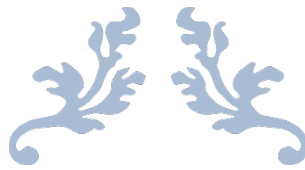# State Helpline for Senior Citizens

Request for Proposal (RFP) for Selection of Service Providerto Setup, Operate and Management of State Helpline for Senior Citizens, Government of Odisha

REF No.: OCAC-SEGP-MISC-0027-2020-20048

◆ OCAC

ODISHA COMPUTER APPLICATION CENTRE

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

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

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

Table of Contents

Fact Sheet

This**Fact Sheet**comprisingofimportantfactualdataonthetenderisforquickreferenceofthebidder.

Topic/ Clause Reference	Topic
RFP Reference No	**OCAC-SEGP-MISC-0027-2020-20048**
Contact Person	General Manager (Admin) Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 Email :gm_ocac@ocac.in
Important Dates for RFP	DateofissueofRFPdocument – **08.12.2020** LastdateforSubmissionof Pre-bid Queries – **14.12.2020** (throughemailonly to gm_ocac@ocac.in with a copy to umesh.mishra@odisha.gov.in and kalpana.biswal@odisha.gov.in) Pre-BidConference – **15.12.2020 at 11 AM** (Refer Section 4.3.1.) Uploading of Corrigendum – **17.12.2020** LastdateandtimeforSubmissionofBid – **30.12.2020, 2 P.M.** OpeningofPre-qualification & Technical bids – **30.12.2020, 4 P.M.** Technical Presentation – **05.01.2021 at 11 AM onwards** OpeningofFinancialbids – To be intimated later
Section 4.3.1	Apre-bid meeting will be held on *15.12.2020 at 11 AM*at Odisha Computer Application Centre N-1/7-D, Acharya Vihar P.O.- RRL, Bhubaneswar - 751013 Tel: 0674-2567280/ 2567064/ 2567295 Fax: +91-674-2567842
	Contact Person General Manager (Admin) Email : gm_ocac@ocac.in Allthequeriesshouldbereceivedonorbefore*14.12.2020*throughemailonly to gm_ocac@ocac.in (with a copy to umesh.mishra@odisha.gov.in) and kalpana.biswal@odisha.gov.in attheabovementionedaddress.
Section	RFPcanbeDownloadedfromwww.odisha.gov.inor www.ocac.in.

Topic/ Clause Reference	Topic
4.4.2	ThebiddersarerequiredtosubmitthedocumentFeeof**Rs. 2240 (including 12% GST)** in shape of **Bank Draft**infavourof**Odisha Computer Application Centre**andpayableat**Bhubaneswar**fromanyoftheScheduledbanksalongwiththeProposal (General Bid).
Section 4.4.3	The bidder is required to submit EarnestMoneyDepositamounting to**Rs. 5,00,000 (Rupees Five Lakh only)**in shape of**BankDraft / Bank Guarantee** infavourof**Odisha Computer Application Centre,Bhubaneswar**orBankGuarantee issued fromanyoftheScheduledBanks asper the format prescribed in this RFP.
Section4.4.4	Biddersmustsubmita soft copy of the Prequalification&TechnicalProposal in a non-editableCDalongwithoriginalcopy.However, One original copy of the Commercial Proposal (only hard copy) is to be submitted.
Section 4.5.2	TheProposalshouldbefilled inbytheBidderinEnglishlanguageonly.
Section4.5.3	ThebiddershouldquotepriceinIndianRupeesonly.Theofferedpricemustbeexclusiveoftaxesandduties.Thetaxesasappropriate&applicablewouldbepaidattheprevalentrates.
Section 4.5.3	The proposal submission address is: General Manager (Admin) Odisha Computer Application Centre N-1/7-D, Acharya Vihar Square P.O.- RRL, Bhubaneswar - 751013 *Proposalsmustbesubmittedonorbefore**30.12.2020 by 2 PM***
Section 4.5.7	Proposals/Bidsmustremainvalid for minimum period of 180daysfrom the last date of submission of Tender
Section5	**Least Cost Based Selection Method (L1)** shallbeusedtoselect the Service Provider for this contract.Thebidderis requiredto submit thebidsGeneral(Pre-qualification),Technical&Financialbid in three separate sealed envelopes which are, in turn, to be put in an outer sealed envelope.TechnicalbidofthosebidderswhoqualifyinGeneralBidshallbeopened.FinancialbidofthosebidderswhoqualifyinTechnicalBidshallbeopened.**Consortiumnot allowed.**
Section 7	ThisprojectincludesdeliverablesrelatingtoSet-up, Operation and Management of State Helpline for Senior citizens for a period of 1 year
Section 7	The Service Providermust set-up & operationalize the Helpline within1 monthfrom the date of handing over of site and provide support foraperiodof12 months from the date of go-live of the helpline, which may be extended based on performance as per mutually agreed

Topic/ Clause Reference	Topic
	terms.

Topic/ Clause Reference	Topic

1   Request for Proposal

Sealed proposals are invited from reputedfirms/service provider having experience in setting up of Call Centres/ Contact Centres/Helplinesfor Setting up, Operation and Management of Helpline for senior citizensfor the Government of Odisha. This invitation to bid is open to all bidders meeting the minimum eligibility criteria as mentioned in this RFP Document.

2   Structure of the RFP

This RFP document for <u>Selection of Service Provider for Set-up, Operation and Management of helpline for senior citizensof the Government of Odisha &Post Implementation Support for three (3) Years from the date of Go-live</u> comprises of the following.

a) Instructions on the Bid process for the purpose of responding to this RFPbroadly 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 Service Provider

    iii.   Commercial bid and other formats

b) Functional and Technical Requirements of the project - the contents of the document broadly cover the following areas:

    i.   About the project and its objectives

    ii.   Scope of work

    iii.   Project Schedule

    iv.   Deliverables

    v.   Service levels

    vi.   Payment Terms

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

3   Background Information

3.1   Basic Information

OCAC, the Technical Directorate of E&IT Department, Government of Odisha invites responses ("Tenders") to this Request for Proposal ("RFP") from eligible firms ("Bidders") for Selection of Service Provider forSetup, Operation and Management of State Level Helpline for Senior Citizens for Government of Odisha as described in this RFP, "Terms of Reference".

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

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 in the RFP and accepted by the Tender Accepting Authority.

3.2   Project Profile

The Government of India in Ministry of Social Justice & Empowerment (MoSJE) along with 16 State/UT Governments have decided to start National State Level Helpline for Senior Citizens with the objective of expeditiously attending to the complaints and grievances of the elderly. The National Helpline for Senior Citizens (NHSC) would operate with an apex National implementing Agency (NIA) that sets standards, State Helplines that receive calls, and District/Sub-district administration that acts upon the grievances. The system also integrates the NGOs working in this sphere so as to follow up on the grievances.

To make a positive difference to the lives of senior citizens, the National Helpline will act as a reliable platform for redressing the grievances of the senior citizens of India, by providing necessary information and intervention. The National Helpline will be operating through state level helplines and a collective of highly committed partners including Government agencies, non-profit organisations and volunteers.

The Social Security and Empowerment of Persons with Disabilities (SSEPD) Department, Government of Odisha is the Nodal Department for this initiative. The Department has been working for the empowerment and entitlements of persons with disabilities and senior citizens since its inception. This Department has an elaborate field formation with the District Social Security Officer (DSSO) to assist the Collector in each District and a Sub-divisional Social Security Officer (SSSO) in every sub-division. Besides this, there are Block Social Security Officer (BSSO) at the Block level who assist the Block Administration in implementing the social security programmes. Old age homes are running to facilitate the older persons.

Under the guidance of MoSJE, theSSEPD Department, Government of Odisha has decided to start State Level Helpline for Senior CitizensandOCAC is the implementing agency for this initiative.

3.3 Objectives of Helpline Service

a) To reach out to every senior citizen of the country to provide support and guidance.

b) To provide a platform to facilitate queries related to implementation of Government Programmes.

c) To provide a grievance redressal mechanism for senior citizens.

d) To build up hope and trust amongst the senior citizens, and help them age happily.

e) To understand the various requirements of senior citizens, and, create necessary policies and implementation mechanism.

4 Instructions to the Bidders

4.1 General

a) While every effort has been made to provide comprehensive and accurate background information and requirements and specifications, Bidders must form their own conclusions about the solution needed to meet the requirements. Bidders and recipients of this RFP may consult their own legal advisers with regard to this RFP.

b) All information supplied by Bidders may be treated as contractually binding on the Bidders, on successful award of the assignment by OCAC on the basis of this RFP.

c) No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the OCAC. Any notification of preferred bidder status by OCAC shall not give rise to any enforceable rights by the Bidder. OCAC may cancel this public bid process at any time prior to a formal written contract being executed by or on behalf of the OCAC.

d) This RFP supersedes and replaces any previous public documentation & communications, and Bidders should place no reliance on such communications.

4.2 Compliant Proposals/ Completeness of Response

a) Bidders are advised to study all instructions, forms, terms, requirements and other information in the RFP documents carefully. Submission of the bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.

b) Failure to comply with the requirements set out in this RFP may render the Proposal noncompliant and the Proposal may be rejected. Bidders must:

    i.   Include all documentation specified in this RFP;

    ii.   Follow the format of this RFP and respond to each element in the order as set out in this RFP

    iii.   Comply with all requirements as set out within this RFP.

4.3 Pre-Bid Meeting & Clarifications

4.3.1 Pre-bid Conference

a) OCAC shall hold a pre-bid meeting with the prospective bidders on **15.12.2020 at 11AM** 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@ocac.in) with a copy to umesh.mishra@odisha.gov.in and kalpana.biswal@odisha.gov.in on or before **14.12.2020.**

c) The queries should necessarily be submitted in the following format (Soft copy in MS Word or MS Excel file to be attached):

Sl#	RFP Document Reference(s) (Section & Page Number(s))	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.

4.3.2 Responses to Pre-Bid Queries and Issue of Corrigendum

a) 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. OCAC also does not guarantee that the suggestion(s) made by any prospective bidder through pre-bid query or otherwise shall be accepted.

b) At any time prior to the last date for receipt of bids, OCAC may, for any reason, whether on its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.

c) The Corrigendum (if any) & clarifications to the queries from all bidders will be posted on www.odisha.gov.inand/or www.ocac.in.

d) Any such corrigendum shall be deemed to be incorporated into this RFP.

e) 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.

4.4 Key Requirements of the Bid

4.4.1 Right to Terminate the Process

a) OCAC may terminate the RFP process at any time and without assigning any reason thereof. OCAC makes no commitments, express or implied, that this process will result in a business transaction with anyone.

b) This RFP does not constitute an offer by OCAC. The bidder's participation in this process may result OCAC selecting the bidder to engage towards execution of the contract.

4.4.2 RFP Document Fees

RFP document can be downloaded from www.odisha.gov.inor www.ocac.in. The bidders are required to submit the document Fee of **Rs. 2240 (including GST of 12%)** in shape of Bank Draft in favour of Odisha Computer Application Centre and payable at Bhubaneswar from any of the Scheduled banks along with the General Bid Proposal. Proposals received without or with inadequate RFP Document fees shall be rejected.

4.4.3 Earnest Money Deposit (EMD)

a) Bidders shall submit, along with their Bids, EMD **of Rs. 5,00,000(RupeesFive Lakhs only)** in the shape of Bank Draft **OR** Bank Guarantee (in the format specified in this RFP) issued by any Scheduled bank in favour of Odisha Computer Application Centre, payable at Bhubaneswar, and should be valid for 180 days from the due date of the tender / RFP. The EMD should be submitted in the General Bid.

b) EMD of all unsuccessful bidders would be refunded by OCAC within 60 days of the bidder being notified as being unsuccessful. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of prescribed Performance Bank Guarantee.

c) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

d) The bid / proposal submitted without EMD, mentioned above, will be summarily rejected.

e) The EMD may be forfeited:

   i. If a bidder withdraws its bid during the period of bid validity.

   ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

   iii. If found to have a record of poor performance such as having abandoned work, having been black-listed, having inordinately delayed completion and having faced Commercial failures etc.

   iv. The Bidder being found to have indulged in any suppression of facts, furnishing of fraudulent statement, misconduct, or other dishonest or other ethically improper activity, in relation to this RFP

    v.   A Proposal contains deviations (except when provided in conformity with the RFP), conditional offers and partial offers.

4.4.4 Submission of Proposals

a) The bidders should submit their responses as per the format given in this RFP in the following manner

    i.   Response to Pre-Qualification Criterion: (1 Original in hard copy+ 1 CD) in first envelope

    ii.   Technical Proposal - (1 Original in hard copy + 1 CD) in second envelope

    iii.   Commercial Proposal - (1 Original in hard copy) in third envelope

b) The Response to Pre-Qualification criteria, Technical Proposal and Commercial Proposal (as mentioned in previous paragraph) should be covered in separate sealed envelopes superscripting "Pre-Qualification Proposal", "Technical Proposal" and "Commercial Proposal" respectively.

c) Please Note that Prices should not be indicated in the Pre-Qualification Proposal or Technical Proposal but should only be indicated in the Commercial Proposal.

d) The three envelopes containing copies of Pre-Qualification Proposal, Technical Proposal and Commercial Proposal should be put in another single sealed envelope clearly marked "Response to RFP for Selection of Service Provider forSet-up & Operation of Odisha Contact Centre for Government of Odisha", RFP Ref No.: –OCAC-SEGP-MISC-0027-2020-20048 and the wordings "DO NOT OPEN BEFORE **30.12.2020 at 2 PM.**

e) The outer envelope thus prepared should also indicate clearly the Name, Address, Telephone Number, Email Address and Fax Number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".

f) All the pages of the proposal must be sequentially numbered and must contain the list of contents with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.

g) The proposal/ bid shall be prepared in indelible ink. It shall contain no interlineations or overwriting, except as necessary to correct errors made by the bidder itself. Any such corrections must be initialled by the person (or persons) who sign(s) the proposals.

h) All pages of the bid shall be initialled and stamped by the authorized person or persons who sign the bid.

i) In case of any discrepancy observed by OCAC in the contents of the submitted original paper bid documents with respective copies, the information furnished on original paper bid document will prevail over others.

j) Bidder must ensure that the information furnished by him in respective CDs is identical to that submitted by him in the original paper bid document. In case of any discrepancy observed by OCAC in the contents of the CDs and original paper bid documents, the information furnished on original paper bid document will prevail over the soft copy.

4.4.5 Contents of the Technical bid

The bidder should give details of the project plan, understanding of the project, Infrastructure details, technology architecture, resource plan, operation management plan with team structureetc. in technical bid document. A soft copy of technical bid (in CD-R) should be enclosed in technical bid envelope.

The bidder has to furnish the technical datasheets of all the hardware, licensed software including network equipment to be provided in the Technical bid and highlight the specification as stipulated at Annexure.

4.5 Preparation and Submission of Proposal

4.5.1 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.

4.5.2 Language

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

4.5.3 Venue & Deadline for Submission of Proposals

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

Addressed To	General Manager(Admin) Odisha Computer Application Centre, N-1/7-D, Acharya Vihar P.O.- RRL, Bhubaneswar – 751013, Odisha, India Tel: 0674-2567280/ 2567064/ 2567295, Fax: +91-674-2567842 e-Mail: gm_ocac@ocac.in / kalpana.biswal@ocac.in
Submission Schedule	30.12.2020 at 2 PM

4.5.4 Late Bids

a) 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.

b) The bids submitted by telex/ telegram/ fax/ e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

c) OCAC shall not be responsible for any postal delay or non-receipt/ non delivery of the documents. No further correspondence on the subject will be entertained. It is the responsibility of the bidder to ensure that its bid/proposal is received by OCAC within the prescribed timeline.

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

4.5.5 Evaluation Process

a) OCAC will constitute a Proposal Evaluation Committee to evaluate the responses of the bidders

b) 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.

c) 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.

d) The Proposal Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals, if required.

e) The Proposal Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.

f) Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

g) Pre-bid Meeting and Technical presentation will be done on VC mode (through Ms Team/Google Meet/zoom or any other VC mode). The bidder should mention the name of contact person, e-mail ID and Mobile number etc. in the proposal and also send it through email to gm_ocac@ocac.in&kalpana.biswal@ocac.in .

4.5.6 Tender Opening

The Proposals submitted up to 30.12.2020, 2 P.M.will be opened on **30.12.2020at 4 P.M.** by Proposal Evaluation Committee, in presence of those Bidders or their representatives who may be authorized by the bidder to be present at the time of opening. The representatives of the bidders should be advised to carry the identity card or a letter of authority from the tendering firms to be identified as bona-fide for attending the opening of the proposal.

4.5.7 Tender Validity

The offer submitted by the bidders should be valid for minimum period of 180 days from the last date of submission of Tender. However, validity of the price bid of selected bidder will be for entire contract period including extension period mentioned in the RFP.

4.5.8 Deviations

The Bidder may provide deviation to the contents of the RFP document in the format prescribed format in this RFP.

The Proposal evaluation committee would evaluate and classify them as "material deviation" or "non-material deviation ". In case of material deviation, the committee may decide to "monetize" the value of the deviations, which will be added to the price bid submitted by the Bidder OR declare the bid as non-responsive.

The Bidders would be informed in writing on the committee's decision on the deviation, prior to the announcement of technical scores. The Bidders would not be allowed to withdraw the deviations at this stage; the Bidder would not be allowed that to withdraw the deviations submitted without the prior consent of the Purchaser.

OCAC have the right to accept or reject any deviation(s) furnished by the bidder. The decision of OCAC in such case is final.

5 Tender Evaluation

a) Initial Bid scrutiny will be held, and incomplete details as given below will be treated as nonresponsive if Proposals:

  i.   are not submitted as specified in the RFP document

  ii.   received without the Letter of Authorization (Power of Attorney)

  iii. are found with suppression of details

  iv.   with incomplete information, subjective, conditional offers and partial offers submitted

  v.   submitted without the documents requested in the checklist

  vi.   with lesser validity period

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

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

5.1 Criteria for Evaluation

Tenders for this contract will be assessed in accordance with LCBS - Least Cost Based Selection i.e. the bidder who will quote lowest Score (L1) will be awarded the work subjected to, the bidder must have scored the prescribed mark in Technical Evaluation, which shall make the bidder eligible for opening of Commercial bids.

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, only those who qualify all Prequalification criteria, in order to determine whether the technical aspects are in accordance with the requirements set forth in the RFP Documents. In order to reach such a determination, the 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 documents

c) Any other relevant factors, if any, listed in RFP document or the OCAC deems necessary or prudent to take into consideration

In order to facilitate the technical proposal evaluation, the technical criteria laid down along with the assigned weights have been presented in subsequent section. Bidders those who have scored less than the prescribed technical score, their bids shall be non-eligible for opening of the commercial bids.

5.2 Prequalification Criteria (General Bid)

The following criteria are prescribed as pre-qualification criteria for the Bidders interested in undertaking the project.Technical Bids of only the successful pre-qualifiers will be opened for evaluation.

Evaluation of Pre-qualification criteria will be as per the information/response provided by the organisation against Pre-qualification criteria along with the relevant supporting documents.

Sl#	Basic Requirement	Specific Requirements	Documents Required
1.	Legal Entity	i. The bidder should be a Company registered under the Indian Companies Act, 1956 and should be in operation since last 5 years as on date of submission of bid. The company offices must be Registered in Odisha, with Valid GST	i. Certificate of Incorporation ii. GST Registration Certificate, Certified copies of the ITRs, ESI & EPF Registration

SI#	Basic Requirement	Specific Requirements	Documents Required
		No having PA & IT Return up to 31st March 2020, ESI & EPF and labour laws and regulations, as applicable.	Certificate, Registration certificate under labour laws.
2.	The average annual turnover / receipts of the organisation during the previous three financial years.	Annual average Turnover of the bidder during any last three Financial years i.e. : FY 2019-20,FY 2018-19, and FY 2017-18 must be Minimum **20 Crores.**	Audited financial statements for the financial years to be attached
3.	Net Worth	The net worth of the bidder in the three financial years should be positive. i.e FY 2019-20, FY 2018-19 and FY 2017-18.	Statutory Auditor Certificate
4.	Technical Capability	Bidder must have completed set up of fully or partly call centre operations with at least one project of value not less than Rs. 50 lakhs, or at least two projects of values not less than 25 lakhs each or at least three projects of not less than 15 lakhs each.	Copy of Work Order/ Contract and Work Completion/ongoing certificate.
5.	Quality Certifications	ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2011, CMMI Level 3 SVC	Copy of valid certificates
6.	Blacklisting	The bidder must not be under a declaration of ineligibility for corrupt or fraudulent practices nor should have been black listed by any Govt. or Govt. undertaking organization or PSU at the time of submission of the bid.	Self-declaration duly signed by authorized representative of Bidder as per format at Section 9.1
7.	Capability of serving callers	• The firm must have set up a Call Centre with at least 10 seater capacity	• Copy of Work Order/ Contract and Work Completion/ongoing certificate.

SI#	Basic Requirement	Specific Requirements	Documents Required
		• The bidder must have at least 30 full time employees in its payroll as on date of submission of bid.	• Copy of the latest EPF combined challan cum return showing the number of Subscribers.
8.	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)	Self-declaration to be submitted in company letter head
9.	Fees	i. The Bidder must have submitted Rs. **2240/-** towards the cost of the Tender Document. ii. The Bidder must have furnished the EMD of Rs. **5,00,000/-**	Cheque/BG

5.3 Technical Evaluation Criteria

The evaluation will be done on the basis of technical capability of the organisation to quickly set up and run the Helpline.

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. 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 debarred from being considered for Financial evaluation.

S. No.	Criteria (Total Weightage)	Description	Detailed Criteria	Detailed Weightage
1.	Past experience of the bidder set up of call centreoperations	Evaluation of experience in setting up of Call Centre	Size of call centre operations (10)	=10: 2 points For each additional 10 persons :1 point (Max 10 points)

S. No.	Criteria (Total Weightage)	Description	Detailed Criteria	Detailed Weightage
	(Total 15 points)	Operations in India, including IT infrastructure, etc. with project value of at least Rs. 15 Lakhs	Copy of Work Order/Contract along with client certificate (5)	= 1 : 3 points; For each additional order :1 point (Max5 points)
2.	Financials of the organisation (Total 10 points)	Evaluation of the turnover / receipts of past 3 years	Turnover / Receipts per year	= 20 crore :4 points For each additional 10 Crores :2 points (Max 10 points)
3.	Human resource capability (Total 10 points)	Evaluation of organisation's human resources and strength.	Self-certified copy of the latest EPF combined challan cum return	= 30 full time employees : 4 points For each additional 20 employees :2 points (Max 10 points)
4.	Past experience of the organisation working with State or Central Government (Total 10 points)	Evaluation of the work with Govt. agencies (to be substantiated with valid MoU or work order)	No. of years of experience (5)	>=2 to < 4 years : 2 points; >=4 to < 6 years : 3 points >= 6 years : 5 points
			No. & Types of Govt agencies (Central & state) (5)	One Govt agency: 2 point For each additional agency :1 point (Max5 points)
5.	Field Level work experience (Total 15 points)	Evaluation of the organization having field level work experience	No. of projects which has field presence (5)	1-2 projects: 3 points; > 2 projects : 5 points;
			No. of districts where present (10)	up to 3 districts of the state : 2 points For each additional district :1 point (Max10 points)

S. No.	Criteria (Total Weightage)	Description	Detailed Criteria	Detailed Weightage
6.	Presentation of proposal for implementing the Helpline (**Total 40 points**)	Evaluation of the proposal for setting up and operating the Helpline		To be decided by the evaluation panel. Parameters could be: a) Correct understanding of the work b) Details of the plan presented c) Realistic planning for implementation d) Ability to envisage risks / problems and having mitigation plan e) Ability to understand the requirements of senior citizens f) Staff Hiring plan

5.4 Financial bid Evaluation Criteria

a) The Financial Bids of the technically qualified bidders (those have secured equal or more than 70% of mark in technical evaluation) will be opened on the prescribed date in the presence of bidders' representatives

b) The bid with lowest Financial (L1) i.e. "lowest price quoted" will be awarded the contract

c) Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.

d) The bid price will be exclusive of all taxes and levies and shall be in Indian Rupees.

e) Any conditional bid would be rejected

f) Cost quoted for of the infrastructure items specified as price discovery items at Sec 7.4.3. will be added in total cost and will be considered during financial bid evaluation.

g) 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".

6 Appointment of Service Provider

6.1 Award Criteria

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

In the event the bid scores are 'tied', the bidder securing the highest technical score will be awarded the project or adopt any other method as decided by the Tendering Authority.

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

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

6.3 Purchaser's Procurement Rights

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

a) Amend, modify, or cancel this tender and to reject any or all proposals without assigning any reason.
b) Change any of the scheduled dates stated in this tender.
c) Reject proposals that fail to meet the tender requirements.
d) Exclude any of the module(s)
e) Remove any of the items at the time of placement of order.
f) Increase or decrease no. of resources supplied under this project.
g) 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.
h) Make typographical correction or correct computational errors to proposals
i) Request bidders to clarify their proposal.

6.4 Notification of Award

Prior to the expiry of the validity period, OCAC will notify the successful bidder in writing or by fax or email (in shape of issuing Letter of Intent), that its proposal has been accepted. In case the tendering process / public procurement process has not been completed within the stipulated period, OCAC may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, OCAC will notify each unsuccessful bidder and return their EMD.

6.5 Contract Finalization and Award

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

6.6 Signing of Contract

After OCAC notifies the successful bidder that its proposal has been accepted, OCAC shall issue work order and enter into a contract with the successful bidder taking into account the relevant clauses of RFP, pre-bid clarifications, Corrigenda, the proposal of the bidder in addition to other agreed clauses. Master Service Agreement (MSA) would be signed for entire project period & value.

6.7 Indemnity

The bidder shall indemnify, defend and hold OCAC and their officers, employees, successors and assigns harmless from and against any and all losses arising from personal injury or claims by third parties pursuant to this agreement, including but not limited to any equipment, software, information, methods of operation or other intellectual property (or the access, use or other rights thereto) provided.

6.8 Notice

Any notice given by one party to the other pursuant to this bid shall be sent to the other party in writing to the other party's address. A notice shall be effective from the date when Notice in writing is delivered or tendered or affixed at a conspicuous place whichever is earlier.

6.9 Remuneration to employees of Bidder

a) OCAC will have no obligation to pay any remuneration, reimbursements or incentives to employees or members of the Bidders. All the payments due to them shall be paid only by the bidders.
b) Bidder shall procure insurance policies to include requisite insurance coverage as applicable including but not limited to Comprehensive General Liability insurance and/or third-party accident insurance to safeguard any eventuality while the employees of the bidder are on duty.

6.10 Sub-Contracting

Sub-contracting is not allowed under this RFP

6.11 Performance Guarantee

a) The successful bidder is to deposit interest free performance guarantee of 10% of contract value within 15 days of award of work.

b) The performance guarantee can be deposited in the form of bank guarantee from any Scheduled Bank. The Format of Performance Bank Guarantee (PBG) is provided at Clause 9.14.

c) The performance guarantee shall remain valid upto60 days of completion contract obligations.

d) 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.

e) 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 forfeit the EMD after giving prior written notice to rectify the same.

f) 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.

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

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

7   Terms of Reference

7.1   Activities of State Helpline

The selected firm will setup the State Helpline with deployment of required manpower & infrastructure and manage it for a period of 1 year from the date of Go-live. Theactivities to be under taken are :

a) State level activity
    i.   Receiving complaints and grievances (though call centre)

    ii.   Proactively following up for resolution of grievances

    iii.   Connecting with on ground service delivery partners where intervention is required

    iv.   Providing information, guidance, emotional support on phone

    v.   Actively engaging with the elderly

    vi.   Conducting regular quality check of the calls and continuous improvement

    vii.   Reports / Dashboards

viii. Monitoring the redressal

ix. Working in close coordination with the NIA at the Central level

b) District/Sub-district level activity
   i. Triggered by the calls received in the Helpline for intervention (eg. abuse, abandoned, pension follow up, cases pending with RDO, list of service providers in a particular geography, etc.) reach out to the district/sub-district officials for their redressal

   ii. Partnering with administration: District Magistrates at the District level; Sub Divisional Magistrates / Revenue Divisional Officers who are authorised to implement The Maintenance and Welfare of Parents and Senior Citizens Act; Other Government Authorities and agencies involved in welfare of the aged.

   iii. Police - for acting on the need for protection.

   iv. Legal Services Authority - for help in maintenance cases and in other legal aid.

   v. Partnering with the NGOs, Old Age Homes located in the area.

7.2 Operational Standards for State Helpline

a) Quality of service

   i. Polite and prompt interactions with the callers.

   ii. Exhibit adequate empathy and proactive interest to settle the grievances.

   iii. Provide accurate and correct information to the senior citizens.

   iv. Quality of service monitored regularly and improved upon.

   v. Corrective action, if any, taken based on the feedback of the senior citizens.

   vi. The services on the ground initiated within the specified turnaround time and continuously worked on, till completion.

   vii. Minimum down time of the Helpline during working hours

   viii. Well-defined standard operating processes.

   ix. Appropriate documentation of the services provided.

b) Reporting
   i. Public dashboard for reporting the calls received, types of issues, number of issues closed / in-progress / opened.

   ii. Issue-based reports for policy guidance

   iii. Regular reports on pending grievances

   iv. Feedback of senior citizens

c) Data Security and Confidentiality
   i. The details of the callers kept confidential and not shared with general public
   ii. The call records maintained safely for at least 6 months, for audit
   iii. Regular data and server backups taken

7.3 Scope of the Work for State Helpline

a) To establish a dedicated call centre where both inbound calls can be received from senior citizens and outbound calls can be made. The physical space for a dedicated call centre to be providedby OCAC/SSEPD Department.
b) To provide necessary hardware and software for operating the State Helpline and connecting to the National Helpline framework.
c) To hire capable human resources with multi-lingual capability to handle calls in Odia, Hindi and English
d) To operate the services from 6 AM to 10 PM, in shifts, all 7 days in a week.
e) To interact with the senior citizens in a polite, empathetic and compassionate manner.
f) To provide services that may be required by the senior citizens including
   i. information about various Government Schemes, service providers and product suppliers
   ii. guidance on process for filing for Maintenance of Parents and Senior Citizens Act, applying for Government pension, etc.
   iii. emotional support and counselling
   iv. In cases when the applicant is not able to access the internet or not able to fill up the form, fill up on their behalf. Call center operator will also forward the applications to the respective government officials for necessary action and follow up thereafter for closure.
   v. care in case of abuse, and support with counselling and filing cases under Maintenance Act, wherever required.
g) To support senior citizens in distress
h) To support senior citizens with registration for Government schemes
i) To support homeless senior citizens by directing them to Government / NGO run old age homes and ensuring food and basic care for them.
j) To support reunion of abandoned senior citizens with their family.
k) To record the grievances of senior citizens, share the same with the concerned Departments, and ensure closure of grievance.
l) To coordinate with all Government Departments, Police and administration at the State, District and local level to resolve the issues faced by the senior citizens.
m) To participate in meetings at State and District levels, with relevant inputs for creating an elder friendly ecosystem.
n) To coordinate with Rehabilitation Research And Training Center (RRTC)s, State and District level senior citizen committees, ground level NGOs, Senior Citizen Associations, Old Age Homes, Resident Welfare Associations, families of the senior citizens, youth groups, local volunteers, etc. to ensure appropriate services are delivered to the senior citizens.

o) To regularly collect feedback from the senior citizens who have availed the services of the helpline.
p) To make outbound calls for creating awareness about the senior citizen schemes of the Government, periodically or as required by the Ministry or Senior citizens Department.
q) To assist senior citizens in times of emergency such as COVID-19, floods, cyclones, earthquakes, and other natural calamities.

7.4 Detailed Scope of Work

7.4.1 Dedicated Helpline Centre

The helpline to be established in SIDR premises, Bhubaneswar.

a) The overall seating capacityof5 call officers/shift with buffer @1/shift and ramp up capacity for additional 50% call officers based on requirement, within the contract period, based on Project requirement and satisfactory performance.
b) Creation of necessary furnishing to enable call officers to take calls without affecting / getting affected by other call officers.
c) Provision of required hardware and associated software
d) Based on calls received from senior citizens / their caregivers, the Call officers will share information, guide on Govt schemes and legal issues, provide emotional support, support abused senior citizens with counselling and legal remedies, and register grievances of senior citizens.
e) For cases requiring field support, the information shall be passed on to field response team and partners and followed up for closure.
f) The helpline will have the multi-lingual capacity and will be set up for inbound and outbound calls across the state.
g) The calls will be handled by a Call officer in Odia, Hindi or English. IVR will not be used for answering the calls during working hours.
h) Based on standard operating procedures (SOP) shared, the calls will be handled.
i) Initiate calls to the beneficiaries & capture beneficiaries' feedback on a particular service availed by them.
j) Update status of a particular complaint, while receiving feedback for further action through Grievance Management Applicationof SSEPD Department
k) Generate required reports and submit the same to the concerned authority if required.

7.4.2 Field Response / Field Operations

a) All calls that require direct and indirect field interventions for the senior citizens will be handled by the Field Response team.
b) The team will gather accurate information from all locations and share it with the helpline, for giving to senior citizens or their caregivers
c) The team will interact with all stakeholders on the ground to resolve the problems faced by the senior citizens, follow up on actions and report completion of tasks.
d) The team will work closely with the Government agencies including Senior Citizens Department, Police, RDOs, Collectors, Panchayat, District Rural

Development agencies, Legal services authorities and others who are responsible for senior citizens' safety, pension and wellbeing.

e) This team will meet the senior citizens regularly and conduct meetings / outreach programmes.

f) The team will visit resource persons /organisations and understand their process, study them for quality, on-board persons/organisations that can be referred to, conduct regular quality checks, support them wherever required.

g) The team will also interact with all the stakeholders on the ground, build awareness and take common issues faced by the senior citizens for resolution at the state /national level.

h) The field response team will work with a network of NGOs, resource persons/organisations, community-based groups, volunteers and state and district level authorities. The team will work with partners for ensuring service delivery and timely redressal of grievances.

7.4.3 Call Centre Infra

Following line items are required to be procured & maintained during the contract period by service provider. Necessary OEM authorization must be submitted for providing support & maintenance for the entire warranty period.

S.No.	Item/Description	Quantity
1.	Server	1
2.	PRIcard–4Port	1
3.	Laptops	5
4.	Desktops	5
5.	L2Switch	1
6.	Firewall	1
7.	LANcabling	20
8.	AccessPoint	1
9.	SmartTVForDashboard	1
10.	UPS	2
11.	Headsets	10
12.	YJackHeadsets	3
13.	MS -Office	10
14.	Antivirus	10
15.	Antivirus for Server	1
16.	Projector	1
17.	CCCameraSetup	1

18.	Dooraccess	10
19.	Biometric (Face recognition based)	1

N.B.
i.   The items mentioned in16,17,18,19 shall be for price discovery
ii. The quantity for LAN Cabling may vary depending upon requirement.

(The specifications of the above-mentioned items are given in the Annexure-A)

7.4.4 Call Centre Solution

a) The solution must have facility of recording the calls on real time basis and should be able to record calls coming on any type of trunk line like PRI/IP and SIP.
b) The IVR system should enable to make agentless outbound calls and blast calls to citizens.
c) The Automatic Call Distributor (ACD) shall be capable of handling high call volumes and distributing the calls amongst the Call Centre officers. ACD shall support relaying of the information messages (marketing messages) to voice callers waiting in queues or on hold.
d) The CTI (Computer Telephony Interface) shall facilitate transfer of screen of Call Centre officer in case of call transfers within the Contact Centre.
e) OEM authorization for providing support & maintenance for the entire contract period.
f) It should provide the below list of MIS reports.
  i.   Number of calls abandoned.
  ii.   Number of calls answered.
  iii. Average and total number of calls in queue.
  iv.   Average and total number of unanswered calls.
  v.   Agent Activity Reports, both real-time and historical.
  vi.   Average and total number of free agents.
  vii. Average and total queuing time

7.4.5 Human Resources

The Service provider shall deploy adequately skilled and trained resources for answering calls, to provide a consistent and high-quality experience along with a high percentage of first-time resolution (FTR) as per the following structure:

7.4.5.1 Team Composition

SI#	Item/Description	Qty	Unit cost range (Rs. per month)	Job Chart/Responsibility
a)	Project Manager (PM)	1	80,000to1,00,000	Responsible for overall service delivery, reports, dashboard, people management, etc.
b)	Field Response Leader (FRL)	1	40,000to50,000	Responsible for managing field operations, building partnerships with NGOs, managing data collection and validation, organising/attending the meets of Senior Citizens Associations, working closely with all the stakeholders and ensuring creation of an elder friendly ecosystem.
c)	Team Leader (TL)	1	40,000to50,000	Responsible for the entire operations of helpline which includes call related activities, data management, work force optimization, MIS, reports, etc.
d)	Quality Leader (QL)	1	35,000to40,000	Responsible for checking the quality of the calls, processes and ensuring adherence to the quality standards.
e)	IT Leader	1	25,000to30,000	Responsible for installing, configuring and managing the servers, applications, backups, data security audits, etc.
f)	Field Response Officers (FRO)	15	18,000to20,000	Responsible for handling field operations and service requests assigned by the helpline, co-ordinating with

SI#	Item/Description	Qty	Unit cost range (Rs. per month)	Job Chart/Responsibility
				resources / partners, working closely with all the stakeholders and ensuring timely resolution of grievances or closure of service requests. The field response officers will also connect with elderly persons, all the partners and civil society institutions on the ground.
g)	Call Officers (CO)	10 + 2 buffers (to work in 2 shifts)	18,000to25,000	The calls will be answered by Call officers. There will be no IVR. The officer will filter genuine calls and understand the need to provide the appropriate response, such as necessary information, guidance, counselling, etc. to the caller. The officers will call back missed calls and also call for feedback from the callers.

N.B.
- The above manpower shall be assigned other tasks based on the project demand.
- TL, QL and IT leader shall work to manage the shifts by distributing work among themselves.
- The Service provider shall ensure that the given seating capacity is fully resourced and the resources are not changed frequently.
- If performance of any resource is not satisfactory, then the Service provider shall immediately, on the advice of the OCAC, remove such resource with suitable replacements.
- Increase in no. of resources may be considered as per the project requirement.

7.4.5.2 Minimum qualification and experience

Personnel	Qualification	Experience	Composition
Call Officers	Graduate or Class XII	3 years or more Experience in social work/counselling shall be preferred.	50%
	Graduate or Class XII	Freshers	50%
Field Response Officers	Masters or Graduate	Experience in state level programsand experience of working in projects	At least 75 %

		involving linkages with NGOs and government	
	Graduate	Any	Not more than 25%
Team leader (Helpline Facility)	Any PG/ MBA or BE or B.Tech or equivalent course and related course on handling customer relationship.	Call centre experience for at least 2 years	
Field Response Leader	Graduate / Post-graduate	Experience in state level programs and experience of working in projects involving linkages with NGOs and government Social work / Community Program manager experience of at least 2 years	
IT Leader	Graduate with experience in handling IT/MIS	Experience of working in the same field for not less than 2 years	
Quality Leader	Graduate / Post-graduate	Quality experience of at least 2 years will be preferred	
Project Manager	PG or equivalent in fields of health care/ humanities/ social sciences/Management or PGDM in Rural Management/Community Development/Social Work.	At least 10 years of experience including Program Manager experience of at least 2 years	

7.4.6 Reporting and Analytics

The selected organisation shall provide reports in prescribed formats through prescribed modes.

The service provider is free to propose any additional deliverable/reports, based on their experience, which can enhance the quality of work without any additional cost.

7.5 Information Security Guidelines& Security Requirements

Selected Service Provider shall ensure the confidentiality, integrity and availability of related data and services. To ensure this, theService Provider shall comply to

appropriate governance structure, policies, procedures etc.as per guidelinesissued by NIA.

7.6 Operating Hours: 6 am to 10 pm

a) The Connect Centre shall be operational on all 7 days a week without any holiday (excluding 3 compulsory national holidays.)
b) The staffing plan in shifts, to be shared with OCAC

7.7 Support after Go-Live

7.7.1 Call Centre Infrastructure

a) Monitor hardware componentson a regular basis to ensure smooth functioning.
b) Hardware maintenance as per the warranty maintenance terms of original equipment manufacturer.
c) Patch Update for server hardware & operating system
d) Disk Space monitoring
e) Updation of Antivirus (As required)

7.7.2 Call Centre Solution Maintenance

The activities under this shall include the performance of the system, compliance with SLAs, up-gradation, and improvement of the system etc.

a) Scheduled down time for upgrade & patches
b) Re-Installation of solution (if required)
c) Provide remote support on application configuration
d) Training and hand holding (if required) on application upgradation.
e) Performance tuning, usage optimization, and capacity management
f) Restore / Recovery Services

7.8 General

7.8.1 Training

All the Call officers and field response officers will go through initial training, and also regular training based on the needs identified during quality checks. Regular Trainings will be provided by the NIA / SSEPD Department/ OCAC.

S. No	Training Module	Topics Covered
1	Soft Skill	Interpersonal Skills, Communication, Telephone Etiquette, Customer Service
2	Functional Knowledge	Ageing, its associated Challenges and ways to address them, challenges faced by senior citizens

S. No	Training Module	Topics Covered
		and their caregivers, schemes for senior citizens, Maintenance Act, process for applying for pension, Elder abuse, Emotional support, Counselling, etc.
3	Processes and IT solutions	Process flows and call scripts, data security requirements, correct data entry and appropriate remarks in CRM
4	General	Decision making, leadership, collaboration, conflict resolution
5	Field Visits	Old Age Homes, Senior Citizen Associations, Care Givers, Counselling Centre, Police station, RDO/SDM office, Legal Services authority, Legal clinics, etc.
6	Community interactions	How to interact with senior citizens, stakeholders, NGO partners, PRI institutions, other stakeholders.
7	First responder training / First aid training	For all Field Response officers
8	Counselling	For all Call officers
9	Report writing and case study writing	For all Call officers and Field Response officers
10	Feedback collection	For all Call officers

7.8.2 User Acceptance Test (UAT)

After completion of Call Centre Setup, a Committee of OCAC will verify the set up. The Service Provider shall be responsible for :

a) Demonstration of the features and functionalities of the hardware and solution

b) Support for conducting the testing and provide access of the systems.

c) Rectification of issues (if any).

7.8.3 Compliance to Labour Laws

The service provider 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.

7.8.4 Go-Live

After operationalization of call centre solution with 20 inbound calls, the system will be declared as Go-Live. Post Implementation Support will start after declaration of the go-live

7.8.5 Quality Monitoring

a) Ensuring that the resources deployed are in confirmation to the requirements.
b) Monitorthe performance of officers by reviewing at least 30 calls per Call officer per month and 10 service requests per field response officer per month.
c) Facilitate listening to calls and call barging.
d) Checking TAT(Turn Around Time)s and flagging consistent defaults.
e) Providing feedback and executing Continuous Improvement Plan (CIP) in order to exceed the target service levels mentioned in this document.
f) Performing root cause analysis for repeated failure in service delivery and sharing the report for the same.
g) Providing help in enhancing the existing training modules, frequently asked questions, etc. that help improves in-house operations as well as provide analysis for ecosystem partners.

7.8.6 Information Security Guidelines & Security Requirements

The service provider shall ensure that security measures, policies and procedures implemented are adequate to protect and maintain the confidentiality, integrity and availability of related data and services. Service provider also agrees and acknowledges that it shall adhere to reasonable security practices over all sensitive personal information of the said project as prescribed by various rules under I.T. Act, 2000 (as amended from time time) and as per the governance structure, policies, procedures etc. issued by NIA.

7.8.7 Timeline

Sl#	Milestone	Time Period
a)	Manpower Deployment	T + 15 days
b)	Call Centre Setup	30 days from hand over of site = T1
c)	Go-Live	T1 + 7days
d)	Post Implementation Support	12 Months from the date of Go-Live
		T= Date of issuance of work order

7.8.8 Deliverable & Payment Term

Sl#	Milestone	Deliverable	Payment Term
a)	Call Centre Set up with all	Submission of Delivery challan	80% of Total Cost of the infrastructure shall be paid after

Sl#	Milestone	Deliverable	Payment Term
	required hardware and software		successful installation & commissioning with due verification
			Remaining 20% of Total value of Call Centre Set up to be paid equally in 4 quarters
b)	Call Centre Management	Monthly Attendance sheet & SLA reports	To be paid quarterly Payment shall be made for only those seats which are operational, informed and approved. In case of additional seats required, the same has to be provided by the Service Provider. Any increase or decrease of seats shall be approved by OCAC in writing.

- Penalties shall be levied, if applicable, based on the SLA clauses.
- Payment shall be made within 30 working days of the receipt of invoice along with supporting documents subject to penalties, if any.

7.9 Others

a) The Service Provider is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis.

b) Time is the essence of the Project and hence the service provider shall at all times maintain sufficient manpower, resources, and facilities, to provide the Services in a workman like manner on a timely basis and as per SLA with no additional cost to OCAC.

c) All licenses& equipment purchased (BOQ) for the solution would be in the name of SSEPD Department. After completion of contract the same will be handed over to the Department by the Service Provider in Good Conditions.

d) The contract will be initially for one year which may extended further based on performance,as mutually agreed upon by all parties.

e) OCAC will bear the cost for travel & accommodation for field visit (i.e. outside Bhubaneswar).

8 SERVICE LEVEL AGREEMENTS (SLAs)

Service Level Agreement is to clearly define the levels of service which shall be provided by the Service Provider.

The SLAs mentioned in this section makes explicit the expectations for performance from the Service Provider and helps to control the deliverables, agreed levels and performance.

Important points:

- As per the defined SLA measurement methodology, the Service Provider shall prepare reports on the SLA defined in this Section in the specified formats on completion of each SLA month.
- The Service Provider facilities are subject to audit. Designated officials of OCAC shall conduct the audit at any point of time, in respect of SLA or any other parameters.
- The reports as well as the measurement tools and processes utilized for reporting shall be checked at any time and the Service Provider shall extend full cooperation for conducting such audits.
- Service Provider can appeal against imposition of penalty or revision of SLA. Decision of OCAC shall be binding in this regard.
- OCAC reserves the right to waive or relax part or whole of SLA applicable for a duration of the project.
- In case of relaxation, penalty amount deducted from the invoice payment earlier, shall be paid separately.
- In case desired, the SLA may be revisited and changed with mutual consent. Then, an addendum to the contract shall be prepared and signed by both the parties.
- Total SLA penalty applicable shall be capped at 10% of the Quarterly Payment (QP). In case, the SLA penalty exceeds 10% of the QPfor 2 consecutive quarters, the authority shall have the right to increase the capping value (ceiling limit) of the penalty or take appropriate action against the service provider.
- Penalty shall not be levied for SLA default occurring because of reasons not attributable to the Service Provider.

8.1 SLA Parameters

The Selected organisation shall agree to the following service level agreement (SLA) parameters while providing Helpline services to senior citizens. These SLAs shall be tracked on a periodic basis and are envisaged to have penalty and or liquidation damage clauses on non-adherence to any of them.

The SLA parameters are divided into 2 (two) types: -
  1. One-Time SLA Parameters

  2. Operational SLA Parameters

8.2 SLA Applicability

The One-time SLA parameters noted below in the Service Level Agreement will start to be applicable from the effective date of contract and operational SLA parameters from the date of go-live.

a) One-time SLA parameter

Sl No.	Deliverable	Definition	Measurement Criteria	Timeline	Penalty
1.	Manpower	Deployment of manpower	Within 15 days from the date of award of work/ effective date of contract	Within 15 days (including 15^h Day) from the date of handover of site	Nil
				Delay of every day from 16th day from the date of handover of site	Rupees 2,000 per day of delay. Capped at maximum of Rupees 1 Lakhs.
2.	Commencement of services	Commence the service as per the scope of work	Within 30 days from the date of handover of site with the necessary security implementation and training of onboarded resources.	Within 30 days (including 30th Day) from the date of handover of site	Nil
				Delay of every day from 31st day from the date of handover of site	Rupees 2,000 per day of delay. Capped at maximum of Rupees 1 Lakhs.

N.B. Penalty will not be applicable if the delay is not attributable to the bidder. However, in such cases bidder has to communicate in writing the reason of delay. The decision of the Purchaser in this regard shall be final.

b) Operational SLA Parameters
    A. System Uptime
    B. Service level
    C. Call Abandoned rate
    D. Quality Score
    E. Caller satisfaction
    F. Connect Centre Officer Productivity
    G. Count of Incorrect Responses
    H. Quality of Service
    I. Average Hold time
    J. Delay in initiating Field Action
    K. Count of Incorrect Actions on the Field

A. System Uptime

- Applicability: Hardware, application, software, equipment deployed in the Helpline.
- Definition: - System uptime represents the percentage of time that the System is successfully operational. Uptime is calculated on the respective day's operations hours (12X7) excluding Non - Working on 3 National Holidays.
- Formula: - (Total uptime in minutes/ Total minutes of operations) *100 in a month)
- Example: - If the system was down for 2 hours in the month of April, System Uptime will be calculated as [{(12*60*30) – 120)/(12*60*30)} x 100] = 99.44%.

Measurement Interval	Reporting period	Target	Penalty
Daily	Monthly	>=99.4%	Nil
		>=98.7% but <99.4%	1.0% of QP
		>=97% but <98.7%	2.0% of QP
		>=95% but <97 %	3.0 % of QP
		<95 %	5% of QP

B. Service Level % (SL %)

- Applicability - Inbound voice calls
- Definition -This is the percentage of calls that are answered by the Call Centre officers within a specified time period.

- Formula - Calls Answered within a threshold of 10 seconds across all languages / (Total Calls offered across all languages - Abandoned calls with less than or equal to 10 seconds queue time across all languages) * 100

Measurement Interval	Reporting period	Target	Penalty
Daily	Monthly	>=90%	Nil
		>=80% and <90%	1% of QP
		>=70% and <80%	2% of QP
		<70%	5% of QP

C. Call Abandoned Rate

- Applicability - Inbound voice calls.
- Definition - The % of inbound voice calls that requested for a Connect centre officer but got disconnected before being answered by the Connect Centre Officer. (Only calls that get disconnected after 10 seconds will be considered for computation of this SLA).
- Formula - (Total Abandoned calls across all languages – Abandoned calls with less than or equal to 10 seconds queue time across all languages.) / (Total Calls Offered across all languages - Abandoned calls with less than or equal to 10 seconds queue time across all languages.) * 100

Measurement Interval	Reporting period	Target	Penalty
Daily	Monthly	<=5%	Nil
		>5% and <=10%	1% of QP
		>10% and <=20%	2% of QP
		> 20%	5% of QP

D. Quality Score

- Applicability – Inbound and Outbound

- Definition - Quality audit score is a method of scoring Call Centre Officers' interactions against predefined parameters to ensure that the officers are adhering to the quality standards defined by NIA

- Final Quality Score for a month

- At least 15 interactions per Officer must be evaluated every month. (Exception: In-case less than 15 interactions are available in system, all interactions for that officer should be evaluated)

Measurement	Reporting	Target	Penalty

Interval	period		
Monthly	Monthly	> 85%	Nil
		>80% to <=85%	1% of QP
		>75% to <=80%	2% of QP
		< =75%	5% of QP

Note: The quality Score Template(s) defining parameters will be shared with the Service Provider by OCAC. The Quality Score measured by Service Provider should be in line with Quality Score measured by the Team / appointed Auditor of OCAC. In-case of variance beyond 10%, the scores obtained during the audit process will be final and bindingon the Service provider.

E. **Caller Satisfaction**

- Definition - This is the measure of Caller's satisfaction with the way their query/complaint has been handled by the Call Centre officers. The Service Providershall be responsible for maintaining a minimum level of Caller satisfaction based on the criteria: Yes / No.

- Formula –No of "Yes" *100 / Total number of feedback –

Measurement Interval	Reporting period	Target	Penalty
Daily	Monthly	>=85 %	Nil
		>=80% but <85%	1% of the QP
		>=75% but <80%	2% of the QP
		<75%	5% of the QP

Important: At least 20 % of calls feedback should be taken in a month, else a lump sum penalty of 2% of the QP shall be imposed apart from actual penalty slab for calls based on above formula.

F. **Call Centre Officer Productivity**

- Definition - This is defined as the percentage of time a Connect Centre officer is productive against the total duration, he/she is connected using his/her login ID.
- Formula -
[∑ {(Talk Time + Hold Time + After Call Work Time+ Available Time + Other productive Auxiliary Time) – non-productive Auxiliary Time} *100 / Total Staffed Time]
Where,
  - Talk Time - Length of time spent by a connect centre officer talking to an inbound call or outbound call.

- Hold Time - Length of time spent by a connect centre officer with an inbound or outbound call on hold.
- After Call Work Time - Length of time spent by an officer in ACW mode.
- Available Time - Length of time spent by an officer in available mode waiting for calls.
- Other productive Auxiliary time - Length of time spent by an officer on productive Auxiliary time on system.
- Non-Productive Aux Time - Length of time spent by an officer on non-productive Auxiliary time on system.

- Productive Auxiliary time is: -
  - On-Job training
  - Quality Feedback
  - E-mail Support
  - Briefing
  - Re-Fresher Training
  - Outbound

Note: Any Time other than "Productive Auxiliary time" shall be considered as Non- Productive Auxiliary time.
Staffed Time - Length of time spent by an officer connected using his/her login ID to the system in any mode.

Measurement Interval	Reporting period	Target	Penalty
Monthly	Monthly	>= 85%	Nil
		>=80% but <85%	1% of QP
		>=75% but <80%	2% of QP
		< 75%	5% of QP

G. <u>Count of Incorrect Responses</u>

- Applicability - All calls
- Definition - To measure number of incorrect responses
- Formula: Count of incorrect responses across calls identified by means of quality audit OR reported by any other mechanism like RTI, Escalation etc.

Measurement Interval	Reporting period	Target	Penalty
Daily	Monthly	Zero (0)	Nil
		For every count of incorrect response	Rs. 50 × Number of such interactions

H. Quality of Service (QoS)

- Applicability: All calls

- Definition: Quality of service (QoS) is the overall performance of Call Centre, particularly the performance experienced by the Callers. This refers to the calls/e-mails/chats audited.

- The QoS shall be measured on 2-levelscale : Satisfied - Yes/ No.

- Formula:

Sum of "Yes" *100/ Total number of "Completed" surveys (or feedback or assessment)

Measurement Interval	Reporting period	Target Score	Penalty
Audit Period as defined by *OCAC*& SSEPD Department	Audit Period as defined by *OCAC*& SSEPD Department	> = 80%	NIL
		<80%	2% of the billing value for period covered under audit

I. Average Hold Time

- Applicability: Inbound Voice calls.

- Definition: This is measured as the average time a call was put on hold by the Call Centre officer

Formula: Total Hold Time/ Total Calls Handled

Measurement Interval	Reporting period	Target	Penalty
Daily	Monthly	<=20 seconds	Nil
		>20 seconds <= 30 seconds	1% of QP
		>30 seconds <= 40 seconds	2% of QP
		>40 seconds	5% of QP

J. Delay in initiating Field Action

- Applicability: Cases requiring field action

- Definition: This is measured as the number of cases where field action initiated beyond the defined TAT (Turn Around Time).

- Formula: (No. of cases where action initiated beyond defined TAT / Total no. of cases where field action was required) * 100

Measurement Interval	Reporting period	Target	Penalty
Daily	Monthly	<=10%	Nil
		>10 % <= 15%	1% of QP
		>15 % <= 20 %	2% of QP
		>20%	5% of QP.

K. **Count of Incorrect Actions on the Field**

- Applicability - All field actions
- Definition - To measure number of incorrect field actions initiated
- Formula: Count of incorrect actions in the field identified by means of quality audit OR reported by any other mechanism like RTI, Escalation etc.

Measurement Interval	Reporting period	Target	Penalty
Daily	Monthly	Zero (0)	Nil
		For every count of incorrect action	Rs. 50 × Number of such actions

8.3 SLA Reports

The service provider shall prepare the Service level performance reports for each month in a mutually agreed format and submit the same to the Purchaser as directed. The reports will include "actual versus target" Service Level Performance, appropriate issues or significant events.

8.4 Responsibility of OCAC& SSEPD Department

a) Provide overall policy directives, guidance and coordination for project related activities

b) Provide furnished space for the proposed helpline at SIRD office, Bhubaneswar with provision of Electricity, Cooling, Power backup (DG / UPS), IP based PRI with scope of further scalability.

c) Bear monthly recurring expenses for IP based PRI Lines (Toll Free Number), SMS, Email, etc.

d) Periodic project implementation review

e) Monitoring the day-to-day functioning of the State Helpline.

8.5 Responsibility of Service Provider

a) Procurement &commissioning of I.T. Infra required for functioning of the helpline.

b) Helpline centre Solution procurement & configuration

c) Operation Support, I.T. Infra Maintenance, Helpline Solution Maintenance, etc

d) Deploying manpower Resources to manage the operation

e) Overall management & supervision of the helpline facility

f) Analysehelpline centre statistics & reports

g) Quality supervision of calls & reporting

h) Follow up with the Nodal Department (SSEPD) for service-related information.

9 Formats for Submission of Proposal

9.1 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: Set-up & Operationalization of State Helpline for senior citizens, Government of Odisha– *Self Declaration for not Blacklisted*

Sir

In response to the RFP No.:OCAC-SEGP-MISC-0027-2020-20048 for RFP titled "Set-up & Operationalization of **State Helpline for senior citizens**, Government of 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:

9.2 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: Set-up & Operationalization of State Helpline for senior citizens, Government of Odisha",– *Bidder's Authorization Certificate*

Sir,

With reference to the RFP No.: OCAC-SEGP-MISC-0027-2020-20048, 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   Verified Signature by
(Authorised Signatory)   Director/CEO

Seal:
Date:
Place:
Name of the Bidder:

9.3 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: Set-up & Operationalization of State Helpline for senior citizens, Government of 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-0027-2020-20048 regarding "Set-up & Operationalization of **State Helpline for senior citizens**, Government of 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:

9.4   Technical Bid Cover Letter

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

Sub: Set-up & Operationalization of State Helpline for senior citizens, Government of Odisha",– *Technical Bid Submission*

Sir,

We, the undersigned, offer to provide solution to OCAC, for Set-up & Operationalization of **State Helpline for senior citizens**, Government of Odisha", Odisha in response to the RFP No.: OCAC-SEGP-MISC-0027-2020-20048.

We are hereby submitting our Proposal, which includes the Pre-Qualification Bid, Technical bid and the Commercial Bid sealed in a separate envelope.

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

We undertake, if our Proposal is accepted, to initiate the implementation services related to the assignment not later than the date indicated in the RFP Document.

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

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

Thanking you,

Signature
(Authorised Signatory)

Seal:
Date:
Place:
Name of the Bidder:

9.5   Project Citation Format

RelevantIT / e-Gov Project Experience	
GeneralInformation	
Name oftheproject	
Clientfor whichtheprojectwasexecuted	
Name andcontactdetails oftheclient	
Date of award and date of completion	
ProjectDetails	
Descriptionoftheproject	
Scopeofservices	
Servicelevels beingoffered/Qualityofservice (QOS)	
Technologiesused	
Outcomesoftheproject	
OtherDetails	
Totalcostoftheproject	
Totalcostoftheservicesprovidedbytherespondent	
Durationoftheproject(no. of months, startdate,completiondate, currentstatus)	
Otherrelevant Information	
CopyofWorkOrder	

9.6 Proposed Solution

Technical approach, methodology and work plan are key components of the Technical Proposal. The Approach and Methodology suggested is 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

d) Infrastructure details
e) Resource plan
f) Operation management plan

Thanking you,

Signature
(Authorised Signatory)

Seal:
Date:
Place:
Name of the Bidder:

9.7 Proposed Work Plan

Sl#	Activity[1]	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 delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks such as Purchaser approvals. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each LOT.

2. Duration of activities shall be indicated in the form of a bar chart.

9.8 Team Composition

Nameof Staff withqualification andexperience	Area of Expertise	PositionAssigned	Timecommittedfortheengagement

9.9 Curriculum Vitae (CV) of Key Personnel Proposed

GeneralInformation	
Nameoftheperson	
CurrentDesignation/JobTitle	
Currentjobresponsibilities	
ProposedRole intheProject	
ProposedResponsibilitiesinthe Project	
Academic Qualifications	
Degree	
Academic institutiongraduatedfrom	
Yearof graduation	
Specialization(ifany)	
Keyachievementsandotherrelevantinformation(if any)	
Professional Certifications(ifany)	
Totalnumberofyears ofexperience	
Numberofyearswiththe currentcompany	
Summaryofthe Professional/DomainExperience	
Number of complete life cycle implementationscarriedout	
Thenamesofcustomers(Pleaseprovidetherelevantnames)	
Pastassignmentdetails(For eachassignmentprovidesdetailsregarding name oforganizationsworkedfor,designation, responsibilities, tenure).	
Prior Professional Experience	
Organizationsworkedfor inthepast	
Organizationname	
Durationandddates of entryandexit	
DesignationLocation(s)	
Keyresponsibilities	
Prior Project Experience	
Projectname	
Client	
Keyprojectfeaturesinbrief Location of the project	
Designation	
Role	
Responsibilities and activities	
Duration of the project	
Pleaseprovide only relevant projects.	
Proficientinlanguages	
Againsteachlanguage listedindicateifspeak/read/write	

9.10 Undertaking on Pricing of Items of Technical Response

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

Sub: Set-up & Operationalization of State Helpline for senior citizens, Government of Odisha",– *Undertaking on Pricing of Items of Technical Response*

Sir,

I/We do hereby undertake that Commercial Proposal submitted by us (against RFP No.: OCAC-SEGP-MISC-0027-2020-20048) is inclusive of all the items in the technical proposal and is inclusive of all the clarifications provided/may be provided by us on the technical proposal during the evaluation of the technical offer. We understand and agree that our Commercial Proposal is firm and final and that any clarifications sought by you and provided by us would not have any impact on the Commercial Proposal submitted by us.

Thanking you,

Signature
(Authorised Signatory)

Seal:
Date:
Place:
Name of the Bidder:

9.11 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: Set-up & Operationalization of State Helpline for senior citizens, Government of Odisha", **- RFP No.: OCAC-SEGP-MISC-0027-2020-20048**

Whereas <<Name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP Ref. No. OCAC-SEGP-MISC-0027-2020-20048 dated <<Date>>for Set-up & Operationalization of **State Helpline for senior citizens**, Government of 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.

NOTHWITHSTANDING 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:

9.12 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: Set-up & Operationalization of State Helpline for senior citizens, Government of Odisha",– *Financial Bid Submission*

Sir,

We, the undersigned, offer to provide the service for Set-up & Operationalization of **State Helpline for senior citizens**, Government of Odisha", as per RFP No.: OCAC-SEGP-MISC-0027-2020-20048 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 the duration of the projectfrom the date of opening of the Bid.

We hereby confirm that our prices do not include any tax or duty.

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. 7>. The prices are indicated in the Commercial Bid attached with our tender as part of the Tender. In case there is substantial difference between the component wise price<u>approved by OCAC</u> 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 6.11 of this RFP document.

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

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

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

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

Thanking you,

Signature
(Authorised Signatory)

Seal:
Date:
Place:
Name of the Bidder:

9.13 Financial Bid

9.13.1 Call Centre Infra

Sl#.	Item/Description	Qty	Rate	Tax	Total
1.	Server	1			
2.	PRIcard–4Port	1			
3.	Laptops	5			
4.	Desktops	5			
5.	L2Switch	1			
6.	Firewall	1			
7.	Lancabling	20			
8.	AccessPoint	1			
9.	SmartTVForDashboard	1			
10.	UPS	2			
11.	Headsets	10			
12.	YJackHeadsets	3			
13.	MS -Office	10			
14.	Antivirus	10			
15.	Antivirus for Server	1			
16.	Projector	1			
17.	CCCameraSetup	1			
18.	Dooraccess	10			
19.	Biometric (Face recognition based)	1			
Sub-Total					

9.13.2 Call Centre Solution

Sl#	Item/Description	Qty	Rate	Tax	Total
1	Call Centre solution – License for	1			

SI#	Item/Description	Qty	Rate	Tax	Total
	agent, team leader, IVR - as per functionality				
	Sub-Total				

9.13.3 Manpower

SI#	Description	Qty in	Rate	Tax	Total
1	Project Manager (PM)	1			
2	Field Response Leader (FRL)	1			
3	Team Leader (TL)	1			
4	Quality Leader (QL)	1			
5	IT Leader	1			
6	Field Response Officers (FRO)	15			
7	Call Officers (CO)	10 + 2 buffers (to work in 2 shifts)			
	Sub-total				

N.B.
   i.   The resource man-month cost to be quoted as mentioned under clause no. 7.4.5. of this RFP document
   ii. The no. of resources may vary depending upon the requirement of the project.
   iii. The unit rate quoted here is applicable for additional requirement of resources.

9.13.4 Cost Summary

SI #	Item/Description	Total cost in ☐
1.	Call Centre Infra	
2.	Call Centre Solution	
3.	Manpower	
	Net Total	

Thanking you,

Signature
(Authorised Signatory)
Seal:
Date:
Place:
Name of the Bidder:

9.14 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: Set-up & Operationalization of Odisha State helpline for senior citizens, Government of Odisha",- *RFP No.: OCAC-SEGP-MISC-0027-2020-20048*

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 Software firm forSet-up & Operationalization of **Odisha State helpline for senior citizens**, Government of 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.

NOTHWITHSTANDING 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:

9.15 Statement of Deviation

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: **Set-up & Operationalization of Odisha State helpline for senior citizens, Government of Odisha",–** *Statement of Deviation*
Sir,

We declare that all the services shall be performed strictly in accordance with the Tender documents except for the variations and deviations, all of which have been detailed out exhaustively in the following statement, irrespective of whatever has been stated to the contrary anywhere else in our bid.

Further we agree that additional conditions, if any, found in the Tender documents, other than those stated in deviation schedule, shall not be given effect to.

A. On the Terms of Reference/Scope of Work

[Suggest and justify here any modifications or improvement to the Scope of Work you are proposing to improve performance in carrying out the assignment (such as deleting some activity you consider unnecessary, or adding another, or proposing a different phasing of the activities). Such suggestions should be concise and to the point, and incorporated in your Proposal.]

Sl#	*Deviation*	*Material*	*Non-Material*	*Impacted Deliverable(s)*	*Impacted Timeline(s)*	*Financial Impact*
1)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>
2)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>
3)	<Deviation description>	<Yes / No>	<Yes / No>	<Name(s) of Deliverables to get affected by the Deviation>	<Effect on Timelines due to the Deviation>	<Value>

B. Any other areas

Thanking you,

Signature
(Authorised Signatory)

Seal:
Date:
Place:
Name of the Bidder:

Annexure-A :Call Centre Infra Specification

SI#	Item	Quantity	Specification	Preferred Brand
1	Server	1	2 x Intel Xeon 8 core, 2.6 Ghz and above, 2 U server 64 GB RAM, 3x1.2 TB SATA/SAS HDD, raid 5 with 3 years onsite warranty	HP/DELL
2	PRI card– 4 Port	1	With noise cancellation feature inbuilt	
3	Laptops	5	8 GB Ram, Intel core i5, 10 gen above with 1 TB HDD, Windows 10 with 3 years onsite warranty	HP/Dell/Lenovo/Acer
4	Desktops	5	CPU-i3, Minimum 10th Gen, RAM-8GB, OS-Windows 10 pro, HDD-1TB, Monitor-18.5", TFT Keyboard-1, Mouse-1 with 3 years onsite warranty	HP/Dell/Lenovo/Acer
5	L2 Switch	1	PoE Based 24 Port Layer-2 Switch	HP/CISCO
6	Firewall	1	Processor: Multi-core Processing Technology Form. Factor: 1U Rackmount (sliding rails included). Memory: Min 6 GB HDD Storage: Min 64 GB SSD Ethernet Ports (Minimum): 8 x 1GbE built-in Copper Ports I/O Ports: 2x Front USB 2.0, 1x COM (RJ45) Front, 1x Rear VGA Power Supply: External auto ranging DC: 12V, 100-240VAC, 50-60 Hz. Product Certifications (Safety, EMC): CB, CE, FCC Class B, IC, VCCI, MIC, RCM, UL, CCC	
7	Lan cabling	20		

SI#	Item	Quantity	Specification	Preferred Brand
8	Access Points	1		
9	Smart TV For Dashboard	1	LED, Full-HD, 40" or higher, 2 USB port, 2 HDMI Port, aspect ratio 16:9	Sony,Samsung,LG
10	UPS	2	6 KVA x 2 nos parallel mode	APC, Luminus
11	Headsets	10	Head Set (USB) with Noise Cancelling Mike Gooseneck Flexible Heads Smart Receiver. Design: Over the Head Type: Over the Ear	Telekonnectors Zabra Plantronics
12	Y Jack Headsets	3	Headset splitter, Quick Disconnect. Three (3) years warranty support from OEM on onsite basis.	
13	MS -Office	10	MS Office 2019	
14	Antivirus	10	Enterprise antivirus software with 3 Years subscription for 10 users.	
15	Call Centre solution		With Call logger, ACD, CLI, IVR features	
16	Antivirus for Server	1	Enterprise antivirus for Server with 3 Years subscription	
17	Projector	1	Resolution: SVGA (640 x 480) to WUXGA_RB (1920 x 1200), Brightness: 3300, Contrast ratio: 13000:1, Display colour: 30 bits. Light Source Wattage: 196W.	
18	CC Camera Setup	1	5 CAMS 1 DVR 1TB Hard disk (Hick-vision)	
19	Door access	10	Proximity card based	
20	Biometric (Face recognition based)	1	32 Bit high speed embedded processor with 3.0" Digital color TFT. 3000FP Templates &	

SI#	Item	Quantity	Specification	Preferred Brand
			1,00,000 Transaction with Communication: TCP/IP,RS232/485/USB. Supporting database: MS Access/SQL/Oracle. eTimeTrackLite T&A web based Software trial for 200 Users & 5 devices available Support GPRS & Push Data devices (X990 / U990 /I Clock 990), Supporting database- SQL/Oracle.	

Detailed Hardware Specifications

1) 24 Port Layer-2Switch- (Make /Model will be specified by the bidder).

S. No.	Features	Description	Compliance (Yes/No)	Reasons for deviation (If any)
1	Type	Layer-2 Switch (PoE Based)		
2	Port Density	24-port 10/100TX switch with 2 Gigabit/SFP combo ports		
3	Performance	The switch should have min. 8.8 Gbps of switching capacity, min. 6.5 Mpps of throughput and 9K Jumbo frame support and Non-blocking for all packet sizes and min 16K MAC address		
4	VLAN support	Support 4096 VLAN ID, 256 Active VLAN, Port-based, MAC-based, IP subnet-based, Port-based Private VLANs and GARP VLAN Registration, Protocol (GVRP)		
5	Multicast	Support for IGMPv2 snooping, IGMPv2 snooping querier and min. 255 Multicast groups		

S. No.	Features	Description	Compliance (Yes/No)	Reasons for deviation (If any)
6	L2 Protocol	Support Broadcast storm control, Link flap protection, Group link control, Port mirroring Support STP, RSTP, MSTP, BPDU guard, Loop guard, Root guard, 802.3 and LACP link aggregation, Trunk can support up to eight members per group, should support LLDP and LLDP-MED Support MAC address aging, Port mirroring, ARP, DHCP snooping and DHCP option 82		
7	Mountable	Rack Mountable		
8	Security	The switch should support Secure, encrypted Web and CLI management with SSHv2 and SSL, Radius accounting, ACL, TACACS+, Port security (limited/dynamic), IEEE 802.1x, Guast VLANs, Dynamic VLANs, support open standard NAC or equivalent, Per-port MAC address limiting and lockdown.		
9	Quality of Service	Support for 802.1p, DSCP, Rate Limiting, Voice VLAN, Strict Polarity, WRR (Waited Round Robin) or equivalent, 8 Priority Queues.		
10	Management	SNMPV3, Web based GUI, Telnet, RMON (4 groups) and command Line Interface, Console management port, TFTP, SNTP, Enhance Stack. The switch shall support Flow or equivalent		

S. No.	Features	Description	Compliance (Yes/No)	Reasons for deviation (If any)
11	Other feature	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		
12	Environment	Operating Temperature Range: 0°C to 40°C		
13	Certification	FCC Class A, C-TICK, UL 60950-1 (cULus), EN60950-1 (TUV) , RoHS Compliant		
14	Warranty	Three Years warranty with onsite service support		

NOTE: Data Sheet / Brochure of above Items should be provided.

2) One Server (Make /Model will be specified by the bidder)

S. No.	Features	Description	Compliance (Yes/No)	Reasons for deviations (If any)
1.	Operating System	Windows server 2019 Standard License		
2.	Architecture	Intel		
3.	Form Factor	2 U Rack Mountable		
4.	Processor	2 x Intel Xeon processors 8 Core each 2.1 Ghz or higher		
5.	Memory	1 x 64 GB RAM expandable to 256 GB; Frequency 2400MHz DDR4		
6.	HDD	2 X 1 TB HDD-SAS Hot Pluggable 10k RPM		
7.	Optical Drive	DVD R+W		

8.	Storage Controller	RAID 0,1		
9.	Expansion Slots	4 x PCIe 3.0		
10.	Drive Bays	Chassis with up to 8, 2.5" Hot Plug Hard Drives		
11.	RAID Support	Hardware Raid PERC H330+ RAID Controller		
12.	Network Interface	2 x 1GbE ports		
13.	Keyboard	Standard Keyboard /USB		
14.	Power Supply	Redundant		
15.	Driver/ Software Utility	System Utilities with all required Device Driver Software as per above Configuration for OS Installation, System Configuration and for Server Management.		
16.	Warranty	Three Years warranty with onsite service support including parts &Labour. (The Warranty should be reflected in OEM website)		

3) Head set- (Make /Model will be specified by the bidder).

S. No	Feature	Specifications	Compliance (Yes/No)	Reasons for deviations (If any)
1	Headphone Form Factor	On the Ear		
2	Inline Remote	Yes		
3	Connectivity	Wired		
4	Designed For	Desktop & Laptop		
5	Controls	Volume, Mute		
6	Boom Microphone	Yes		

7	With Microphone	Yes		
8	Operating System	Windows/Linux		
9	Light weight comfort	Adjustable over-the-head design to meet most fit and comfort needs.		
10	Noise reduction	Noise-cancelling microphone reduces background noise.		

4) Firewall (Make /Model will be specified by the bidder)

Sl No.	Feature	Minimum Specification	Compliance Yes/No	Deviation (Reason)
1.	Hardware Features	Processor : Multi-core Processing Technology Form Factor : 1U Rackmount (sliding rails included) Memory : Min 6 GB HDD Storage : Min 64 GB SSD Ethernet Ports (Minimum) : 8 x 1GbE built-in Copper Ports I/O Ports : 2x Front USB 2.0, 1x COM (RJ45) Front, 1x Rear VGA Power Supply : External auto ranging DC: 12V, 100-240VAC, 50-60 Hz Product Certifications (Safety, EMC) : CB, CE, FCC Class B, IC, VCCI, MIC, RCM, UL, CCC		
2.	Security Performance	Firewall Throughput : Minimum 7 Gbps IPS throughput : Minimum 1.70 Gbps VPN throughput : Minimum 900 Mbps Antivirus throughput (proxy) : Minimum 1.35 Gbps Concurrent connections : Min. 8,100,000 New connections/sec : Min. 80000 Maximum licensed users : Unrestricted		

3.	General Management	Purpose-built streamlined user interface 3-clicks-to-anywhere navigation Self-documenting menu system Advanced trouble-shooting tools in GUI (e.g. Packet Capture) Full command-line-interface (CLI) accessible from GUI Role-based administration Automated firmware update notification with easy automated update process and roll-back features Reusable system object definitions for networks, services, hosts, time periods, users and groups, clients and servers Self-service User Portal Configuration change tracking Flexible device access control for services by zones Email or SNMP trap notification options SNMP and Netflow support Central management support from Firewall Manager (Cloud or appliances) (upto 5 devices should be Free) Backup and restore configurations: locally, via FTP or email; on-demand, daily, weekly or monthly API for 3rd party integration Remote access support from OEM directly		
4.	Firewall, Networking & Routing	Stateful deep packet inspection firewall User, group, time, or network based policies Access time polices per user/group Enforce policy across zones, networks, or by service type Zone isolation and zone-based policy support Default zones for LAN, WAN, DMZ, LOCAL, VPN and WiFi Custom zones on LAN or DMZ Customizable NAT policies with IP masquerading Flood protection: DoS, DDoS and portscan blocking Country blocking by Geo-IP Routing: static, multicast (PIM-SM) and dynamic (BGP, OSPF) Upstream proxy support Protocol independent multicast routing with IGMP snooping Bridging with STP support and ARP broadcast forwarding WAN link load		

		balancing: multiple Internet connections, auto-link health check, automatic failover, automatic and weighted balancing and granular multipath rule Wireless WAN support 802.3ad interface link aggregation Full configuration of DNS, DHCP and NTP Dynamic DNS Protocol independent multicast routing with IGMP snooping Bridging with STP support and ARP broadcast forwarding IPv6 support with tunnelling support including 6in4, 6to4, 4in6, and IPv6 rapid deployment (6rd) through IPSec VLAN DHCP support and tagging Multiple bridge support		
5.	Traffic Shaping & Quotas	Network or user based traffic shaping (QoS) Set user-based traffic quotas on upload/download or total traffic and cyclical or non-cyclical Real-time VoiP optimization		
6.	Wireless Protection & Control	Simple plug-and-play deployment of wireless access points (APs) - automatically appear on the firewall control center (no additional hardware required) Central monitor and manage all APs and wireless clients through the built-in wireless controller Bridge APs to LAN, VLAN, or a separate zone with client isolation options Multiple SSID support per radio including hidden SSIDs Support for the latest security and encryption including WPA2 Personal and Enterprise Support for IEEE 802.1X (RADIUS authentication) Support for 802.11r (fast transition) Hotspot support for (custom) vouchers, Password of the day, or T&C acceptance Wireless guest Internet access with walled garden options Time-based wireless network access Wireless repeating and bridging meshed network mode with supported APs Automatic channel selection background optimization Support for HTTPS login		

7.	Authentication	Transparent, proxy authentication (NTLM/ Kerberos) or client authentication Authentication via: Active Directory, eDirectory, RADIUS, LDAP and TACACS+ Server authentication agents for Active Directory SSO, STAS, SATC Client authentication agents for Windows, Mac OSX, Linux 32/64 Authentication certificates for iOS and Android Single sign-on: Active directory, eDirectory Authentication services for IPSec, L2TP, PPTP, SSL Captive Portal with customized logo		
8.	User SelfService Portal	Download the Authentication Client Download SSL remote access client (Windows) and configuration files (other OS) Hotspot access information Change user name and password View personal internet usage Access quarantined messages (with Email Protection)		
9.	Base VPN Options	Site-to-site VPN: SSL, IPSec, 256-bit AES/3DES, PFS, RSA, X.509 certificates, Pre-shared key L2TP and PPTP Remote access: SSL, IPsec, iPhone/iPad/ Cisco/Andriod VPN client support SSL client for Windows & configuration download via User portal		
10.	IPSec Client Options	Authentication: Pre-Shared Key (PSK), PKI (X.509), Smartcards, Token and XAUTH Encryption: AES (128/192/256), DES, 3DES (112/168), Blowfish, RSA (up to 2048 Bit), DH groups 1/2/5/14, MD5 and SHA-256/384/512 Intelligent split-tunneling for optimum traffic routing NAT-traversal support Client-monitor for graphical overview of connection status Multilingual: German, English and French		
11.	Network Protection Features	**Intrusion Prevention Systems (IPS)** High-performance, next-gen IPS deep packet inspection engine with selective IPS patterns for maximum performance and protection **Advance Threat**		

		Protection and Synchronized Security Advanced Threat Protection (Detect and block network traffic attempting to contact command and control servers using multilayered DNS, AFC, and firewall) Security Heartbeat instantly identifies compromised endpoints including the host, user, process, incident count, and time of compromise Security Heartbeat policies can limit access to network resources or completely isolate compromised systems/workstations until they are cleaned up **Remote Ethernet Device (RED) VPN** Central Management of all RED devices No configuration necessary: Automatically connects through a cloud-based provisioning service Secure encrypted tunnel using digital X.509 certificates and AES256-encryption Virtual Ethernet for reliable transfer of all traffic between locations IP address management with centrally defined DHCP and DNS. Server configuration Remotely de-authorize RED devices after a select period of inactivity Compression of tunnel traffic VLAN port configuration options **Clientless VPN** Unique encrypted HTML5 self-service portal with support for RDP, HTTP, HTTPS, SSH, Telnet and VNC		
12.	Web Protection Features	**Web Protection and Control** Fully transparent Proxy for Anti-Malware and Web-filtering Enhanced Advanced Threat Protection (ATP) URL Filter database with millions of sites across 92 categories backed by OEM Security Labs Surfing quota time policies per user/group Access time polices per user/group Malware scanning: block all forms of viruses, web malware, trojans and spyware on HTTP/ HTTPS, FTP and web-based email Advanced web malware protection		

		with JavaScript emulation Live Protection real-time in-the-cloud lookups for the latest threat intelligence Second independent malware detection engine for dual-scanning (Dual AV) Real-time or batch mode scanning Pharming Protection HTTP and HTTPS scanning on a per user or network policy basis with customizable rules and exceptions SSL protocol tunnelling detection and enforcement Certificate validation High performance web content caching Forced caching for Endpoint Security updates File type filtering by mime-type, extension and active content types (e.g. Activex, applets, cookies, etc.) YouTube for Schools enforcement/policy SafeSearch enforcement/policy **Application Protection and Control** Enhanced application control with signatures and Layer 7 patterns for thousands of applications Application control based on category, characteristics (e.g. bandwidth and productivity consuming), technology (e.g. P2P) and risk level Per-user or network rule application control policy enforcement **Web & App Traffic Shaping** Custom traffic shaping (QoS) options by web category or application to limit or guarantee upload/download or total traffic priority and bit rate individually or shared		
13.	Email Protection Features	**Email Protection and Control** E-mail scanning with SMTP, POP3, and IMAP support Reputation service with spam outbreak monitoring based on patented Recurrent-Pattern-Detection technology Block spam and malware during the SMTP transaction Second independent malware detection engine for dual-scanning (Dual AV) Live Protection real-time in-the-cloud lookups for		

		the latest threat intelligence Automatic signature and pattern updates		
		File-Type detection/blocking/scanning of attachments Accept, reject or drop over-sized messages Detects phishing URLs within e-mails Use pre-defined content scanning rules or create your own custom rules based on a variety of criteria TLS Encryption support for SMTP, POP and IMAP Append signature automatically to all outbound messages Email Archiving **Email Quarantine Management** Spam quarantine digest and notifications options Malware and spam quarantines with search and filter options by date, sender, recipient, subject, and reason with option to release and delete messages Self-service user portal for viewing and releasing quarantined messages **Email Encryption and DLP** SPX email encryption for one-way message encryption Recipient self-registration SPX password management Add attachments to SPX secure replies Completely transparent, no additional software or client required DLP engine with automatic scanning of emails and attachments for sensitive data Pre-packaged sensitive data type content control lists (CCLs) for PII, PCI, HIPAA, and more, maintained by OEM Labs		
14.	Web Server Protection Features	**Web Application Firewall Protection** Reverse proxy URL hardening engine with deep-linking and directory traversal prevention Form hardening engine SQL injection protection Cross-site scripting protection Dual-Antivirus engines HTTPS (SSL) encryption offloading Cookie signing with digital signatures Path-based routing Outlook anywhere protocol		

		support Reverse authentication (offloading) for form-based and basic authentication for server access Virtual server and physical server abstraction Integrated load balancer spreads visitors across multiple servers Skip individual checks in a granular fashion as required Match requests from source networks or specified target URLs Support for logical and/or operators Assists compatibility with various configurations and non-standard deployments Options to change WAF performance parameters Scan size limit option Allow/Block IP ranges Wildcard support for server paths Automatically append a prefix/suffix for authentication		
15.	Logging and Reporting	Built-in on-box reports with customized reporting Dashboards on Traffic, Security, and User Threat Quotient, Applications Report on App Risk, Blocked Apps, Web Uses, Search Engines, Web Servers, FTP Network & Threats Report on IPS, ATP, Wireless, Security Heartbeat VPN Reports Email usage and protection Reports Compliance reports i.e., PCI-DSS, HIPAA, GLBA, SOX, FISMA, NERC CIPv3, and CIPA Current Activity Monitoring: system health, live users, IPsec connections, remote users, live connections, wireless clients, quarantine, and DoS attacks Report anonymization Report scheduling to multiple recipients by report group with flexible frequency options Export reports as HTML, PDF, Excel (XLS) Report bookmarks Full log viewer with retention customization by category		

16.	Warranty and Support	3 Years Hardware Warranty & RMA with Exchange 24x7 Enhanced Plus Support via Telephone & Email Free Security Updates & Patches Free Software Features Updates & Upgrades		
17.	Security Subscriptions	36 months Full Guard Subscription License Includes : Next Generation Firewall with VPN, Routing, WAN Link Load Balancing, Link Aggregation, Traffic Shaping & Quota, Built-in Wireless Controller, Authentication Network Protection including IPS, RED, HTML5, ATP, Anti-malware, Anti-virus Web Protection including URL Filtering, App Control, Web & Application Traffic Shaping Email Protection including Antispam, AV, Encryption, DLP Web Server Protection including Web Application Firewall, Anti-virus, Reverse Proxy		

5) Television specification

SL No.	Feature	Specifications/ Descriptions	Compliance (Yes / No)	Dev (Re
1.	ScreenType	LED		
2.	Resolution	Full HD		
3.	DisplayFeatures Summary	DirectLED Backlight		
4.	Screen Size	40"orhigher		
5.	Backlight type	DirectLED		
6.	Feature	Smart TV		
7.	SmartFeatures	Built-in Apps		
8.	ConnectivityFeatures	Built-inWiFi		
9.	USB Port	2or more		
10.	HDMIPort	2or more		
11.	Wallmountkit	Required		
13.	ElectronicProgram Guide (EPG)	Required		
14.	HDMI-CEC	Required		
15.	On-Screen Displayfor	Required		

16.	Picturemodes	Vivid/Standard/Custom/Cinema Pro/Cinema Home/Sport/Animation/Photo-Vivid/Photo-		
17.	WideMode	FULL/Normal/Wide/Zoom/Caption/14:9		
18.	AspectRatio	16: 9		
19.	Warranty	Threeyearscomprehensivewarrantyfrom OEMwith onsite service supportfrom		

6) LAN Cabling

- Gigabit I/O with box and surface plate
- Cat6 patch cable 1 mtr.
- Cat6 patch cable 2 mtr
- 24 port Patch panel
- Cable Laying with PVC/Casing installation