Limiting, Voice VLAN, Strict Polarity, WRR (Waited Round Robin) or equivalent, 8 Priority Queues.	
9)	Management	SNMPV3, Web based GUI, Telnet, RMON (4 groups) and command Line Interface, Console management port, TFTP, SNTP, Enhance Stack. The switch shall support sFlow or equivalent	
10)	Other features	IPv6 ACL, ICMPv6, Dual-stack IPv4/IPv6 management, IPv6 applications: Web/SSL, Telnet server/SSH, should support Routing Protocol like Static Routing, RIP V2 and Proxy ARP	
11)	Environment	Operating Temperature Range: 0°C to 40°C	
12)	Warranty	Three Years warranty with onsite service support	

Technical Specification for 9U Network Rack

Make: -   **Model No: -**

Sl. No.	Features	Description	Compliance (Yes/No)

Technical Specification for 9U Network Rack

Make: -			Model No: -

Sl. No.	Features	Description	Compliance (Yes/No)
1)	Frame Type	Enclosed Cabinet	
2)	Front Door Construction	Steel Mesh/ Glass Door	
3)	Front Door Key Lock	Yes	
4)	Front Door Reversible and/or Removable	Removable & Reversible	
5)	Mounting Options	Wall-Mount	
6)	Rack Type	2-Post	
7)	Style	Wall-Mount	
8)	U Height	9U	
9)	Wall mountable	Yes	
10)	Weight Capacity (Stationary)	198.9 lb [90 kg]	
11)	Warranty	3 Years warranty with onsite service support	

Technical Specification for 24 Port Patch Panel

Make: -			Model No: -

Sl. No.	Features	Description	Compliance (Yes/No)
1)	Port Quantity	24 Port	
2)	Length	19 Inches (482.6mm)	
3)	Height	1U (1.75 inches - 44.45 mm)	
4)	Depth	3.94 inches - 100 mm	
5)	Weight	3.77 Lbs	
6)	Panel Material	Solid 16 Gauge Steel with black paint	
7)	Configuration	Shielded, 24 RJ45 ports with IDC-110 punch down headers	
8)	IDC Terminal Material & Finish	Phosphor Bronze w/ 50 Micro-Inch Tin-Lead Plated over 50-60 Micro-Inch Nickel Plated	

Technical Specification for PRI Gateway Card

Make: -			Model No: -

Sl. No.	Features	Description	Compliance (Yes/No)
1.	Type	E1 Interface 1 Port PRI Card	
2.	Connectivity	RJ45 ISDN	

SECTION-V
COMMERCIAL OFFER

Price Bid
(To be in Company letter head)

Sl.No.	Particulars	Make & Model Name	[A] Quantity	[B] Unit Price for the Equipment (INR)	[C] Taxes as Applicable Per Unit (INR)	Total Unit Price Including Tax (B + C)	[D = A x (B+C)] Total Cost (INR)
1	Server		01				
2	NAS 2 TB Storage		01				
3	Unified Communication Telephony Server (IP PABX)		01				
4	Soft Phones		09				
5	Head Phone with Mic with Ear-phone		04				
6	24 Port Layer-2 Access Switch		01				
7	9U Network Rack		01				
8	24 Port Patch Panel		01				
9	Gateways for PRI Termination with 1 PRI Card		01				
10	Dual I/O Jack		09				
11	1 Meter Patch Cable		18				
12	2 Meter Patch Cable		09				
13	UTP Cabling for 18 Nodes		LS				
Grand Total Amount (Inclusive of all taxes) =							

❖ Prices shall be quoted inclusive of all taxes, duties, freight and forwarding and cost of labour for installation.

❖ Printed brochures of items quoted should be enclosed with make & model.