



**ODISHA COMPUTER APPLICATION CENTRE (OCAC)  
BHUBANESWAR**

**RFP DOCUMENT**

**Enquiry No. OCAC-SEGP-INFRA-0014-2019-19029**

**RFP for Up-Gradation of Existing Deployment of Enterprise Management System (EMS)  
of CCTNS Project with Integration of GIS Solution**

Last date for receiving queries : Dt. 23.07. 2019 by 03:00 PM

Pre Bid Conference : Dt. 24.07.2019 at 12:30 PM

Last Date for Submission of Tender : **Dt. 07.08.2019 at 02:00 PM**

Place of Submission of Tender Document : Odisha Computer Application Centre, Plot  
No.-N-1/7-D,  
Acharya Vihar Square, RRL  
Post Office, Bhubaneswar-  
751 015

Date and Time of Tender Opening

General & Technical Bid : Dt. 07.08.2019 at 04:30 PM

Financial Bid : Will Intimate later

Cost of Tender Document : Rs.5,000/- (Rupees Five Thousand)

**Place:**

**Date:**

**Signature & Seal of the Bidder**

(RFP Reference no. OCAC-SEGP-INFRA-0014-2019-19029)

## **SECTION-I**

### **NOTICE INVITING TENDER**

Sealed tenders are invited from the Bidder to undertake the work for up-gradation of the existing deployment of **Enterprise Management System (EMS)** Solution to the latest version with integration of ARCGIS (GIS Solution) to achieve the efficiency in operations. Tender document shall be downloaded from the web site [www.ocac.in](http://www.ocac.in) and [www.odisha.gov.in](http://www.odisha.gov.in) by 2 PM of 07.08.2019. The tender document shall be deposited along with a non-refundable tender document fee of Rs.5,000/- (Rupees Five Thousand Only), in shape of Demand Draft drawn in favour of Odisha Computer Application Centre, Bhubaneswar. **The authority reserves the right to accept/reject any and part of there or all the tenders and without assigning any reason thereof.**

**GENERAL MANAGER (Admn.)**

**ODISHA COMPUTER APPLICATION CENTRE**

**PLOT NO.-N-1/7-D, ACHARYA VIHAR SQUARE, P.O.-RRL, BBSR-15**

**PHONE: 91-674-2567280, 2567064, 2567295**

**FAX: 91-674-2567842**

**Place:**

**Date:**

**Signature & Seal of the Bidder**

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**SECTION – II****INVITATION FOR BIDS****1.1 INTRODUCTION**

Odisha Computer Application Centre (OCAC), Bhubaneswar invites competitive bid proposals from interested bidders who have expertise in Implementation & Operation of Enterprise Management System (EMS) or Network Management System (NMS) Solution.

**1.2. OBJECTIVES**

Odisha Computer Application Centre (OCAC) proposes to procure the following services for a period of 3 years which includes up-gradation of the existing deployment of Enterprise Management System (EMS) Solution to the latest version with integration of ARCGIS (GIS Solution), so that all the devices of remote location (i.e. Police Stations in the State connected through CCTNS Network) can track on real time through Google MAP.

**Bill of Material (BOM):-** Below is the EMS BOM in the Proposed Scope of Work.

Products	Details	Versions		Licenses	
		Current	Proposed	Count	Unit
CA Infrastructure Management	Spectrum	9.x	10.3.1	784	Devices
	E-Health to Performance Management	6.3	3.7	784	Devices
CA Service Desk Manager	CA Service Desk Manager	12.x	17.1	5	Concurrent User
CA Business Intelligence	Proposed solution for CA Business Intelligence for Report Generation.				
GIS Solution	Proposed solution for GIS integration so that all the devices of remote locations can track on real time through Google MAP.				

Place:

Signature &amp; Seal of the Bidder

Date:

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# SECTION-III

## GENERAL TERMS & CONDITIONS

**Place:**

**Date:**

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## 1. Scope of Work

The Odisha Police has established a network connecting 600 Police Stations & 170 Higher Offices. The connectivity is established through a MPLS Network. The management and performance monitoring of the network is done through CA Tools. It is now required that CA tools should be upgraded to the latest version. In particular it is desired that all the Routers & Hardware on the network should be discovered on a map of Odisha. The State Police has already Geo fenced Police Stations using Arc GIS. This existing map is now to be used for up-gradation of CA Tools.

A CCTNS control centre has been established at the SCRB Head Quarter. This control centre is connected to the SDC through leased line connectivity. At the control centre a video wall has been installed to monitor the day to day performance of the network. The bidder will ensure that all the sites of the CCTNS network shall discover on the Odisha Map, which will display on the video wall installed at Control Centre.

- From the display of the map, at the control centre if any site is disconnected at a given point of time or where connectivity is not stable, the system should alert the network engineers to intervene.
- The system should support zooming so that at any point of time the support personnel sitting at control centre can zoom into districts on the map through the video wall.
- It should be possible for support personnel at the Control Centre to assess the health condition of all hardware devices monitored through the EMS tool.
- At present the MPLS connectivity is being provided by Airtel and as per the SLA, they have to provide 2Mbps connection at each site. In case the bandwidth becomes less than 90%, then the penalty will impose to Airtel as per the RFP Clause. If bandwidth is less than 80%, then Airtel will not receive any payment. The main purpose of the up-gradation is to ensure that report for bandwidth availability should generate and will measure so that the bill submitted by Airtel can be certified.

The selected bidder shall be responsible for execution of the following work.

- The bidder shall be responsible for renewal of licenses of CA-Service Desk, CA-Spectrum and CA-eHealth.
- The selected bidder shall be responsible to provide on-site/off-site service support for a period of 3 years.
- The support shall start from the date of acceptance/go-live of the system.
- If there is any requirement of hardware up-gradation/ re-installation, Bidder will be only responsible for the implementation of the Software (i.e. for above three products) and it is to be ensured that latest version of software to be installed in the server.
- If any hardware up-gradation/new hardware requirement, the State Crime Records Bureau (SCRB) Bhubaneswar, shall provide the same.

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- The bidder will be responsible to integrate the GIS Solution with the EMS tool to track the remote location equipment on real-time basis.
- The bidder shall be responsible to give training to the existing resources of the CCTNS Project who are managing the day-to-day operation of CCTNS EMS Solution.
- The bidder shall prepare the standard operating procedure (SOP) documents for effective usages of the system.

**Up-gradation of CA Service Desk & CA Spectrum:-**

- The bidder will carry out the up-gradation of Service Desk tool from current version 12.x to latest version preserving all the existing functionalities/forms/data/modules.
- The bidder will be required to upgrade the CA Spectrum to the latest version available from the OEM.

**Up-gradation of CA-eHealth to CA-PM (Performance Management):-**

- The bidder will be responsible for up-gradation of eHealth to CA-PM (Performance Management) along with existing reporting as possible to complete the implementation.
- There will be no up-gradation of licensing part of CA PM.
- If there will be any requirement of hardware up-gradation/ reinstallation, Bidder will be responsible for the implementation of the Software (i.e. for above three products) and it is to be ensured that latest version of software to be installed at the server.
- Integration between Spectrum, Service Desk and CA PM should be carried out by the bidder.
- The Bidder should demonstrate the reports available OOTB from the solution after implementation.

**Onsite/offsite Support / Activities/ Services for EMS Solution:-**

- The bidder will have to provide the support Services for the entire contract period.
- Rates and all terms and condition will remain same for the entire contract period of 3 years.
- Bidder should quote for on-site support if required or remote support as and when required keeping the system fully functional.
- The down-time of EMS must be below four hours
- The details of services to be rendered / performed by the Bidder are as follows: -
  - a. Maintenance of EMS applications which would include checking EMS related services, logging calls and follow up with CA, monitoring server configuration and health monitoring of servers i.e. capacity utilization etc. Recommending department from time

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to time about any hardware up gradation, no. of EMS licenses being used etc.

Suggesting any kind of up gradation required to be carried out based on department requirements, e.g. application installation and monitoring in case a new server gets installed in future, applying patches or upgrades during the support period as received from CA Technologies/resolving issues faced by end users on priority.

- b. Installation and configuration of new EMS agents/licenses as and when procured during the contract period.
- c. Check Database size, Disk Usage, Memory & CPU Usage and report the same on daily basis and get the deficiency rectified without any time loss
- h. The bidder will be responsible for discovery of all existing devices and new devices added during the contract period for EMS tools i.e. CA-PM and Spectrum.

**(The bidder has to furnish un-priced bill of material and details of methodology for integration with GIS solution in the technical bid)**

## **2. Eligibility Criteria**

- i. The bidder should be a registered firm under company's act 1956 / a Proprietorship firm operating for last three years from the date of floating of the tender. It should be registered with GST Authorities. The bidder should furnish the copy of company registration certificate, GST registration certificate, PAN card and up to date IT return till 31st March 2018, along with the tender document.
- ii. Consortiums are not allowed.
- iii. The bidder should have a local support office at Bhubaneswar. If the bidder, at the time of bidding, does not have a local support office at Bhubaneswar then he should submit an undertaking on his letter-head regarding the timely establishment of the same i.e. within 2 months from the date of work order, if awarded the work order/ contract.
- iv. The average annual turnover of the firm for last three Financial Years in IT/ITES should be minimum 5 Crore.
- v. The Bidder should have domain knowledge and experience of implementing/managing at least one assignment related to EMS or NMS in last 5 financial years in India where, the value of the assignment is at least Rs. 50 lakhs or above for one single project OR minimum two projects of value Rs. 25 lakh each. (A copy of Performance Certificate/Completion Certificate and the proof of work order w.r.t. the relevant assignments shall be submitted).
- vi. The Bidder should have valid ISO 20000-1:2011 Certification.
- vii. The Bidder should have minimum three numbers (03) of ITIL certified professional.

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

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

### 3. Cost of Tender Document

Cost of Tender document will be 5,000/- (Five Thousand Rupees) in shape of DD should be submitted in the General Bid.

### 4. Pre-Bid Conference / Meeting:-

- a) OCAC shall hold a pre-bid meeting with the prospective bidders on 24.07.2019 at 12:30 PM at Odisha Computer Application Centre, Bhubaneswar.
- b) The Bidders will have to ensure that their queries for Pre-Bid meeting should reach to General Manager (Admin) only by email ([gm.ocac@odisha.gov.in](mailto:gm.ocac@odisha.gov.in)) with a copy to [subrat.mohanty@odisha.gov.in](mailto:subrat.mohanty@odisha.gov.in) on or before 23.07.2019 by 3:00 PM.
- c) The queries should necessarily be submitted in the following forma (Soft copy in .doc or .xls file to be attached)t:

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

- d) 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.
- e) The Nodal Officer notified by the OCAC will endeavour 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.

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- f) 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.
- g) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on [www.ocac.in](http://www.ocac.in) and [www.odisha.gov.in](http://www.odisha.gov.in).
- h) Any such corrigendum shall be deemed to be incorporated into this RFP.
- i) 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.

**5. Time of completion of Project:**

Within **6 Weeks** from the date of issue of Purchase Order.

**6. Earnest Money Deposit:**

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

Sl.No.	Category Description	EMD Amount
1	Up-Gradation of Existing Deployment of Enterprise Management System (EMS) of CCTNS Project With Integration of GIS Solution.	Rs. 1,00,000/-

- b) The EMD shall be only in the form of Demand Draft in favour of **Odisha Computer Application Centre**, payable at **Bhubaneswar** drawn in any schedule bank. The validity of DD should be at least three months from the date of floating of tender.
- c) Bidder should write the organization name at the back side of the DD.
- d) The demand draft shall be submitted along with General bid envelope. Bids without EMD shall be rejected.
- e) The EMD shall be forfeited if a bidder withdraws its bid during the period of bid validity.
- f) The EMD of unsuccessful bidders will be returned to them within a month of selection of Bidder.
- g) In case of a successful bidder the EMD may be forfeited if the bidder fails to accept the Purchase Order.

**7. Performance Bank Guarantee (PBG)**

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

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the nationalized bank only in India and the validity of the PBG shall be for entire contract period.

The OCAC will require the selected bidder to provide a Performance Bank Guarantee, within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of ownership i.e. total order value excluding taxes. The Performance Guarantee should be valid for a period of 3 years 4 months (40 months). The Performance Guarantee shall be kept valid till completion of the project and Warranty period. The selected bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the OCAC at its discretion may cancel the order placed on the selected bidder and/or forfeit the EMD after giving prior written notice to rectify the same. OCAC shall invoke the performance guarantee 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.

## 8. Payment Term

- a. 70% of the License cost and integration cost will be paid after successful Final Acceptance Test (FAT) which includes all the sites (Police Stations) of the CCTNS network shall discover on the Odisha Map.
- b. Balance 30% of the License cost and integration cost will be paid completions of 90 days from the date of FAT.

## 9. Offer Validity Period

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

## 10. Service Level Standards & Penalty

The prime objective of the service levels is to ensure high quality of services from the selected bidder. An incident will be raised in any of the following observations:-

## 11. Rejection

Before acceptance of Up-Gradation of Existing Deployment of Enterprise Management System (EMS) of CCTNS Project With Integration of GIS Solution in this RFP, if any item supplied by the bidder is found not in conformity with the requirements of the tender, the purchaser shall have the right to either reject or to request in writing for rectification of the defects. Then the bidder shall with utmost diligence, at his own expense, resolve the same. If the bidder fails to do so,

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the purchaser either.

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

OR

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

## 12. Delay in Completion of the Project

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

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

## 13. Force Majeure Condition

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

## 14. 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.

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- iii) Reject proposals that fail to meet the tender requirements.
- iv) Should the Purchaser be unsuccessful in negotiating a contract if required with the selected bidder, the Purchaser will begin contract negotiations with the next best value bidder in order to serve the best interest.
- v) Make typographical correction or correct computational errors to proposals
- vi) Request bidders to clarify their proposal.

## 15. Inspections

- i) The representatives of Odisha Computer Application Centre shall have the right to make inspection during the execution of work at the site.
- ii) The up-gradation/implementation shall be verified by the authorized representatives of OCAC during final acceptance test and the invoices shall be submitted by the bidder after such acceptance.

## 16. Other Instructions

- a) The bidder must organize the bid in accordance with the format specified in the tender document.
- b) The tenders not submitted in the prescribed format or incomplete after due date in any sense are liable to be rejected.
- c) OCAC is not responsible for non-receipt of tenders within the specified date and time due to any reason including postal delay or holidays.
- d) The rates should be valid for a minimum period of 180 days.
- e) OCAC reserves the right to accept or reject any bid without assigning any reason thereof and OCAC's decision in this regard will be treated as final.
- f) OCAC reserves right to cancel the Purchase Order in the event of one or more of the following situations:
  - a. Delay in delivery beyond the specified period mentioned in RFP.
- g) OCAC reserves the right to ask for any type technical clarification before technical committee members failing which it may leads to CANCEL the bid.
- h) Un-signed & un-stamped bid shall not be accepted.
- i) Undertaking for subsequent submission of any of the document asked in the tender will not be entertained under any circumstances. However, OCAC reserves the right to seek fresh set of documents or seek clarifications on the already /submitted documents.
- j) Upon verification, evaluation / assessment, if in case any information furnished by the bidder is found to be false/incorrect, their total bid shall be summarily rejected and no correspondence on the same, shall be entertained.

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- k) No deviations from tender terms and conditions will be accepted. Any violation thereof will lead to the rejection of the bid.
- l) OCAC will not be responsible for any misinterpretation or wrong assumption by the bidder.
- m) OCAC reserves the right to alter / increase / decrease the quantity of items, as the case may be, to meet the requirements at any point of time.
- n) Over-writing/over-typing or erasing of the figures are not allowed and shall render the tender invalid.

## **17. Detailed Evaluation**

- i) Only the bids considered to be substantially responsive shall be considered for detailed evaluation.
- ii) The evaluation of the tender will be made on the basis of least cost for the entire range of items (sum of all quoted prices inclusive of taxes).

## **18. Jurisdiction of High Court Of Odisha**

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

## **19. Right To Reject/Accept The Tender**

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

## **20. Final Authority**

The final authority for payments will be the consignee except otherwise specifically stated and if the vendor/supplier desires to appeal against any matter he shall appeal to Odisha Computer Application Centre, N-1/7-D, Nayapalli, near Planetarium, Acharya Vihar square, Bhubaneswar-751015 whose decision on such matters shall be final and conclusive.

## **23. Dispute Resolution**

Any dispute or difference, whatsoever, arising between the parties to this agreement arising out of or in relation to this agreement shall be amicably resolved by the Parties through mutual consultation, in good faith and using their best endeavours. Parties, on mutual consent, may refer a dispute to a competent individual or body or institution or a committee of experts appointed By OCAC (Nodal Authority) for such purpose and abide by the decisions thereon.

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

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

**Accepting all above terms and conditions.**

**Annexure: G-1**  
**(To be in Company letter head)**

**General Information**

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

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**Annexure: G-2**  
**(To be in Company letter head)**

**Self Declaration**

Date : \_\_\_\_\_

Ref : \_\_\_\_\_

To,

**ODISHA COMPUTER APPLICATION CENTER**  
OCAC BUILDING, PLOT NO. N1/7-D,  
RRL POST OFFICE, BHUBANESWAR-751 015

In response to the invitation No. **ENQUIRY No. - OCAC-SEGP-INFRA-0014-2019-19029** Ms. /Mr.  
\_\_\_\_\_, as a \_\_\_\_\_, I / We hereby declare that our company

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\_\_\_\_\_ is having unblemished past record and was not declare ineligible for corrupt & fraudulent practices either indefinitely or for a particular period of time.

Signature of the witness

Date:

Place:

Signature of the Tenderer

Date:

Place:

**Annexure: G-3**  
**(To be in Company letter head)**

**Self Declaration**

Date : \_\_\_\_\_

Ref : \_\_\_\_\_

To,

**ODISHA COMPUTER APPLICATION CENTER**  
OCAC BUILDING, PLOT NO. N1/7-D,  
RRL POST OFFICE, BHUBANESWAR-751 015

In response to the invitation No. **ENQUIRY NO. - OCAC-SEGP-INFRA-0014-2019-19029**, Ms. / Mr.

\_\_\_\_\_, as a \_\_\_\_\_, I / We hereby declare that our company \_\_\_\_\_ is having unblemished past record and have not been declared

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blacklisted by any Central/State Government institution and there has been no pending litigation with any government department on account of similar services. I/We further declare that our company has not defaulted in executing any Government order in the past.

Signature of witness

Date:

Place:

Signature of the Tenderer

Date:

Place:

**Annexure: G-4**  
**(To be in Company letter head)**

**Representative authorization letter**

Date : \_\_\_\_\_

Ref : \_\_\_\_\_

To,

**ODISHA COMPUTER APPLICATION CENTER**  
OCAC BUILDING, PLOT NO. N1/7-D,  
RRL POST OFFICE, BHUBANESWAR-751 015

Ms. /Mr. \_\_\_\_\_ is hereby authorised to sign relevant documents on behalf of the company in dealing with invitation reference No. **ENQUIRY NO. - OCAC-SEGP-INFRA-0014-2019-19029.**

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**Signature & Seal of the Bidder**

He is also authorised to attend meetings & submit technical & commercial information as may be required by you in the course of processing above said application.

Thanking you,

Authorized Signatory  
Representative Signature

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Signature attested

**Annexure: G-5**  
**(To be in Company letter head)**

**Acceptance of terms & conditions contained in the tender documents**

To

The General Manager (Admin.)  
Odisha Computer Application Centre  
OCAC Building, Plot No. N-1/7-D  
Acharya Vihar Square  
RRL Post Office, Bhubaneswar  
Odisha - 751015

Sir,

I have carefully gone through the terms & conditions contained in the tender document - **OCAC-SEGP-INFRA-0014-2019-19029** regarding **“Up-Gradation of Existing Deployment of Enterprise Management System (EMS) of CCTNS Project With Integration of GIS Solution”**.

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

Signature of witness

Date:

Place:

Signature of the Tenderer

Date:

Place:

**Annexure: G-6**

**Pre-Bid Queries Format**

**RFP-Enquire No. - OCAC-SEGP-INFRA-0014-2019-19029**

**Name of the Company/Firm:**

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Tender Fee Receipt No. \_\_\_\_\_ Dated \_\_\_\_\_ for Rs. \_\_\_\_\_/-

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

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

**Company/Firm Contacts:**

Contact Person(s)	Address for Correspondence	Email-ID(s)	Tel. Nos. & Fax Nos.
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**Query / Clarification Sought:**

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

*Note: - Queries must be strictly submitted only in the prescribed format (.XLS/ .XLSX). Queries not submitted in the prescribed format will not be considered/ responded at all by the tendering authority.*

**Annexure: G-7****List of Enclosures**

Sl. No.	Enclosure description	Enclosed (Yes / No)	Annexure / Attachment / Page No. / Envelop No. of the enclosure
1	Annexure-G1 General Information		
2	Copy of Registration Certificate of the firm		
3	Organization Profile		
4	ISO 20000-1:2011 Certification & ITIL Certified Professional Certificate as asked in this RFP.		
5	Declaration of ineligibility for corrupt and fraudulent practice (Annexure-G2)		
6	Self Declaration that the bidder hasn't been black listed by any Govt./PSU (Annexure-G3)		
7	Up-to-date IT return ending 31 <sup>st</sup> March 2018.		
8	Copy of PAN no allotted by Income Tax Department		
09	Copy of GST Registration Certificate		
10	Annexure--4 - Representative Auth. Letter		
11	Annexure- -5 - Acceptance of terms and Condition		

**Place:****Signature & Seal of the Bidder****Date:**

(RFP Reference no. OCAC-SEGP-INFRA-0014-2019-19029)

12	Tender document fee in a sealed envelope (Super scribe Tender document fee on the top of the sealed envelope) with general bid	DD No : Amount : Bank:	
13	EMD amount in a sealed envelope (Super scribe EMD amount on the top of the sealed envelope) with general bid	DD No : Amount : Bank:	
14	General bid duly signed (sealed envelope)		
15	Commercial bid duly signed (sealed envelope)		
16	Experience/Performance certificate/ work completion certificates and the proof of work order as asked in this RFP document.		

## SECTION-V

# COMMERCIAL OFFER

**Place:**  
**Date:**

**Signature & Seal of the Bidder**

(RFP Reference no. OCAC-SEGP-INFRA-0014-2019-19029)

**Price Bid for Up-Gradation of Existing Deployment of Enterprise Management System (EMS) With Integration of GIS Solution.**  
**(To be in Company letter head)**

SL#	Particulars	Cost excluding Taxes
1	One time upgradation & enhancement license cost as per Bill of Material (with three years support & patch update, if any)	
2.	Installation, Integration with GIS Solution & Training of upgraded EMS Solution (One Time)	
	<b>Total</b>	
	GST @ _____	
	<b>Grand Total</b>	

**Important –**

- ❖ Prices shall be quoted inclusive of all taxes.
- ❖ The L1 will be declared based on the bidder price quoted for 3 years.

**Place:**  
**Date:**

**Signature & Seal of the Bidder**