

REQUEST FOR PROPOSAL (RFP)

For

**Selection of bidder for
Implementation of Unified Animal Helpline, Odisha**



(Technical Directorate of E&IT Department, Govt of Odisha)

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URL: <http://www.ocac.in>

REF No.: OCAC-SEGP-MISC-0008-2022-22017

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

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

DISCLAIMER

OCAC on behalf of the Fisheries & Animal Resource Development Department (F&ARD) Department, Odisha is procuring services related to Selection of bidder for Implementation of Unified Animal Helpline, Odisha. OCAC is the Tender inviting authority for this tender.

The information contained in this Request for Proposal (RFP) document, or subsequently provided to bidders, whether verbally or in documentary form, by or on behalf of OCAC, or any of their employees or advisors, is provided to bidders on the terms and conditions set out in this RFP document and any other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by OCAC or its representatives to any other party. The purpose of this RFP document is to provide interested parties with information to assist the formulation of their Proposal. This RFP document does not purport to contain all the information each Applicant may require.

This RFP document may not be appropriate for all persons, and it is not possible for OCAC, their employees or advisors to consider the investment objectives, financial situation and particular needs of each entity/bidder who reads or uses this RFP document. Certain bidders may have a better knowledge of the proposed Project than others. Each applicant should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and obtain independent advice from appropriate sources. OCAC, its employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document.

OCAC may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

INSTRUCTION TO BIDDERS FOR ONLINE BID SUBMISSION

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

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

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

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

Guidelines for Registration:

1. Bidders are required to enroll themselves on the eNivida Portal <https://enivida.odisha.gov.in> or click on the link “Bidder Enrollment” available on the home page of e-tender Portal by paying the Registration fee as per actual.
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 DSCs 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 Color 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 Colored (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 / enividahelpdesk@gmail.com / eprocurement@railtelindia.com

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TENDER REFERENCE

Date	06.04.2022
Tender Reference Number	OCAC-SEGP-MISC-0008-2022-22017
Title	RFP for Selection of bidder for Implementation of Unified Animal Helpline, Odisha

TENDER SCHEDULE

Sl No.	Event	Date & Time Venue / Address
1.	Date of Publication	06.04.2022 (www.ocac.in , www.odisha.gov.in & https://enivida.odisha.gov.in)
2.	Last Date of submission of Pre-bid queries	11.04.2022 upto 12 Noon
3.	Pre-bid meeting	11.04.2022 at 4.30 AM through Virtual Meeting on MS Teams Platform
4.	Issue of Corrigendum	13.04.2022 (www.ocac.in & www.odisha.gov.in)
5.	Last date for submission of bids	21.04.2022, 03:00 PM
6.	Opening of Pre-Qualification-cum-Technical Bids	21.04.2022, 05:00 PM
7.	Technical Presentation	22.04.2022, 11 AM onwards (Through VC using MS Teams)
8.	Opening of Financial Bids of technically qualified bidders	Will be communicated later

FACT SHEET

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

Clause Reference	Topic
Prebid	A Pre-Bid meeting will be held on 11.04.2022, at 04.30 AM in virtual mode using MS Teams Platform. All the queries should be received on or before 11.04.2022, by 12 Noon through e-mail to General Manager (Admin) (gm_ocac@ocac.in) with a copy to kalpana.biswal@ocac.in
Document Fee	RFP Document can be Downloaded from www.odisha.gov.in , https://enivida.odisha.gov.in , or www.ocac.in .The bidders are required to submit the document Fee of ₹11, 200/- (including GST of 12%) Online through ePayment gateway of eNivida Portal
Ernest Money Deposit (EMD)	₹ 5,50,000 To be submitted through electronic mode to the following account details : Bank A/c No. : 149311100000195 Payee Name : Odisha Computer Application Center Bank Name & Branch : Union Bank of India, Acharya Vihar, Bhubaneswar Account Type : Savings IFSC : UBIN0814938
Language of bid	The Proposal should be filled in by the Bidder in English language only.
Bid Price	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.
Submission details	The proposal submission address is: General Manager (Admin) Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 Tel: 0674-2567280/ 2567064/ 2567295 Fax: +91-674-2567842 Email: gm_ocac@ocac.in Proposals must be submitted on or before 21.04.2022 by 03:00 PM

<p>Selection Methodology</p>	<p>Bidders will be selected through Quality & Cost Based Selection (QCBS 70:30) method.</p> <p>Technical bid of those bidders who qualify in General Bid (Pre-qualification) shall be opened. Financial bid of those bidders who qualify in Technical Bid by scoring above 70% shall be opened. Consortium not allowed.</p>
<p>Bid validity</p>	<p>Proposals/Bids must remain valid 180 days from the date of opening of financial bid.</p>
<p>Project Period</p>	<p>Total project period is 5 years after Go-live. The bidder must complete the setup of Helpline with standby infrastructure within 15 days from receiving the work order. Post implementation support and operation & maintenance must be provided for a period of 60 months after Go-Live. The service provider must handover all deliverables to the OCAC/ F&ARD within stipulated time.</p>

1. REQUEST FOR PROPOSAL (RFP)

This RFP document is for “Selection of bidder for Implementation of Unified Animal Helpline”, Odisha

The purpose of this RFP is to solicit proposals from the bidders for selection of bidder for implementation of the said project within a period of 15 days of issuance of purchase order.

The selected bidder will be responsible for setup and operation of the Unified Animal Helpline, Odisha for a period of 5 years. The RFP intends to bring out the details with respect to scope of services that are deemed necessary to share with the interested bidders.

1.1. Structure of the RFP

- 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 Evaluation and Commercial Evaluation for determining bidder’s suitability as the implementing agency
 - iii) Financial bid and other formats
- Functional Requirements of the project. The contents of the document broadly cover the following areas:
 - i) Project Background
 - ii) Scope of work
 - iii) Implementation steps
 - iv) Timeline of implementation

The bidder is 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 implementing agency for this project.

The bidders are expected to examine all instructions, forms, terms, project requirements and other information in the RFP document. 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.

2. BID OVERVIEW

2.1. Introduction

Odisha Computer Application Centre (OCAC), Bhubaneswar on behalf of F&ARD Department, Odisha invites Request for Proposal (RFP) from eligible & qualified agencies for Selection of bidder for Implementation of Unified Animal Helpline, Odisha & its Operation for 5 years to submit their bids as per the requirement mentioned in the RFP.

This RFP document has been prepared solely to invite proposals for implementation of the Unified Animal Helpline, Odisha and manage its operation to provide timely & onsite rescue service for ailing stray animals. The selected bidder shall provide necessary infrastructure (hardware & software) and deploy adequate resources necessary and as required by the State Animal Help Line Call Centre.

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

2.2. Background – State Unified Animal Helpline

Livestock Sector in Odisha is highly livelihood intensive and 80% of its rural households own livestock of one species or the other and earn supplementary income for the family. Animal husbandry and poultry farming are expected to play an important role in supplementing the limited income and employment opportunities particularly for the small and marginal holdings. Next to agriculture, animal husbandry is the most important economic activity in the rural Odisha, which is significantly contributing around 4% to Gross State Domestic Product (GSDP). The Fisheries & Animal Resources Development (F&ARD) Department, Government of Odisha is implementing programmes for breeding, feeding, management of livestock and poultry on scientific methods through the Directorate of Animal Husbandry and Veterinary Services, Odisha.

The Department intends to establish a State Animal Helpline Call Centre to provide emergency help to the injured/ distressed livestock that remain unattended and uncared for a long period of time following unnatural death, accidents etc. Citizens will call the Toll Free number of the Helpline to get services for ailing stray animals. This Helpline shall establish a Direct Interactive facility for citizens and the government to connect with. The helpline will function 24/7 and animals can receive emergency care from trained veterinarians across the State by calling this helpline.

The State Animal Helpline Call Centre, will be operated from the F&ARD premises and accessed through a Toll Free Number, to receive calls 24/7, to provide timely & onsite rescue service for ailing stray animals.

3. INSTRUCTIONS TO BIDDERS

3.1. General Information

- i. The bid process involves a three-stage evaluation namely, the evaluation of pre-qualification, Technical and followed by financial bid.
- ii. The bidder shall submit only one Proposal.
- iii. Proposal should be in the specified format. Any other format shall not be acceptable.
- iv. Proposals should be in English Language only.
- v. The Bidder is not permitted to modify, substitute or withdraw their Proposal after submission
- vi. The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of submission of bid. However, validity of the price bid of selected bidder will be 5 years from the date of award/agreement.
- vii. Bidders should specify the price of their services in Indian Rupee (INR) only.

- viii. 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.
- ix. 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.
- x. 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.
- xi. All communication pertaining to this bid will be published in the designated website in case direct communication to bidders is not feasible, so it would be the bidders' responsibility to check website for such communication.

3.2. Pre-Bid Meeting & Clarifications

- i. OCAC shall hold a pre-bid meeting with the prospective bidders on 11.04.2022 at 04.30 AM through VC using MS Teams Platform.
- ii. The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email to gm_ocac@ocac.in with a copy to kalpana.biswal@ocac.in & soumya.biswal@semt.gov.in on or before 11.04.2022, 12 Noon.
- iii. The queries should necessarily be submitted in the following format (Soft copy in .doc or .xls file to be attached):

Sl#	RFP Document Reference(s) (Section & Page Number(s))	Content of RFP requiring Clarification(s)	Points of clarification

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

3.3. Responses to Pre-Bid Queries and Issue of Corrigendum

- i. The Nodal Officer notified by the OCAC will endeavor to provide timely response to all queries. However, OCAC neither makes representation or warranty as to the completeness or accuracy of any response made in good faith, nor does OCAC undertake to answer all the queries that have been posed by the bidders.
- ii. At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- iii. The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on www.ocac.in and www.odisha.gov.in
- iv. Any such corrigendum shall be deemed to be incorporated into this TOR.
- v. In order to provide prospective Bidders reasonable time for taking the corrigendum into account, OCAC may, at its discretion, extend the last date for the receipt of Proposals.

3.4. Key Requirements of the Bid

3.4.1. RFP Document & Processing Fee

The RFP document can be downloaded from www.odisha.gov.in, <https://enivida.odisha.gov.in>, or www.ocac.in. The bidders are required to submit the Document Fee of Rs. 11,200 (including GST of 12%) & Tender Processing fee of Rs. 2,950/- (including GST of 18%) online through eNivida portal. Proposals received without or with inadequate document and bid processing fee shall be rejected.

3.4.2. Earnest Money Deposit (EMD)

- i. Bidders shall submit, along with their Bids, EMD of ₹ 5,50,000/- (Rupees Five Lakh Fifty Thousand) submitted through electronic mode to the following account details OR in the form of 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.

Bank A/c No. : 149311100000195
Payee Name : Odisha Computer Application Center
Bank Name / Branch : Union Bank of India, Acharya Vihar,
Bhubaneswar
Account Type : Savings
IFSC : UBIN0814938

- i. 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.
- ii. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- iii. The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.
- iv. The EMD may be forfeited:
 - a. If a bidder withdraws its bid during the period of bid validity.
 - b. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.
 - c. 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.
 - d. 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
 - e. A Proposal contains deviations/conditional offers/partial offers.

3.4.3. Submission of Proposals

- i. The bidders should submit their responses as per the format given in this RFP in the following manner
 - a. Response to Pre-Qualification Criterion
 - b. Technical Proposal
 - c. Financial Proposal

- ii. The Response to Pre-Qualification criterion, Technical Proposal and Financial Proposal (as mentioned in previous paragraph) should be submitted through online mode in e-Nivida Portal.
- iii. Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the financial proposal.
- iv. The proposal/ bid shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.
- v. All pages of the bid shall be initialled and stamped by the authorized person or persons who sign the bid.
- vi. In case of any discrepancy observed by OCAC in the contents of the uploaded bid documents due to improper scanning or not in readable format or verification of authenticity of the scanned documents, OCAC may ask the bidder, for submission of hardcopy of such documents to OCAC.

3.5. Preparation of Proposal

3.5.1. 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.

3.5.2. Venue & Deadline for Submission of Proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted in electronic mode through e-Nivida Portal <https://enivida.odisha.gov.in/> by 21.04.2022, 3 PM.

3.5.3. Late Bids

- i. Bidder needs to submit the bids in electronic mode only, hence the date & time of submission of bids will be in sync with the date & time of the server of the e-Nivida portal. Bidder need to plan well in advance to submit the bids in due time.
- ii. The bids submitted physically or by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.
- iii. OCAC shall not be responsible for non-submission/delay in submission of bids due to any technical glitches in the eNivida portal. It is the responsibility of the bidder to ensure submission of bid much prior to the deadline and report the issues (if any) in the help desk for resolution, so as to avoid last minute rush.
- iv. OCAC reserves the right to modify and amend any of the above-stipulated condition / criterion depending upon project priorities vis-à-vis urgent commitments.

3.6. Evaluation Process

- i. OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders
- ii. The Proposal 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.

- iii. The decision of the Proposal 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.
- iv. The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required. The bidders shall submit their clarification, if any, through eNivida portal.
- v. The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- vi. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP

3.7. Tender Opening

The Proposals submitted up to **21.04.2022, 3 PM** will be opened on **21.04.2022 at 5 PM** in e-Nivida portal by Proposal Evaluation Committee. The representatives of the bidders, who to be present at the time of opening, shall submit their email request to gm_ocac@ocac.in with a copy to kalpana.biswal@ocac.in enclosing a letter of authority from the tendering firms.

3.8. Tender Validity

The offer submitted by the bidders should be valid for minimum period of 180 days from the opening of Financial bid. However, validity of the price bid of selected bidder will be for entire project period as mentioned in the RFP and the extension period, if any.

3.9. Tender Evaluation

- i. Initial Bid scrutiny will be held and incomplete details as given below will be treated as nonresponsive if Proposals:
 - a. Are not submitted as specified in the RFP document
 - b. Are found with suppression of details
 - c. with incomplete information, subjective, conditional offers and partial offers submitted
 - d. Submitted without the documents requested in the checklist
 - e. With lesser validity period

- ii. All responsive Bids will be considered for further processing as below:

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

3.10. Evaluation Method

- i. Bidders will be selected through Quality cum Cost Based Selection (QCBS 70:30) method i.e. the bidder who will secure the highest Composite Score in the Technical and Financial evaluation will be awarded the work.
- ii. All bids will primarily be evaluated on the basis of Prequalification Criteria. The Proposal Evaluation Committee will carry out a detailed evaluation of the Proposals for 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 Document.
- iii. In order to reach such a determination, the Proposal 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 solution, work-plan and methodology to demonstrate that the bidder will achieve the performance standards within the time frame described in RFP document
 - 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 proposal evaluation, the Pre-qualification criteria and Technical criteria laid down along with the assigned weights have been presented in subsequent sections. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. Technical Bids of only the successful pre-qualifiers will be opened for evaluation and bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial

bid evaluation. Bids of Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence disqualified from being considered for financial evaluation.

3.11. Pre-qualification Criteria

Only competent agencies meeting the respective pre-qualification requirement stated hereunder shall be prequalified for the project. Consortium is not allowed. Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

Sl#	Basic Requirement	Specific Qualification Criteria	Document/ Information to be Submitted
1	Legal Entity	The Organization must be registered under the Indian Companies Act 1956/2013 and must have been in operation on the field of Call Centre operation & software development for a period of at least 5 (Five) years as of March 31, 2021	Certificate of Incorporation and Copy of the work order/completion certificate as documentary proof of 5 years in Call Centre operation & Software development.
		The company should be registered with the GST & Income Tax	GST Registration Certificate & PAN
2	Turnover of Implementing Agency	Average Annual Turnover during the last five financial years ending on 31.03.2021 should be at least 25 Crores.	Copy of the Audited Balance sheet and Profit & Loss account or Statutory Auditor's Certificate.
3	Net Worth	The company must be profit making & having positive net worth for 3 years during last three financial years ending at 31/03/2021.	Copy of the Audited Balance sheet and Profit & Loss account, Statutory Auditor's Certificate
4	Certification	The bidder must possess a valid CMMI SVC/3 or above certificate and ISO 27001 Certificate as on date of submission of this RFP.	Copy of Valid Certificates.

5	Manpower Strength	The Bidder should have operational Call/Contact Centre across the country with at least 200 employees as on date of submission of bid and at least 20 technically qualified professionals on its payroll with qualification MCA/Btech/BE or higher.	Certificate from HR Head showing the details of resources with qualification along with latest PF copy
6	Technical Capability	The bidder must have executed projects for providing call centre services in State / Central Government/ Govt. PSU/ Govt. Autonomous body in last 5 financial years ending as on bid submission date with order value as follows: - one project of minimum order value ₹ 2 Cr. - Two projects with minimum order value of ₹ 1.5 Cr each OR - Three projects with minimum order value of ₹ 1 Cr each	Work order/ Completion/ Phase Completion Certificates from the client
7	Consortium	Consortium bidding/ sub-contracting is not allowed	Self-Declaration
8	Existence in Odisha	The bidder should have a Centre operational in Odisha or shall furnish an undertaking to open an Operation Centre within 30 days from award of the project.	Trade License/ Leased Agreement etc. / Declaration by the board of director/MD/CEO of the organization in the letter head
9	Black Listing	The bidder must not be under a declaration of ineligibility for corrupt and fraudulent practices nor should have been black listed by any State Govt. or Central Govt.	Self-declaration duly signed by authorized representative of Bidder Refer Annexure - Self-Declaration

10	EMD & Document Fee	<p>The bidder must submit</p> <ul style="list-style-type: none"> - Document Fee of Rs. 11,200/- (including GST of 12%) & Bid processing fee of Rs. 2,950/- (Including GST of 18%) - Bid Security declaration in lieu of EMD in the prescribed format 	<ul style="list-style-type: none"> • Tender Fees through ePayment gateway of eNivida Portal • Declaration for EMD submission as per given format of this RFP.
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3.12. Contents of Technical Bid

The bidder should give details of the project methodology to be followed, technology architecture, project plan, application support, operation management plan etc. in technical bid document.

3.13. Technical Evaluation

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. The marking scheme presented here is an indication of the relative importance of the evaluation criteria. During evaluation of proposals, OCAC, may, at its discretion, ask the bidders for clarification of their Technical Proposals. Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids or Tenders which don't secure the minimum specified technical score will be considered technically non-responsive and hence shall be debarred from being considered for financial evaluation.

Distribution of Marks:

Financial, Resource Strength	20 Marks
Project experience and expertise	40 Marks
Approach & Methodology	40 Marks
70 is the cut-off marks to open the financial bid	

3.13.1. Financial & Resource Strength: 20

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
1	The bidder should have years of experience in Call Centre operation as of 31.03.2021.	Copy of the work order/ completion certificate as documentary proof	Call Centre Operation experience of the bidder in years: >= 5 yrs: 2 Marks = 6 & <=10 yrs : 3 marks 10 yrs : 5 marks	05
2	Revenue generated only from Call Centre operations during the last five (5) financial years ending on 31.03.2021.	Audited Balance Sheet and Statutory Auditor's Certificate	>= 25 Cr : 5 marks >=20 cr & <25 Cr : 4 marks >=15 cr & <20 Cr : 3 marks >=10 cr & <15 Cr : 2 marks < 10 Cr : 1 mark	05
3	The firm/ company should have development centre in Odisha and minimum 20 IT professionals with qualification BTech/BE/MCA or higher	Lease Agreement EPF Challan	Minimum 20 : 3 Marks Beyond 20 professionals, 1 mark for each additional 10 professionals maximum up to 5 marks	05
4	The bidder should have its operational Call/Contact Centres available in India.	Copy of the work order/ completion certificate as documentary proof	Minimum 200 seats: 3 Marks Beyond 200 professionals, 0.5 mark for each additional 50 professionals maximum up to 5 marks	05

3.13.2. Project experience and expertise: 40

Sl#	Criteria	Documentary Evidence	Marks	Max. Marks
1	The firm/ company should have developed and implemented CRM Application for any Call Centre Projects in State / Central Government/Govt. PSU/Govt. Autonomous body in India in last 5 years as on 31.03.2021.	Work Order / Work Agreement/ Completion Certificates/ Phase Completion Certificate from the client	<ul style="list-style-type: none"> • >= 5 Projects: 15 marks • >=3 Projects & <5 Projects: 10 marks • >=1 Projects & <3 Projects : 5 marks <p><i>For each project implemented in Odisha additional one mark will be awarded to the bidder subject to maximum 5 marks.</i></p>	20
2	Years of Experience in Call Centre Operation in Govt. Sector/ PSUs/ reputed Private Sector Companies.	Work Order / Work Agreement/ Completion Certificates/ Phase Completion Certificate from the client	<ul style="list-style-type: none"> • >10 years: 10 marks • = 6 years and <= 10 years: 7 marks • >= 5 years: 5 marks 	10
3	The firm/ company should have developed and implemented a project having API integration with any application as a component for any Department in State / Central Government/Govt. PSU in India	Work order and + Completion Certificates/Phase Completion Certificate from the client.	Each project will be awarded 2.5 marks.	5
4	The firm/ company should have developed and implemented Mobile friendly CRM Application for any Department in State / Central Government/Govt. PSU/Govt. Autonomous body in India	Work order along with documentary evidence	<ul style="list-style-type: none"> ○ 1 project: 3 mark ○ 1 mark for each additional project subject to maximum 5 marks 	5

3.13.3. Approach & Methodology: 40

Sl#	Criteria	Documentary Evidence	Max. Marks
1	Understanding of the requirements of the RFP in terms of Proposed Solution and its components, understanding of the objectives of the project	Technical Presentation and demonstration	15
	Live demonstration of one CRM with option for photo capturing		15
2	<ul style="list-style-type: none"> • Work plan, approach & methodology for completing the work. • Risks and Mitigation Plan • Training Methodology and time frame. • Operation and maintenance road map. • Post Implementation plan and methodology. 	Technical document & Presentation	10

3.14. Technical Evaluation Formula

- i. All the bidders who secure a Technical Score of 70% or more will be declared as technically qualified
- ii. The bidder with highest technical bid (H1) will be awarded 100% score
- iii. Technical scores of other than H1 bidders will be evaluated using the following formula
- iv. Technical Score of a Bidder = $\{(\text{Technical Bid score of the Bidder} / \text{Technical Bid Score of H1}) \times 100\} \%$
(Adjusted up to two decimal places)
- v. The Commercial bids of only the technically qualified Bidders will be opened for further processing.

3.15. Financial bid Evaluation Formula

- i. The Financial Bids of the technically qualified bidders will be opened on the prescribed date in the presence of bidder representatives
- ii. The bidder with lowest financial bid (L1) will be awarded 100% score.
- iii. Financial Scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a Bidder =

$$\{(Financial\ Bid\ of\ L1 / Financial\ Bid\ of\ the\ Bidder) \times 100\} \%$$

(Adjusted to two decimal places)

- iv. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- v. The bid price will be including of all taxes and levies and shall be in Indian Rupees.
- vi. Any conditional bid would be rejected
- vii. Errors & Rectification: Arithmetical errors will be rectified on the following basis: "If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail".

3.16. Combined Evaluation of Technical & Financial Bids

- i. The technical and financial scores secured by each bidder will be added using weight age of 70% of Technical Score (T) and 30% of Financial Score (F) respectively to compute a Composite Bid Score.
- ii. Authority reserves right to reject financial Bids that are less than 50% of the average bid price (Average bid price is the total amount of all the technical qualified bidders price divided by the number of qualified bidders after omitting H1 and L1 bid) will be disqualified.

- iii. The bidder securing the highest Composite Bid Score will be adjudicated as the Best Value Bidder for award of the Project.
- iv. In the event the bid composite bid scores are “tied”, the bidder securing the highest technical score will be adjudicated as the Best Value Bidder for award of the Project.
- v. Composite score of the Bidders for the bid shall be worked out as under:

Bidder	Technical Score	Financial Score	Weighted Technical Score (70% of B)	Weighted Financial Score (30% of C)	Composite Score (F=D+E)
(A)	(B)	(C)	(D)	(E)	(F)

4. APPOINTMENT OF SERVICE PROVIDER

4.1. 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.

4.2. 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.

4.3. 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. Exclude any of the module(s)
- v. Remove any of the items at the time of placement of order.
- vi. Increase or decrease no. of resources supplied under this project.
- vii. 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.
- viii. Make typographical correction or correct computational errors to proposals
- ix. Request bidders to clarify their proposal.

4.4. Notification of Award

Prior to the expiry of the validity period, OCAC will notify the successful bidder in writing or by 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.

4.5. Contract Finalization and Award

The 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.

4.6. Performance Guarantee

- i. The selected bidder will submit a Performance Guarantee, within 15 days from the date of notification of award.
- ii. Performance Guarantee (PBG) would be 3% of the total cost of ownership i.e., total order value excluding taxes.
- iii. Validity of each PBG should be 1 year 3 months (15 months).
- iv. The selected bidder shall be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the service during the work order period.
- v. In case the selected bidder fails to submit PBG within the time stipulated, OCAC at its discretion may cancel the order placed on the selected bidder and/or initiate action as per Bid security declaration, after giving prior written notice to rectify the same.
- vi. OCAC shall invoke the PBG in case the selected bidder fails to discharge their contractual obligations during the period or OCAC incurs any damages due to bidder's negligence in carrying out the project implementation as per the agreed terms & conditions.

4.7. Signing of Contract

After the OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue purchase order and enter into a contract with 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. Master Service Agreement (MSA) would be signed for entire project period & value.

4.8. 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 as the case may be, of the most responsive bidder and/or initiate action as per Bid security declaration.

5. TERMS OF REFERENCE

5.1. Scope of Work

The broad scope of the project is :

- i. Setup of IT infrastructure for operation of Animal helpline
- ii. Development & Customization of CRM for capture of calls received based on location, type of animal, photo of rescued/distressed animal
- iii. Mobile friendly CRM software
- iv. Integration of SMS & email for sending messages
- v. Hosting of Application
- vi. Dashboard
- vii. Deploying required number of resources for attending calls & managing the operation of Helpline.
- viii. Integration with SUGAM Portal of F&ARD Department

The selected bidder shall be entirely responsible for setting up of the Helpline with all features and functions as described in the document. The following sections outline the scope of work to be performed :

5.2. Development/Customization of Customer Relationship Management (CRM) Portal

- i. The system should have master configuration of demographic data
- ii. Provision to capture the issues by Call Centre Agents.
- iii. Provision to capture action taken, calls/SMS going to department officials, MVUs and citizen. Some details to be captured include caller information, location and date and time.
- iv. The system should have provision for providing pre-defined questionnaires defined by department & provision to update against the same i.e. Dynamic addition of question sets and capturing of detailed feedback
- v. The system should have facility for the department officials to log-in to the system

- vi. Provision for making outbound call
- vii. Facility for generating action sheet
- viii. Dashboard: Visual representation of Data/ Statistics- number of calls received per day, number of calls received per month, type of animals rescued, number of cases open, number of cases closed etc
- ix. Drilldown upto ground level
- x. Provision to capture the action taken by field official with provision to upload photos & report status of case
- xi. CRM Software to be configured for mobile phone usage as well, with all functionalities as on the portal.
- xii. MIS Reports
 - a. Calls for the rescue service & their closure by outbound call
 - b. Calls open
 - c. Mode of receipt (Channel)
 - d. Any other reports required by department

5.3. Implementation Model

Sl#	Items	Description
a)	User Acceptance Test (UAT)	<ul style="list-style-type: none"> • Provide staging server facility for application testing • Demonstration of features and functionalities of the solution • Conduct User acceptance test on the test cases
b)	Training	<ul style="list-style-type: none"> • Impart training to all the department users & operators • Refresher training on any changes in the application during contract period
c)	Security Audit	<ul style="list-style-type: none"> • Security Audit & Certification through any CERT-In empaneled agency.
d)	Hosting & Go-Live	<ul style="list-style-type: none"> • Final hosting of the application after UAT & Go-live • Receipt of formal approval from F&ARD department

5.4. Support & Maintenance

The Maintenance Support will be provided for a period of five years from the date of Go-Live of the application. The Scope of Work during this phase is as follows.

- i. Fixing the bugs identified and troubleshooting various software issues
- ii. Addressing of minor changes related to business process except new table, database, etc.
- iii. Maintaining updated version of source code
- iv. Tuning of the system to improve performance
- v. Enhancement/optimization of existing MIS report as per the requirement
- vi. User & access management, new user creation & old user suspension/deletion
- vii. Call Centre management

5.5. Operation of Helpline

5.5.1. Call Management

- i. Receive calls from the citizen
- ii. Update status of a particular complaints
- iii. Forwarding of the complaint to the nearest rescue team
- iv. Outbound call to validate on the resolution of complaint
- v. Generate required reports and submit the same to the concerned authority

5.5.2. Resource Engagement Plan

Resources having the following skill set shall be deployed for the call management & shall operate on a 24x7 basis.

Manpower	Qualifications	Responsibility
<p>Floor Manager –(1 Nos.)</p>	<ul style="list-style-type: none"> • Graduate with minimum 7 years of experience in managing inbound call center operation. • Must have excellent communication skill in English, Hindi & Odia 	<ul style="list-style-type: none"> • Responsible to maintain the Contact Centre operation without any disruption of its services • Supervise the work of CCE • Ensuring that the Contact Centre executives have the knowledge about helpline services, locations and questionnaire required to execute their services. • Plan for coaching, training and retention for outbound call management • Implement suggested instruction and actions • Handle the issues faced by the CCEs. • work from 10:00 AM to 6:00 PM on all Government working days.
<p>Contact Centre Executive – (9 Nos. including buffer)</p>	<ul style="list-style-type: none"> – 10+2 (higher secondary or equivalent) – Must be able to listen comprehend and speak clearly – Should have good communication skill in Odia, Hindi & English 	<ul style="list-style-type: none"> • Handle calls • Register animal rescue details as informed by citizen • Identify and forward issues to the concerned department • Maintain call logs and reports • Work in 3 shifts in a day i.e. 6AM to 2PM, 2PM to 10PM & 10PM to 6AM • Minimum 2 nos. of resources will be present at any given time to manage the calls. • As the operation of helpline will be 24x7 basis, complying with the labour law, each resource will be given 1-day leave in a week, accordingly to maintain the resource pool of 2 nos at any given time, 1 no. additional resource will be deployed in each of the 3 shifts in a day

5.5.3. Infrastructure for Set up of Helpline- BoQ

The selected bidder shall supply, installation and commissioning of the following infrastructure for set up of the Animal Helpline as per specification herein.

Sl#	Items	Specification	Unit	Qty
a)	Access Switches	24 Port Layer-2 Switch	Nos.	1
b)	Dual I/O Jack	Dual RJ45 IP Box	Nos.	10
c)	1 Mtr LAN Cable	Connectivity between Patch Pannel and Switch	Nos.	10
d)	2 Mtr LAN Cable	Connectivity at Nodes (System)	Nos.	10
e)	Patch Panel	24 Port	Nos.	1
f)	Cabling	Cabling for nodes	Nos.	10
g)	Server Rack		Nos.	1
h)	Online UPS for power backup	6 KVA online	Nos.	1
i)	Server	Server Hardware	Nos.	1
j)	Storage	NAS of 2 TB	Nos.	1
k)	Contact Centre Solution	Unified Communication Telephony Server with ACD, CLI, IVR features	Nos.	1
l)	Gateways	Gateways for PRI Termination with 1 PRI Card	Nos.	1
m)	Soft Phones	Soft Phones for All Agents & Supervisors	Nos.	5
n)	Head Phone	Noise-Cancelling Mike Gooseneck Flexible Heads	Nos.	5
o)	Desktop for CCE	i5, latest generation	Nos.	3
p)	UPS for CCE	1 KVA	Nos.	3
q)	Firewall	Network Security	Nos.	1
r)	Antivirus for Desktops		Nos.	3
s)	CRM Application		No	1

Note:

- The bidder is responsible to maintain all the IT (Hardware & Software) and Network components for a period of five years.
- All the equipment supplied under this RFP must have 5 years on-site comprehensive warranty with spare and labour

5.5.4. Minimum Technical Specifications

Technical Specification for 24 Port Layer-2 Access Switch			
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, GroupLink 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 Priority, WRR (Weighted 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	Five Years warranty with onsite service support	

Dual I/O Jack, 1 Mtr LAN Cable, 2 Mtr LAN Cable & Cabling			
Sl. No.	Features	Description	Compliance (Yes/No)
1)	Dual I/O Jack	Dual RJ45 IP Box for 10 points	
2)	1 Mtr LAN Cable	For 10 points	
3)	2 Mtr LAN Cable	For 10 points	
4)	Additional Cabling	For 10 Points	
<p>Bidder needs to survey the physical site and quote all these items with accessories as per the requirement. There will be no parameter mentioned under passive items. The bidder is free to quote any one of the brands as per their choice.</p>			

Note - The approved industry leading brands are: AMP/Rosenberg/CommScope/Molex/D-Link

Technical Specification for 24 Port Patch Panel			
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 Rack		
Sl. No.	Features	Compliance (Yes/No)
1)	42U Server or network rack dimension would be (WD) 800mmX1200mm respectively	
2)	RAL7021 or RAL 9002 or RAL 9005 Black powder coat on all sheet metal components of the rack.	
3)	All components should be selfgrounded. Not wire connection among or to the frame except the doors & side panel	
4)	Single front and split rear doors should be min 63% hexagonal perforated (As per TIA 942)	
5)	The front and rear doors should open a minimum of 120 degrees to allow easy access to the interior	
6)	Two set of EIA rail should be fully depth adjustable within 980mm use space area.	
7)	Two number of Cable manager with full height, multiple standard hole pattern for tool less accessories mounting should be part of the rack. They should have capability to hold two Rack PDUs each.	

8)	Rack frame shall support 1200kg static weight load, 1022kg dynamic (non- transit) weight load.	
9)	Side panels should be split type with single locking slam latch.	
10)	The roof of the racks should be removable from the interior/ exterior of the enclosure with/without tools and should have cable entry holes to allow up to 1800 cables or 60A PDU plug	
11)	The racks should be UL Approved or comply to EIA-310, REACH and RoHS.	
12)	Minimum 20 nos. of tool-less blanking panels to avoid air recirculation	
13)	Mount LE fans to eliminate hot spots & aid in horizontal ventilation/Rack mount fans	
14)	Locking (i) Locking, removable, reversible front and rear doors (ii) Locking, removable side panels keyed alike with doors	

Technical Specification for 6 KVA Online UPS		
Features	Description	Compliance (Yes/No)
Output Capacity	6000VA/5400 W	
Voltage Range	160V - 280 V AC or better	
Input	Frequency : 50 Hz +/- 3 Hz or better Phase : Single phase 3 wire	
Output	Voltage Regulation (Battery Mode) : 230V +/- 5% or better Frequency Regulation (Battery Mode) : 50Hz. +/- 1% or better	
Wave type	Sine wave	
Degree of Protection	IP 20	
Input Connection	India 5/6 Amp power chord.	
Backup Time	50 Min. on full load or higher	
Battery Recharge	6-8 Hours to 90 % after complete discharge	
Surge Protection/Energy Rating	Above 400 Joules	

Transfer Time	5 ms typical, 10 ms maximum.	Transfer Time
Indicator	Multi-funtion LCD/LED Status	Indicator
Audible Alarm	Battery Mode, Low battery, overload, Fault Conditions	
Manufacturer Credentials	Manufacturer should be ISO 9001 , ISO 14001 & ISO 18001/45001 certified	
Certifications	Govt of India recognised-BIS Certification on quoted model	
Service Support	OEM Help Desk (24 X 7 support) with Toll Free Number.	
Warranty	5 Years	

Technical Specification for Server			
Sl. No.	Features	Description	Compliance (Yes/No)
1.	Operating System	Open source	
2.	Architecture	Intel	
3.	Form Factor	Rack Mountable	
4.	Processor	Intel Xeon 8 Core Processor	
5.	Memory	16 GB DDR4 RAM	
6.	RAM Speed	2666MT/s	
7.	HDD	1 TB usability with RAID 1	
8.	Optical Drive	DVD R+W	
9.	Expansion Slots	Up to 6x PCIe 3.0	
10.	Front Bays	Up to 8 x 3.5" SAS/SATA (HDD/SSD), max 112TB (Also supports up to 8 x 2.5" SAS/SATA (HDD) in 3.5" hybrid drive carrier)	
11.	Network Interface	1x 1GbE ports std	
12.	Power supply	Redundant	
13.	Warranty	Five Years with spare & labour	

Technical Specification for NAS			
Sl. No.	Features	Description	Compliance (Yes/No)
1)	Type	NAS Server	
2)	Memory	16 GB	
3)	Storage Controller	RAID SATA 6Gb/s RAID 0, 1, 5, 6, 10	
4)	HDD Drive	4 TB x 4 No's 6 Gb/s , Hot Swappable	
5)	Connectivity	100Mb LAN, 10 GigE, USB 3.0 Port	
6)	Power supply	Dual Power supply	
7)	Warranty	5 Years with onsite support	

Technical Specification for Unified Communication Telephony Server (Contact Centre Solution)			
Sl. No.	Features	Description	Compliance (Yes/No)
1)	Call Centre Management	<ul style="list-style-type: none"> – Call Logger: System shall record detailed call information such as date, time, call duration, operator ID, call 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 callback 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	<ul style="list-style-type: none"> – 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	<ul style="list-style-type: none"> – Outbound Dialers shall enable the operators to placeoutbound calls to citizen for collecting feedback. – It shall also facilitate conference calls between the citizenand Identified Department Authority as and when required. – It shall have provision for Executives to dial identifiednumbers – It shall support outbound preview dialing (either automatedor user-initiated) – It shall have the capability to track the missed calls foroutbound dialing 	
4)	Automatic Call Distribution (ACD)	<ul style="list-style-type: none"> – The Automatic Call Distributor shall be capable of handling high call volumes and distributing the calls amongst theoperators. – 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 	

		<ul style="list-style-type: none"> - 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 be able to block nuisance callers against list of numbers captured in master database. - System should be feasible to scale up 	
5)	Computer Telephony Interface (CTI)	<ul style="list-style-type: none"> - 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 & 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	<ul style="list-style-type: none"> - 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 	

		<p>Facility of classifying call with user-defined labels for simplified search and replay</p> <ul style="list-style-type: none"> – 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)	<ul style="list-style-type: none"> – 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 – 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 – 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 	

		<p>auditing and</p> <ul style="list-style-type: none"> - 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: <ul style="list-style-type: none"> - 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 	
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Technical Specification for PRI Gateway Card			
Sl. No.	Features	Description	Compliance (Yes/No)
1.	Type	E1 Interface 1 Port PRI Card	
2.	Connectivity	RJ45 ISDN	

Technical Specification for Soft Phones			
Sl. No.	Features	Description	Compliance (Yes/No)
1)	Type	Soft phone dialer	
2)	OS Support	Support for Windows and Linux client environment	

Technical Specification for Head Phone			
Sl. No.	Features	Description	Compliance (Yes/No)
1.	Type	Head Set with Noise Cancelling Mike Gooseneck Flexible HeadsSmart Receiver, Design: Over the Head Type: Over the Ear, with volume control, microphone	
2.	Headphone Sensitivity	115 (Power On)	

Technical Specification for Desktop			
Sl. No.	Features	Description	Compliance (Yes/No)
1.	CPU	i5, latest generation	
2.	Operating System	Latest version Windows pro OS	
3.	RAM	16 GB	
4.	HDD	1TB	
5.	Monitor	18.5" or higher TFT	
6.	Others	Keyboard, Mouse	
7.	Warranty	5 Years onsite	

Technical Specification for UPS – 1 KVA			
Sl. No.	Features	Description	Compliance (Yes/No)
1.	UPS	1 KVA Line interactive	
2.	Output Power Capacity	600 Watts / 1000 VA	
3.	Nominal Output Voltage	230V +/- 10%	
4.	Efficiency at Full Load	80% or better	
5.	Output Frequency	50/60 Hz +/- 3 Hz user adjustable +/- 0.1	
6.	Waveform Type	Stepped approximation to a sinewave	
7.	Output Connections	3 Nos. India 3-pin 6A & 1 for printer(Surge Protection)	
8.	Efficiency at Half Load	84% or better	
9.	Nominal Input Voltage	150 - 280V	
10.	Input Frequency	50/60 Hz +/- 3 Hz (auto sensing)	
11.	Input Connections	India 3-pin 6A	
12.	Power Cord Length	1.52 meters	
13.	Input voltage range for main operations	150 - 280V @ 100% load	
14.	Battery Type	Maintenance free sealed Lead acid battery leak proof	
15.	Operating Environment & Relative Humidity	0 - 40 °C 0 - 95%	
17.	Storage Temperature & Relative Humidity	-15 - 45 °C 0 - 95%	
18.	Storage		
19.	Audible noise	<45.00 dBA	
20.	Indicator	Multi-function LCD status and control console/LED based	

Technical Specification for Firewall			
Sl. No.	Feature	Description	Compliance (Yes/No)
1.	Access/Interface Management	1. Static, DHCP, PPPoE, PAP/CHAP. 2. Offers Inbuilt Database along with integration of Radius, TACACS/TACACS+, LDAP, Centralized Auth 3. Solution & AD with authentication suite Authentication, Authorization & Accounting, Support Thin Client, Setup multiple VLAN, Zones, 803.1P, 803.1S, Location aware access, BYOD 4. Clientless Device, IP-Mac bind, MAC Whitelist/Blacklist with auto-expiry. 5. Admin/Users 2FA & 3FA via SMS, Email, GAuth, Twilio Authy etc.	
2.	User/Guest Management	1. Create User Groups & apply policies 2. Mobile No. based login 3. ID & Password login - fixed users 4. Easy Migration - Import/Export data 5. Create users with auto-expiry, Renew & Block 6. Live, Blocked and Total Users data 7. Switch users from one group to other 8. Restrictions based on device and OS. 9. Set user session time, IP lease time	
3.	Bandwidth Management	1. Restrict Users based on data, b/w & time 2. Define Enhanced Quality of Service (QoS)	
4.	Data Leakage Prevention	1. Block email attachments, cc, bcc & other 2. Restricts file upload over HTTP, FTP, P2P and other file sharing applications. 3. Blocks Chat conversations based on pre-specified words and file transfer over IM. 4. Controls file upload over HTTPS/SSL websites 5. Logging & reporting in accordance to HIPAA, CIPA, PCI DSS compliance	
5.	Others	Content Filtering , Load Balancing, Firewall & Network Management, Anti-Spam, Intrusion Detection & Prevention , Zero Configuration - Networking, Virtual Private Network ,	

6.	Hardware	Memory - 2GB or more , SSD - 16 GB or more Gbps Ethernet Ports - 4 or more 2 USB Ports, 1 VGA, 1 COM	
7.	Performance	Firewall Throughput (UDP) - 3200 Mbps or more IPS Throughput - 800 Mbps or More NGFW Throughput - 700 Mbps or more Threat Prevention Throughput - 450 Mbps or more IPSec VPN Throughput - 560 Mbps or more Concurrent Sessions - 2800000 or more New Sessions Per Sec - 16000 or more No. of IPSec VPN Tunnels - 250 or more No. of SSL VPN Peers - 120 or more	
8.	License	5 Years	
9.	Warranty	5 Years	

Technical Specification for Antivirus			
Sl. No.	Features	Description	Compliance (Yes/No)
1.	Antivirus	Enterprise antivirus software with 5 Years subscription for 3 users.	

6. GENERAL

6.1. Term of Contract

The contract period will be 5 years from the date of Go-live and the selected bidder is required to deliver the deliverables and other services specified in the terms of reference.

If required by the Department, an extension of the term can be granted to the Service Provider. The final decision will be taken by the Department.

6.2. Adherence to Standards

The CRM Application shall comply with relevant defined industry standards (their latest versions as on date) wherever applicable as prescribed by various rules under I.T. Act, 2000 (as amended from time to time).

6.3. Integrity & Confidentiality

The bidder shall exercise professionally reasonable care to maintain the required confidentiality and privacy with regard to Departmental data, wherever applicable, to ensure that the data is only accessible by the intended parties and the flow of operations is executed in correct manner.

6.4. Scope Changes

- i. The Helpline shall have capacity for quick scalability to higher number of seats. The bidder shall be in a position to scale up their operations, as per requirement of the department. In such case, the bidder shall provide additional resources in a Shift and expand the setup. Cost impact shall be settled on the basis of agreed professional monthly shift charge.
- i. Any change of the scope in CRM application after GoLive, will be requested as change request for the approval of the OCAC/F&ARD with the details of time estimation. On approval, the same can be executed as per the quoted rate for software enhancement herein.

6.5. Software Enhancement Services

- i. Change requests beyond the scope of work will be incorporated in the CRM application after obtaining due approval from OCAC/F&ARD. Payments to such assignment will be as per the man month rate

provided in financial bid format and same would be mutually agreed upon post discussion between the bidder and OCAC/F&ARD.

- ii. Payment for the Change Request will be considered when such a requirement arises in the project.
- iii. The bidder has to quote man-month rate for this purpose initially, however, and payment will be made as per actual man month consumed after completion of work of respective enhancement.

The activities that will be treated as changes request is mentioned below:

- a. Functional changes in the application
- b. Integration with any new system

6.6. Staff Retention programme

The bidder will put in place the system to ensure that the resources are not changed frequently for internal purposes. The bidder will ensure that the given seating capacity is fully resourced.

6.7. Sub-Contracting

Sub-contracting is not allowed under this RFP

6.8. Warranties & Intellectual Property Rights (IPR)

- i. During the operations phase from the date of Go-Live, the bidder will implement all product(s) and documentation updates, patches/ fixes, and version upgrades within 15 days of their availability/release date and should carry out installation and make operational the same at no additional cost to OCAC.
- ii. Bidder must ensure that they have all necessary licenses, approvals, consents of third Parties/principle manufacturers and all necessary technology, hardware and software to enable it to provide the solution.
- iii. Intellectual property of any Application developed by the bidder specifically and exclusively for Animal Helpline shall solely vest with the Department. The bidder will not have any right to share, use or disclose above mentioned components/artifacts. The source code of the applications along with necessary documentations developed under this RFP/ Contract should be shared with Department/OCAC after Go-live.

6.9. Compliance to Labour Laws

The bidder shall be responsible for compliance of all laws, rules, regulations and ordinances applicable in respect of its employees (including but not limited to Minimum Wages Act, Provident Fund laws, Workmen's Compensation Act) and shall establish and maintain all proper records including, but not limited to, accounting records required by any law, code, practice or corporate policy applicable to it from time to time, including records and returns as applicable under labour legislations.

6.10. Audit

- i. The software and documents prepared for this project are subject to audit. The bidder should help OCAC during preparation of compliances of audit without any additional cost.
- ii. Software including source code, licenses (if any) and all technical documents/manuals shall be in favour of F&ARD Department and all records pertaining to this work shall be made available to the OCAC/F&ARD and its authorized agencies upon request for verification and/or audit, on the basis of a written request.

6.11. Exit Plan

The selected firm shall provide systematic exit plan and conduct proper knowledge transfer process to handover operations to OCAC/F&ARD Department team at least 4 months before project closure. The resource persons of User Department/successor will work closely with the bidder during knowledge transfer phase. All knowledge transfer should be documented and possibly recorded. The bidder will ensure proper capacity building of the resource persons without affecting its Helpline services.

6.12. Expected Project Timeline & Deliverables

Sl. #	Activity	Tentative Deliverables	Timeline
1.	Mobilization of Team and System Study	<ul style="list-style-type: none"> - Detailed Team Structure with team members - Point of Contact - Execution plan 	T+03 days
2.	Development/customization of CRM	<ul style="list-style-type: none"> - SRS - Hosting in staging setup - UAT & training 	T+7 days
3.	Helpline Setup	<ul style="list-style-type: none"> - Delivery & Installation of hardware & software, Networking (In case hardware cannot be delivered due to reasons beyond the control of selected bidder, then the bidder shall set up the call centre by providing standby infrastructure) - Deployment of Helpline resources 	T+15 days
4.	Security Audit	<ul style="list-style-type: none"> - Safe to Host to be issued by auditor - Movement of application from Staging to Production environment (Go-Live) 	T+3 Weeks
5.	Operation & Maintenance	<ul style="list-style-type: none"> - Monthly attendance sheet & Call report - Quarterly Activities report 	Five years from the date of Go live

* T = Date of Letter of Intent /Work Order

6.13. Payment Terms

Sl#	Milestones	Payment %
1.	Call Centre infrastructure (new hardware)	<ul style="list-style-type: none"> • 90% after delivery and installation • 10% of infrastructure cost after Commissioning of infrastructure
2.	Installation of CRM application	<ul style="list-style-type: none"> • 70% on implementation • 20% after UAT and training • Rest 10% after Golive
3.	Resource Cost	Quarterly payment as per actual
4.	SSL Certificate & Security Audit	100% payment on submission of Safe-To-Host Certificate and submission of Configuration Report
5.	Change Request	The payment shall be made only after change request activities are complete in all respect based on the man months used for the Change Request and certification by the Department thereof.

Note:

- Payments are in accordance with the Payment Terms after deduction of penalty, if any and submission of deliverables. Statutory Taxes will be paid as per the rate prevalent at the time of billing.
- The invoices towards the manpower services rendered shall be submitted to OCAC on quarterly basis at the end of every quarter for the no. of seats actually deployed during the period on submission of attendance sheet, Call report etc.

7. ROLE AND RESPONSIBILITY OF DIFFERENT STAKEHOLDERS

7.1. Responsibility of F&ARD Department, Odisha

- i. Provide overall policy directives, guidance, and coordination for project-related activities.
- ii. Provide space for the proposed Contact Centre with the provision of Furniture & Fixtures, Electricity, Cooling, Power backup (DG), Internet Connection etc.
- iii. Toll Free Number, PRI line
- iv. Finalisation of domain name
- v. Provide required content/questionnaires for training and taking feedback from public.
- vi. Provide approval on the deliverables.

7.2. Responsibility of OCAC

- i. Supervise and monitor project implementation
- ii. Provide SMS & email Gateway for integration with CRM Portal to send notification / reminder (if any)
- iii. Provide Hosting Infrastructure
- iv. Domain Registration & implementation of Secure Socket Layer (SSL).

7.3. Responsibility of Selected Bidder

- i. Prepare and submit the Project plan comprising all the components of deliverables, for implementation of the project.
- ii. Participate in project review sessions in regards to the progress of the project
- iii. Adhere to the directions of OCAC as and when provided.
- iv. Prepare and deliver for approval all the deliverables.
- v. Develop/Install/configure/deploy all the components of system and get approval from OCAC.
- vi. Provide training plan to OCAC and train the personnel identified by the Department and report the results
- vii. Provide support for entire duration of the project.

8. FORMATS FOR SUBMISSION OF PROPOSAL

8.1. 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 bidder for Implementation of Unified Animal Helpline, Odisha –
*Self Declaration for not Blacklisted***

Sir

In response to the RFP No.: OCAC-SEGP-MISC-0008-2022-22017 titled “Selection of bidder for Implementation of Unified Animal Helpline, Odisha ”, as an owner/ partner/ Director of (organisation name)_____ I/
We hereby declare that presently our Company/ firm is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted either indefinitely or for a particular period of time, or had work withdrawn, by any State/ Central government/ PSU.

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:

8.2. 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 bidder for Implementation of Unified Animal Helpline, Odisha –
Bidder's Authorization Certificate**

Sir,

With reference to the RFP No.: OCAC-SEGP-MISC-0008-2022-22017, 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:

8.3. 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 bidder for Implementation of Unified Animal Helpline, Odisha –
Acceptance of Terms & Conditions**

Sir,

I have carefully and thoroughly gone through the Terms & Conditions along with scope of work contained in the RFP Document [No. OCAC-SEGP-MISC-0008-2022-22017] regarding “Selection of bidder for Implementation of Unified Animal Helpline, Odisha”.

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:

8.4. 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 bidder for Implementation of Unified Animal Helpline, Odisha –
Technical Bid Submission**

Sir,

We, the undersigned, offer to provide solution to OCAC, for Selection of bidder for Implementation of Unified Animal Helpline, Odisha , in response to the RFP No.: OCAC-SEGP-MISC-0008-2022-22017. We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial Bid.

We hereby declare that all the information and statements made in this 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. Project Citation Format

Relevant Project Experience	
<i>General Information</i>	
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	
<i>Project Details</i>	
Description of the project	
Scope of services	
Service levels being offered/ Quality of service (QOS)	
Technologies used	
Outcomes of the project	
<i>Other Details</i>	
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)	
<i>Other relevant Information</i>	
Letter from the client to indicate the successful completion of the projects	
Copy of Work Order	

8.6. Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. It is suggested to present Approach and Methodology divided into the following sections:

- a) Solution Proposed
- b) Understanding of the project (how the solution proposed is relevant to the understanding)
- c) Technical Approach and Methodology

Thanking you,

Signature

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.7. Proposed Work Plan

Sl#	Activity	Weeks							
		1	2	3	4	5	6	7	n
a)									
b)									
c)									
d)									
e)									
f)									
g)									
h)									
i)									
j)									
k)									
l)									
m)									
n)									
o)									
p)									
q)									
r)									
s)									
t)									
u)									
v)									
w)									
x)									
y)									
z)									

1. Indicate all main activities of the assignment, including deliverables.
2. Duration of activities shall be indicated.

8.9. 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 bidder for Implementation of Unified Animal Helpline, Odisha -
RFP No.: OCAC-SEGP-MISC-0008-2022-22017**

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Ref. No. OCAC-SEGP-MISC-0008-2022-22017 for Selection of bidder for Implementation of Unified Animal Helpline, Odisha (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:

Place:

Name of the Bidder:

8.10. 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 bidder for Implementation of Unified Animal Helpline, Odisha -
RFP No.: OCAC-SEGP-MISC-0008-2022-22017 - – Financial Bid Submission**

Sir,

We, the undersigned, offer to provide the service for Selection of bidder for Implementation of Unified Animal Helpline, Odisha as per RFP No.: OCAC-SEGP-MISC-0008-2022-22017 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 5 years from the date of opening of the Bid.

We hereby confirm that our prices include currently applicable 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,

(Authorised Signatory)

Seal:

Date:

Place:

Name of the Bidder:

8.11. Commercial Bid

8.11.1. Summary of Commercial Bid

Sl #	Items	Total cost in ₹
1.	Infrastructure Cost (Total of 8.11.2)	
2.	Cost of Security Audit & Integration with other Application (Total of 8.11.3)	
3.	Helpline Resource Cost (Total of 8.11.4)	
4.	Cost of Software enhancement (if any) (Total of 8.11.4)	
Grand Total		

8.11.2. Cost of Infrastructure (Hardware & Software including CRM)

All items specified at Clause 5.5.3. in the Bill of Material need to be covered in the Financial Bid with warranty of 5 years.

SL#	Item Name	Description (Make & Model etc.)	Qty	Unit Rate	Taxes as Applicable	Unit Rate with Tax	Total Cost
Total cost of Infrastructure							

8.11.3. Cost of Security Audit & Integration with other Application

SL#	Description	Qty	Rate	Taxes as Applicable	Total Cost
1	Security Audit	5 Nos			
2	Integration of CRM with other Application				
Total cost					

8.11.4. Helpline Resource Charges

Sl# (1)	Type of Manpower (2)	No of Professional (3)	Monthly Rate (4)	Taxes (5)	Rate per man month with tax 6 = (4)+(5)	Total For 5 years 7=(6)*(3)*60 months
1	Call Centre Manager/ Supervisor					
2	Call Centre Executives					
Total Cost of Helpline Resources						

8.11.5. Software Enhancement Service

SL#	Description	Cost per Man month	Required Man month	Total Cost for 20 man months
1	Cost of Software enhancement service with 20 man months rate		20	
	GST			
	Total			

8.12. 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 bidder for Implementation of Unified Animal Helpline, Odisha - RFP No.: OCAC-SEGP-MISC-0008-2022-22017.

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 bidder for Implementation of Unified Animal Helpline, Odisha (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: