



Composite Request for Proposal (RFP)

For

Engagement of

- Project Implementing Agency (PIA)**
- Project Monitoring Agency (PMA)**



Odisha Madhyamika Shiksha Mission (OMSM)
Department of School & Mass Education
Government of Odisha
N-1/9 , Gajapati Nagar Road, Near Doordarshan Kendra
Nayapalli, Bhubaneswar- 751 005, Odisha
Phone: (0674)2302324



ODISHA MADHYAMIKA SHIKSHA MISSION
N-1/9, NAYAPALLI, PO-SAINIK SCHOOL,
BHUBANESWAR-751005

Phone No. 0674-2302324, Email-misomsmbbsr.od@gov.in



Notice No. 680/ Date 08.03.2019/

Invitation of Tender through Request for Proposal (RFP)

Odisha Madhyamika Shiksha Mission (OMSM), Nodal Organization of School & Mass Education Department, Government of Odisha is planning to provide sustainable plan for the existing e-Vidyalaya Project under ICT@School Scheme implemented in 4000 Secondary Schools in the State of Odisha through implementing the following components. The genesis behind the project is to provide effective and quality education through ICT at remote corners of the schools of Odisha and to fulfill the dream of the rural students by facilitating modern age Technology Based Education in teaching and learning curve.

1. Facility to provide maintenance services of equipment, furniture and provision of services at 4000 ICT Labs in Schools and Providing recurring services at 4000 ICT Labs under ICT @ Schools Scheme & Upgrade the existing multimedia e-content and develop new multimedia e-Content for the 9th and 10th Class Students.
2. Monitoring & Supervision, Evaluation and Management of the project through web based monitoring facility & online MIS for performance tracking of the entire project.

Selection of Project Monitoring Agency (PMA) and Project Implementing Agency (PIA) for engaging PSUs such as Central Public Sector Undertaking (CPSU) / State Public Sector Undertaking (SPSU) / Central or State Government Organizations/Agencies or Public Limited Company (PLC) having good skill knowledge for Equipment Maintenance, Recurring Management and quality Monitoring & Supervision, Evaluation and Management skills for executing the above components. The detail of the Request for Proposal (RFP) documents is available on 14.03.2019 in the website of OPEPA i.e. www.opepa.odisha.gov.in and website of OAVS i.e. www.oavs.in. The interested organizations are requested to download the RFP documents from the website. The interested organization should apply for a single component only. No organization will be allowed for implementing both components i.e PMA and PIA.

Last date of submission of the RFP :- 16.04.2019

Time :- On or before 3.00P.M.

Note:- Post pre-bid meeting, the corrigendum on modification of the RFP will be published in the website, (if required) with in three days after the pre bid meeting. There is no need for advertisement in news paper.

Sd/-
State Project Director
OMSM, RMSA, Odisha, Bhubaneswar



Request for Proposal (RFP)

for

Facility to provide maintenance services of equipment, furniture and provision of services at 4000 ICT Labs in Schools and Providing recurring services at 4000 ICT Labs under ICT @ Schools Scheme & Upgrade the existing multimedia e-content and develop new multimedia e-Content for the 9th and 10th Class Students.

RFP NO. 735 Date: 14.03.2019/



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OMSM, RMSA, Odisha, Bhubaneswar

Information Sheet

Sr. No.	Information	Timelines
1.	RFP Number	735
2.	RFP Issue Date	14.03.2019
3.	Last date for submission of pre-bid queries	On or before 26.03.2019 by 4.00 P.M.
4.	Date and Time of Pre-bid meeting and Venue	28.03.2018 at 11.30 P.M. at OPEPA Conference Hall
5.	Contact Person for queries and last date of submission of queries	Sri Pravakar Pratihari, Programmer, OMSM , RMSA Mobile No. 9861333425, 7008818946
7.	Address for Bid Submission	Odisha Madhyamika Shiksha Mission (OMSM) N-1/9 , Gajapati Nagar Road, Near Doordarshan Kendra Nayapalli, Bhubaneswar- 751 005, Odisha Phone: (0674)2302324
8.	Last date of bid submission	16.04.2019 on or before 3:00 PM
9.	Opening of Pre-qualification cum Technical Bid	16.04.2019 at 3.00 P.M.
10	Technical Presentation	To be communicated
11.	RFP Document Fee (non-refundable)	Rs. 5000/- in shape of Demand Draft from any Nationalized Bank in favour of State Project Director, OMSM shall be submitted with the tender document.
12.	Earnest Money Deposit(EMD)	Earnest Money Deposit(EMD) of Rs. 1.5 Crores in the form of Demand Draft/ Bank Guarantee(BG)/FD from any Nationalized/RBI approved Scheduled Bank in favour of State Project Director, OMSM shall be submitted with the tender document.
13.	Performance Bank Guarantee	Performance Bank Guarantee (PBG) @ 5% of the contract price in the shape of PBG/FD from any Nationalized/RBI approved Scheduled Bank in favour of State Project Director, OMSM shall be submitted by the successful bidder within 15 days of issue of work order.

Section-I

PREFACE AND PROJECT PROFILE

The 'ICT @ School' Scheme (Information and Communication Technology) is a window of opportunity to the students and teachers in the Government and Government aided High Schools in the state of Odisha to bridge the digital divide. The scheme is a comprehensive and well thought-out initiative to open new vistas of Computer Aided Teaching and Learning to provide a level-playing field to Government and Government aided high School students whether in rural areas or in the cities.

The ICT @ Schools Scheme was launched by Ministry of Human Resource Development (MHRD) in 2004. The scheme includes installing with 2 Servers and 10 nodes (Share Computing Device, Monitor, Keyboard and Mouse connected through LAN) and other accessories in the School, using Computer as a tool for Learning. It includes new Computer aided teaching and learning methods to provide an ICT enabled environment to School students across 4000 Government and Government aided High Schools in the state of Odisha, present in rural as well as urban areas. The project was implemented on BOOT model in the year 2014 at 4000 Government and Government Aided High Schools of Odisha. During the project period, more than 25 lakh students and about 30000 teachers have been benefited from the scheme.

The equipment installed / activities carried in each of the 4000 Government and Government aided High Schools, Interactive White Board, Computer Hardware, Connected Accessories, installation of Software and other allied accessories (i.e., webcam, multifunctional printers, UPS, Servo Stabilizer, Integrated projection system, etc.), site preparation (i.e. vinyl flooring, furniture and fixtures, electrical fittings, power back up facilities, LAN, etc.), maintenance of equipment and provision of Computer Education Services. (The list of all equipment along with its brand and configurations are available at **Annexure- 6**).

Objectives of the ICT @Schools scheme

- To establish an enabling environment to promote the usage of ICT in rural and urban areas. Critical factors of such an enabling environment includes widespread availability of access devices, internet connectivity and promotion of technology in education and establishment of knowledge community.
- To ensure the availability of quality interactive multimedia content online and through access devices for both teachers and students.
- Enrichment of existing curriculum and pedagogy by employing ICT tools for teaching and learning.
- Considering the recommendation of National Curriculum Framework, ICT has been implemented in interactive rather than disseminative technologies in classroom and School environments that engage the students / teachers and make the teaching and learning of complex abstract concepts more concrete and joyful.
- To enable students to acquire skills needed for the digital world for higher studies and gainful employment.
- To provide effective teaching tools to teachers and learning environment for children through ICT tools.
- To promote critical thinking and analytical skills by engaging both teachers and students in the education process.

- The scheme has established ICT Lab and interactive classroom for teaching and learning process to create an environment for 21st century learning.

The project timeline is for 5 years and the selected organisation will be given mandate to commence & start the project Maintenance & services phase wise subject to completion of the BOOT (Build-Own-Operate-Transfer) model by the existing contract holder.

The ownership of the infrastructure of ICT Lab shall be transferred to the Government of Odisha at the end of the contract period. The total 4000 Schools in the state has been divided into 6 zones namely: Zone 1, Zone 2, Zone 3, Zone 4, Zone 5 and Zone 6 as mentioned below. The break-up of the various Govt. and Govt. Aided Schools are as follows:

Sl. No	Zone	Name of the District	Nos. of schools	Zone wise Schools
1	Zone-1	Balasore	269	716
2		Bhadrak	174	
3		Mayurbhanj	273	
4	Zone-2	Kendrapara	203	591
5		Jagatsinghpur	151	
6		Jajpur	237	
7	Zone-3	Cuttack	273	741
8		Khordha	179	
9		Nayagarh	119	
10		Puri	170	
11	Zone-4	Bargarh	128	544
12		Deogarh	31	
13		Jharsuguda	59	
14		Keonjhar	221	
15		Sambalpur	105	
16	Zone-5	Angul	121	630
17		Bolagiri	138	
18		Dhenkanal	140	
19		Sonepur	50	
20		Sundargarh	181	
21	Zone-6	Kalahandi	110	778
22		Koraput	82	
23		Malkanagiri	33	
24		Nabarangapur	52	
25		Nuapada	51	
26		Rayagada	62	
27		Boudh	28	
28		Gajapati	42	
29		Ganjam	261	
30		Kandhamal	57	

PROJECT PROFILE

The Odisha Madhyamik Shiksha Mission (OMSM) on behalf of School & Mass Education Department, Government of Odisha intends to continue the objectives envisioned in the ICT@Schools project that are being carried out in the 4000 ICT Labs and therefore is inviting proposals from the bidders for a period of 5 years for the following :-

- Facility to provide maintenance services of equipment, furniture and provision of services at 4000 ICT Labs in Schools and Providing recurring services at 4000 ICT Labs under ICT @ Schools Scheme & Upgrade the existing multimedia e-content and develop new multimedia e-Content for the 9th and 10th Class Students.

Hence, OMSM wants to engage an agency/agencies who shall provide services pertaining to facility management function mentioned as above.

Section II Instructions to Bidders

1. Definitions

In this document, the following terms shall have following respective meanings:

- I. "Agreement" means the individual contracts to be signed between the successful bidder/s and the Odisha Madhyamika Shiksha Mission(OMSM), for Scope of work for 4000 High Schools including all attachments, appendices, all documents incorporated by reference there together with any subsequent modifications, the tender document, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
- II. "Authorized Representative" shall mean any person duly and formally authorized by either of the parties.
- III. "Bidder" means a corporate / company / corporation registered/ incorporated in India eligible to bid in the stages of pre-qualification, bidding process and include the successful bidder during the currency of the Contract.
- IV. "Contract" is used synonymously with the agreement.
- V. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the process of Contract execution.
- VI. "Fraudulent Practice" means a misrepresentation of facts in order to influence bidding process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the State of Odisha of the benefits of free and open competition.
- VII. "ICT Lab" means Information & Communication Technology lab, located inside the School premises.

- VIII. "ICT lab working days" means all the days including School working days, vacation days and days on which the School Head Master decide to keep the lab functional which may extend to 365 days of a year for activities related to Students' usage of lab during School hours.
- IX. "ICT lab working hours" normally would mean 9.00 AM-5.00 PM for School, and activities before 9.00 AM and after 5.00 PM, subject to any variation as may be decided by the School Head Master from time to time.
- X. "Law" shall mean any Act, notification, by-law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or Government of Odisha or the Odisha Madhyamik Shiksha Mission (OMSM) or any other Government or regulatory authority or political subdivision of government agencies.
- XI. "LOA" means issuing of Letter of Award, which shall constitute the intention of the Tenderer to place the work order with the successful bidder.
- XII. "Party" means the Odisha Madhyamik Shiksha Mission (OMSM) or Department of School & Mass Education or Bidder, individually and "Parties" mean Odisha Madhyamik Shiksha Mission (OMSM)/ Department of School & Mass Education and Bidder, collectively.
- XIII. "Period of Agreement" means up to 5 years from the date of agreement or date of commencement of the project services, whichever is later.
- XIV. "Proposal" means the Pre-qualification, Technical Proposal and the Financial Proposal.
- XV. "Requirements" shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the tender document.
- XVI. "School Working Days" means all days declared as working days by School and Mass Education Department, Government of Odisha.
- XVII. "Service" means the provision of Contracted service viz., operation, maintenance and associated services for Information and Communication Technology (ICT) Project as per this tender document.
- XVIII. "Tenderer" means the Odisha Madhyamika Shiksha Mission (OMSM)/ School and Mass Education Department, Govt. of Odisha, who is issuing this tender.
- XIX. "Last three financial years" means 2015-16, 2016-17 and 2017-18.
- XX. "Facility Maintenance & Service Function" means maintenance of equipment as well as furniture provided and provision of recurring services such as consumables and insurance of equipments at ICT labs of 4000 Government and Government aided High Schools of Odisha under ICT@School Scheme.
- XXI. Implementing Agency" means the agency selected by the OMSM for implementation of "Facility to provide maintenance services of equipment,

furniture and provision of services at 4000 ICT Labs in Schools and Providing recurring services at 4000 ICT Labs under ICT @ Schools Scheme & Upgrade the existing multimedia e-content and develop new multimedia e-Content for the 9th and 10th Class Students”.

The bidder is expected to examine all instructions, forms, terms, and requirements in the bid document. Failure to furnish all information required by the bid document or submission of a bid not substantially responsive to the RFP document in every respect may result in the rejection of the Bid. The bidder should fulfil the below mentioned Eligibility Criteria to participate in the bid process.

2. Background:

The ICT@Schools scheme is a partnership of the Government of Odisha with Ministry of Human Resource Development, Government of India, aimed at providing state of the art Information and Communication Technology facilities in all Govt. and Govt. Aided High Schools. The scheme has been implemented by the state with the following objectives:

- i. Maintenance of the Lab equipments and to provide good quality of functionality of the ICT Lab in the school.
- ii. To establish an enabling environment to promote the usage of ICT in all Government Schools or Government Aided High Schools in the state.
- iii. To ensure the development and dissemination of appropriate e-content in English and the Odia languages.
- iv. To ensure capacity building of students, including those with special needs in the use of ICT and ICT assisted learning.

SCOPE OF WORK

Bidder is required to undertake the Scope of Work for Schools as mentioned below:

I. Maintenance of equipment installed at ICT Lab of 4000 Government and Government aided High Schools:

- i. The Bidder is required to maintain the Computer Hardware, Software and other allied accessories installed at the ICT Labs of the 4000 Government and Government Aided High Schools. The list of equipment for the maintenance in ICT lab are:
 - Server With 10 Nodes
 - Silent Generator Set
 - UPS
 - Multi-Function Printer
 - Additional Server with Monitor
 - Head Phones and Web Camera
 - Projector
 - Interactive White board
 - Modem for broadband connection for Internet Connectivity
 - Servo Stabilizer
 - Multimedia Content for Learning & Teaching
 - Office Automation s/w

- Fire Extinguisher
- Earthing
- Lighting (4 number of Tube lights)
- Fans (2 nos.)
- Exhaust fans (2 nos.)
- Switches and sockets
- Wiring (Full lab)
- Computer Table (13 nos.)
- Chairs (41 nos.)

Along with maintenance, the bidder will upkeep the ICT lab during the contract period. The Bidder shall ensure supervision of the maintenance work of the IT infrastructure of the Schools by way of appointing supervisory role function.

- ii. **Computer Hardware Support as facility management function** : The bidder will extend support to Computer Hardware Facility of the Schools and will supervise the first level support (Configuration and Maintenance) for the Servers, Desktop Computers, and accessories like printers, scanners and webcams, Computer Projectors etc. through concerned support engineers/suppliers/vendors/its own authorised service provider.
- iii. **Software Support**: The bidder will extend support for the Software installations in the Schools and will supervise the first level support (Configuration and Maintenance) of Operating Systems and Application Software and such other application software related to the Schools through concerned support engineers/suppliers/vendors/ its own authorised service provider.
- iv. **Helpdesk Support**: The bidder will extend Helpdesk Support to the users i.e. learners, teachers etc. and will ensure that, the hardware and peripherals are functioning properly

II. Provision of related services

- i. **Consumables**: Bidder will provide the following consumables in each of the 4000 ICT enabled Govt. and Govt. Aided High Schools:
 - **Registers** for Fault logging & resolution Register (having minimum 200 pages), Stock Register(having minimum 200 Pages), per year per ICT Lab
 - Two packet (500 sheets in each packet) of white paper A4 size (min 75 GSM) per quarter per ICT lab.
 - **Printer Cartridge**: Two nos. of refills and new cartridge per quarter during the contract period. The refills should of good quality with minimum 1000 prints per refill.
 - **White board markers**: 12 white board markers with whiteboard duster per School per year.
 - The successful bidder(s) shall supply the sample of items in the tender to Odisha Madhyamik Shiksha Mission (OMSM). The sample items shall be put forth a committee for approval wherein the quality and the specifications of each item shall be checked. OMSM will then issue a ready to supply certificate to the bidder.
 - The above consumables are to be submitted half yearly, the first due date being the start date of the commencement of the project and thus every 6 months thereafter.

III. Insurance

The equipment at the ICT Lab is to be fully insured against any loss or damage caused to it including theft, burglary and fire. The period of insurance shall be from

the date of award of contract till the end of contract (5 Years). The insurance document for the schools whose maintenance contract has commenced should be submitted to OMSM within a period of 30 days from the award of contract.

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

IV. Manpower Requirements

I. Zonal Project Manager(ZPM)

The bidder will have to appoint one Zonal Project Manager for each zone for which the bidder is awarded contract to coordinate , implement and to provide regular feedback and reporting regarding the project to the State Project Manager. The bidder will provide the appointment letter along with the eligibility documents to the Directorate of Odisha Madhyamik Shiksha Mission. The ZPM should be a person having excellent Odia Language skills and strong understanding of Odisha state and its Culture. The roles and responsibilities of Zonal Project Manager:

- In charge of the complete project management from the bidder.
- To ensure smooth implementation of the project.
- Monitoring of the performance of District coordinators (DC)
- Infrastructure maintenance.
- Conduct Monthly Review meets with the District Coordinators.
- Facilitation staff/Vendor Management to ensure the Machines have high uptime
- To visit Schools on regular basis to check the execution.
- To get the desired data, reports on time always and to send monthly report to the OMSM.
- To close all pending complaints within 7 days by coordinating with DCs and Vendor
- Send Monthly reports to Head office and participate in the monthly review.
- Principal interface from the vendor with the OMSM/monitoring agency throughout the project period.
- To ensure the contractual obligations are met as per agreement.
- Interaction with OMSM/Project Monitoring Agency on a regular basis to update the progress of the Project and attend all Quarterly Review meetings

Educational Qualification of ZPM:

- i. B.Tech/MCA/MSc (Comp Sc./IT) /MBA(System) Or Graduation with MBA from a recognized University.
- ii. Minimum 3 years project management experience in handling such large School implementation project preferably in Odisha.

II. District Coordinator (DC)

The bidder will have to appoint One District coordinator (DC) for each district located in the zone(s) for which the bidder is awarded contract, where the number of Schools is less than 60. In other cases, One District coordinator (DC) per 60 Schools for monitoring and managing the Schools at the district level located in

the zone(s) for which the bidder is awarded contract. The District Coordinator will be responsible for providing a help desk and maintaining sufficient stock of spares and consumables.

The roles & responsibilities of District Coordinator:

- To verify maintenance of registers.
- To verify equipment uptime.
- To collect and verify all reports.
- To coordinate maintenance work by vendors.
- To send periodic reports to regional office.
- To review School performance in consultation with Head Master (HM)
- To participate in discussions with HM about education delivery
- To conduct education delivery reviews
- Other district level Project Management

Educational Qualifications of DC:

- i. B.Tech/B.Sc (Comp Sc./IT) Or 1 year Diploma in Computers or any other equivalent qualification in Computer Science/Computer from a recognized institute
- ii. Diploma in Hardware engineering preferred
- iii. Minimum 2 years' experience (H/W engineering / customer support preferred)

Please note that:

The Govt. shall not have any liability including litigation arising due to recruitment, retrenchment, reallocation, salary disbursement or any other service conditions of Zonal Project Manager/District Coordinator/Call Centre executive or any other staff appointed by the bidder. In case of any dispute/litigation arising as a result of the service conditions, the said dispute/litigation will be the exclusive dispute/litigation between the Zonal Project Manager/District Coordinator/Call Centre executive/any other staff appointed by the bidder and the bidder. The Govt. of Odisha (School and Mass Education Department)/ Odisha Madhyamik Shiksha Mission (OMSM)/ District Education Office of concerned district/Head Master of the concerned School or any other govt. agency will have no responsibility or liability in all such matters.

Bidder should empanel these employees under its payroll to provide better service to the department.

V. Resolution of Complaints regarding Hardware Downtime or Non Provision of Services

A complaint resolution mechanism is to be put up in place by the bidder to attend to the complaints regarding the failure of equipment in ICT Lab or non-availability/non-supply of consumables in the Schools.

The bidder will have to establish a help desk at the State Level, which shall remain open from 9 AM to 5 PM besides this at least ONE dedicated toll free number(from all network) should be provided to lodge complaint during the mentioned working hours. The bidder will also have to appoint zone wise requisite number of manpower/support engineers for quick rectification of the hardware/software. At the time of signing of agreement, the bidder will have to provide the information of Zone wise manpower deployed along with the telephone numbers. The bidder has to maintain a stock point of all spare parts of hardware used in the project for immediate replacement.

Penalties for failure of equipment:

Hardware and Peripherals related services : During the contract period, if the complaint is not attended and resolved within 4 working days (School working days), after lodging a complaint, for each delayed days following penalty will be deducted. The days for the penalty are to be calculated from the date of lodging the complaint. Penalty shall be applicable if the complaint is resolved on or after the 5th working day

- For Computer hardware Rs. 250/- per working day
- For Peripherals Rs.150/- per working day

If any Computer hardware/peripheral remains non-functional for more than 8 working days in a month, bidder has to provide suitable stand by unit or replace it with equivalent or better product specifications.

For recurring services: During the contract period, if the bidder fails to provide consumables / Internet Connectivity/ Electricity Charges / Fuel Charges within the due date as mentioned in Scope of Work , then following penalty will be deducted. The days for the penalty are to be calculated from the next working day of the due date.

- For consumables (Registers, Printer Cartridge, White board Markers), Rs. 250/- per working day.
- In the event of failure of Bidder to provide the maintenance related services in any of the Schools awarded to them beyond the due dates of providing requisite services without any valid reason the performance bank guarantee may be forfeited. This is at the sole discretion of OMSM.

The above penalty shall not be liable if the non-performance as provided above is reasons attributed due to:

- a) OMSM and/or School administration
- b) Natural calamities, law and order problems and other unforeseen events and force majeure conditions beyond the control of bidder.

Bidder shall intimate the reason to the OMSM with a copy to Monitoring Agency in writing within 3 days of arising of such event.

VI. e- Content Development for 9th and 10th Standard Students:

Bidder is required to undertake the scope of work for development and upgradation of e-Content for 9th and 10th Standard as mentioned below:

- A. Upgrade the existing multimedia e-content and develop new multimedia e-content for the 9th and 10th Students as per the syllabus and continue the learning monitoring system.
- B. An “Experts Committee” shall be constituted by Subject Matter Experts (SMEs) nominated by OMSM. The Committee will be a single nodal agency for consultation, evaluation and approval of multimedia content developed by the bidder.
- C. The development/up-gradation of the multimedia content will require extensive interaction of the bidder with SMEs nominated by OMSM and concerned authorities of OMSM.
- D. The bidder is required to arrange a copy of Subject Textbooks prescribed by the Board of Secondary Education, Cuttack under own arrangements and consult these books

before quoting for multi-media Content.

- E.** Topics/ hard-spots in the said subjects for developing Multimedia based educational content, will be identified/ decided by the technical experts of the Bidder in consultation with the Experts Committee.
- F.** The bidder shall upgrade the existing multimedia content developed for 9th & 10th Standard students based on feedback received from Experts Committee. The up-gradation shall be done with close coordination with the Experts.
- G.** The bidder shall develop new Inform Type content of 100 hours for 9th & 10th Standard students. The contents should be developed based on the hard spots selected by Experts Committee. The specification of inform type content should be as follows:
- a. Flash Animations**
1. Screen size: 800 x 600, 1024 x 768
 2. Duration: 30 – 60 seconds (individual frame)
 3. Flash version: CS6
 4. Embed all the desired fonts within the Flash file so that the font will be displayed exactly the way you want it to display Clear audio
- b. Graphics**
1. Screen size: 800 x 600, 1024 x 768
 2. Recommended formats: JPEG, GIFF, PNG, BMP, PDF
 3. Video
 4. Screen size: 800 x 600, 1024 x 768
 5. Recommended formats: WMV, MPEG
- H.** The bidder shall develop 100 Perform Type Questions per chapter per subject.
- I.** The new multimedia educational content(inform and perform) shall be developed for computer based education in the following subjects for standard 9th and 10th based on syllabus of Board of Secondary Education, Odisha using Odia and/or English language:
- Algebra(Inform and Perform type)
 - Geometry(Inform and Perform type)
 - Skills of Communicative English(Perform type)
 - English Grammar(Perform type)
 - Physical Science(Inform and Perform type)
 - Life Science(Inform and Perform type)
 - Sanskrit(Perform type)
 - Sanskrit Grammar(Perform type)
 - Hindi(Perform type)
 - Hindi Grammar(Perform type)
 - History and Political Science(Inform and Perform type)
 - Geography and Economics(Inform and Perform type)
 - Odia(Perform)
 - Odia Grammar(Perform type)
 - Spoken English and Soft Skill (Perform, Inform)
 - Target for Examination Preparation
- J.** Perform type content helps the learner to understand the concepts/skills and its application. It contains interactive exercises, simulations. The perform type content developed by bidder should be based on Continuous Comprehensive Assessment. There will be group of four students per computer, all students appearing in assessment should be engaged in a group learning environment. Individual logins are required to be

provided for all the Students. The perform type contents should have the following specifications.

i. Interactive exercises (with corrective feedback)

- a. Screen size: 800 x 600, 1024 x 768
- b. Recommended formats: (flash based) SWF

ii. Simulations (guided, with hints, ad without hints)

- a. Screen size: 800 x 600, 1024 x 768
- b. Recommended format: (Flash based) SWF

iii. Delivery Mechanism of Inform and Perform Type Content:

- a. The inform and perform type of content should be delivered though a Learning Management System (LMS) where the learning progression is recorded for each student for monitoring of learning of students.
- b. All student login records will be uploaded to a centralized server and made available in a portal.

K. The bidder shall develop Learning Management System (LMS) for monitoring of learning of inform type content by the students. The LMS should track the learning progression of individual students, so that the concerned teachers can monitor the students' learning.

L. The bidder shall develop Learning Management System(LMS) for monitoring of learning of perform type content. A portal is required to be designed for monitoring the learning of the students where the information of learning progression of each student based on different subjects is uploaded through a centralized server and made available. Based on the assessment of individual student, focus will be on particular topics where the student is weak.

M. The related activities for development of multimedia e-content include-

- Understanding the requirement for developing and installation of multimedia educational content.
- Conceptualizing the multimedia content based on story lines, animations, interactive games, live coverage, music and riddles, etc.
- Planning in detail, the content development during Pre-production, Production and Post- production stages.
- Development of content with full multimedia quality control.
- Supply of multimedia educational content to OMSM. (One set for each subject).

N. Content Features: Following are the expected features in the content:

- **Nature of content:** A typical Content LO (Learning Object) must follow a representative flow viz.
 - a. Introduction
 - b. Use
 - c. Demonstration
 - d. Interactive exercise and/or simulation
 - e. Summary
 - f. Activity/Exercise
- Each and every single frame of content must be accompanied by narration text (similar to the Voice Over(VO) language)
- Essentially all the content types will be sequential; having multiple event triggers to provide access to content, change content flags etc. details of which will be discussed later and decided mutually.
- Each and every content frame must have a Preloader and a scrubber/status bar along with a reply button. (refer figure 1 & 2)

- Each and every content frame must have a clear (without any noise / humming) human voice over. It should be with neutral accent.
 - All the contents developed must be upgraded by the bidder on time-to-time basis.
 - The contents must be delivered through a Learning Management System, which will keep track of learning progression of students.
- O. Language of instruction:** Language of instruction shall be Odia and/or English as per requirement.
- P. Content package:** Content will be considered complete only when it is bundled with following:
- Detailed syllabus
 - Day wise breakup
 - List of special additions like Case studies / additional Exercises for the Hard Spots.
 - Assessment pattern and guidelines (as per mutual discussion)
 - Self-Undertaking/declaration assuring compliance of National Curriculum Framework (NCF) Guidelines.
- Q. Other Required features:** The other required features of the Multimedia educational content keeping in mind the aptitude and ability of the students (including questions and answers). It should also have interactive virtual labs especially in math and science.
- :-
- **User Interface:** The proposed system components should be simple comprehensive, learner centric and easy to use.
 - **GUI:** The proposed solution should be based on graphical interpretation and windows architecture.
 - **Local language:** For better understanding and interpretation, the Odia language in the multimedia content will be written and spoken with utmost correctness. The Odia language experts may be engaged for the purpose.
 - **Cultural Context of Multimedia Content:** It should predominantly reflect life ethos and culture of Odisha.
 - **For Perform type Content:** The bidder shall abide the following for the perform type Content:
 1. The bidder should provide a formative assessment test on each chapter of the prescribed book.
 2. The test should be various kinds of questions for example multiple-choice question, fill in the blanks, crossword puzzle etc.
 3. The test should have provided four options for correct answer.
 4. The test would be taken by one student and should have facility to be reviewed (peer review) by 3 of his classmates.
 5. The test series pattern should be followed.
 6. The assessment provided by the peers should have facility in which the confidence level of the reviewer would be noted.
 7. These tests would be taken for a group of 4 students.
 8. At the end of each test a new group of 4 students would be randomly created by the software.
 9. At the end of each test the students should get the correct answer.
 10. The test should be built in such a way that every wrong answer should identify the lack of understanding of a particular aspect of the concept and correct answer should be provided with a pedagogically rich multimedia content. The student should be given an opportunity to view this content

immediately after he answers the question.

11. The assessment content should have strict adherence of the pattern of questions followed by Odisha State Board.
 12. The questions should have a constructivist approach.
 13. The assessment content should have gasification format wherever possible.
 14. The difficulty level of the questions asked should be gradually increased.
 15. The assessment content should time out or open as may be prescribed.
 16. The assessment should be done on a tablet ready format.
 17. The timetable of the assessment would be generated with the help of teachers in each School.
 18. The assessment would be scheduled by the teachers of the respective subjects.
 19. The assessment should also provide logic for each correct answer.
- R.** The timeline for development and up-gradation of multimedia content as per the scope is 180 days from the date of agreement.
- S.** OMSM at its discretion may decide to award this contract to develop the e –content either to the successful bidder or delink the same from the current tender, based on the bidders presentation, past and current capabilities.
- T.** Upon request from the successful bidder, OMSM at its discretion may consider allowing the successful bidder to form a consortium with any leading e Content developer Firm having minimum Rs. 50.00 Lakh or more amount in a single order after evaluating the capabilities of the e-Content provider to offer high quality content & services as enumerated under point 2 above (e- Content).

3. Eligibility Criteria

1. The bidder must be an ISO Certified organisation/Company.
2. The bidder must be a PSU or Limited Company/Corporation registered/ incorporated in India. Partnership firms will not be allowed to bid under this tender.
3. Bidder must have valid PAN Card, GST Registration, EPF Registration, and ESIC Registration.
4. The bidder should have a minimum average Annual turnover of INR 100 Crores from Indian operations in the last 3 financial years (2015-16, 2016-17, & 2017-18) as of 31st March 2018 related to maintenance of Computer Hardware, Information Technology and related services for Computer Education, Computer Aided Learning business in India. The computer maintenance service must be the integral part of the business. The bidder should have a positive net worth and should not be a loss making organisation.

Please Note: The bidder must bid for all the Schools of all zones. Partial bidding in any given zone will disqualify the bidder.

The copies of the audited annual accounts for the last three financial years shall be attached along with the bid. A certificate from a Chartered Accountant stating the turnover from above mentioned income sources should also be enclosed.

5. The bidder must not be under declaration of ineligibility for corrupt and fraudulent practices / poor performance / blacklisted by any Central or State government Department / PSU of Government of India or Court of Law in India. A self-declaration in the company letter head by the authorised representative is to be submitted along with the bid as per the format enclosed in Annexure 6.

6. Same bidder is not eligible to apply for both the component as Project Monitoring Agency (PMA) and Project Implementing Agency (PIA).
7. The bidder should be in IT Services Business for at least 4 years as of March 2019 Should be a Public Sector Undertaking/Public Limited Company and registered in India under Indian laws.
8. The Bidder should have direct presence in the state of Odisha and should have at least one direct office in Odisha. In case the successful bidder does not have an office in Odisha, then they shall mandatorily establish an office with all required infrastructure, and provide necessary proof to the department/OMSA, before signing the agreement with the OMSA, Odisha.
9. The Bidder should have all the requisite support infrastructure, right set of spares and technically skilled manpower having hardware knowledge to extend high quality support & quick resolution time so that all schools are able to use the IT resources effectively.
10. All bidders shall share a detailed write up on their company's support capabilities, strengths, support infrastructure, Manpower skill set, available Certifications for support processes, Call Centre facility, spares management logistics and replenishment etc.
11. The Bidder shall elaborate in detail at least 5 project's prior experience in the implementation and maintenance of ICT projects, or e-governance projects/ equivalent projects which are spread across multiple districts. A brief write up on each of the projects implemented should be submitted along with the technical bid. The write should include
 - a. Size of the installation to be mentioned elaborately.
 - b. The year of implementation,
 - c. No. of years the bidder was responsible for the support and services, no. of schools maintained, no. of project managers, technical manpower, field engineers, back office support engineers, call centre services extended, any specific good practice adopted during the tenure of the project etc. should be elaborated.
12. The bidder should have a formal letter of commitment from all key OEMs for their respective products in this tender and should have a commitment for making the spares available for a minimum period of 5 years on best effort basis from the date of signing the contract. The list of Key Products are as given below
 - a. Acer - Desktops & Monitors+ KB+ Mouse
 - b. N Computing – Shared Computing devices
 - c. HP/Ricoh-Multi-Function Printer
 - d. IL&FS ETS - Kyan- Integrated Projector with PC
 - e. Delta - UPS
 - f. Champ/Perfect- Silent Generator
 - g. SMART -Interactive White Board
 - h. Protect - Servo Stabilizer.

Apart from the letter of commitment from the respective OEMs, the Bidder shall give a self-declaration & undertaking that irrespective of the support extended by the respective OEMs, they shall guarantee that there is no gap in the SLA terms agreed.

In the event bidder is an OEM for any of the products listed below, then they shall give a self-attested declaration for the products manufactured by them.

The bidder agrees that they shall replace any unserviceable components/ spares/Sub-systems due to their non-availability due to obsolescence, irreparability etc., the same will be replaced with equivalent or better components, subsystems or new fully finished product irrespective of the remaining maintenance period.

Please attach separate sheet for each of the project covering all the below mentioned points

(Documentary evidences i.e. certificates, proof of documents, work order, implementation/execution proof etc. must be attached for evolution)

Project Name :-		
State in which the project has been implemented :		
Key Contact person Name / Designation/Landline No :-		
Sl. No	Description	Bidder response
1	Value of the order awarded (by Govt / PSUs Orders only)	
2	Briefly describe the Project like Warranty support or AMC contract, No. of years the infrastructure is required to be to be maintained.	
3	Is the support Ongoing or Completed	
4	No. of sites where the installations are spread across	
5	List the IT infrastructure deployed and maintained at each site	
6	No. of Field Service Engineers deployed	
7	Average annual uptime maintained across all installation	

Point System for Qualifying in the AMC tender based on OEM support/ Manufacturers support for Service Delivery (MSSD).

OEM	Sets per school	Qty installed	Points/ MSSD
a. Acer –Desktops Computers (Mandatory)	2	8000	20
b. Acer - Monitors, KB, Mouse (Nodes) (Mandatory)	10	40000	10
c. N Computing – Shared Computing devices(N-550)	10	40000	10
d. HP/Ricoh-Multi-Function Printer	1	4000	10
e. IL7FS ETS -Kyan- Integrated Projector with PC	1	4000	10
f. Delta - UPS-2KVA online	1	4000	10
g. Champ/PERFECT- Silent Generator	1	4000	10
h. SMART -Interactive White Board	1	4000	10
i. Protect - Servo Stabilizer 5 KVA	1	4000	10
			100

The Organisation securing 60 points on OEM support / Manufactures support for service delivery will qualify for technical verification of documents.

4. Technical Evaluation & Presentation

The bidder will be evaluated technically and has to score minimum 70% of marks to qualify for financial bid evaluation. Hence bidder, shall submit the supporting documents for their claim on their technical capabilities as per the criteria & scoring pattern mentioned in the below table:

Sr. No.	Technical Evaluation Criteria	Max Score	Scoring Pattern
1	Quality Certification	10	ISO : 20000 or higher for (Service): 10 marks
2	Average turnover on in IT project(s) for PIA	30	Projects value of ≥ 100 crores and ≤ 150 crores : 10 marks
			Project value of > 150 crores and ≤ 200 crores : 20 marks
			Project value of > 200 crores : 30 marks
3	IT hardware supply, installation & Commissioning or maintenance in nos of schools under IT/ ICT projects/ Specific knowledge in content development for IT/ICT Education or development of ERP	30	No. of Schools ≥ 500 and ≤ 1500 : 10 marks
			No. of Schools > 1500 and ≤ 3500 : 20 marks
			No. of Schools > 3500 : 30 marks
4	Technical Presentation to cover the following:	30	Marks will be awarded by Committee
	-Work Approach (PIA & PMA)		
	-Envisaged Solution (PIA&PMA)		
Particulars to be presented during presentation			
	Spares stocking mechanism local/ regional/national/ customer location		
	Spares Logistics- Briefly elaborate on the process adapted by your company for spares movement, collection of defective spares , replenishment of defective spares withdrawn, average cycle time for replenishment defective spares, no. fully finished units that will be maintained(in %) as stand-by units.		
	Call centre facility being made available to customer- describe the no. of dedicated resources being deployed, knowledge of local language, Hindi, & English, call registration process, call monitoring process, call resolution & closure process, call centre manpower skill set, Open calls monitoring and escalation matrix, types of call registration supported beyond voice- i.e. SMS, email, IVR etc., Working hours and Holidays.		
	Present your support organization hierarchy, and escalation matrix along with relevant details like Name, designation, location email ID, Mobile No and reporting structure up to the Managing Director.		
	Briefly describe how you intend to manage the current project if awarded to your company. Also describe what additional enablers and resources you will deploy for this project to offer uninterrupted support and services		
	Grand total	100	

5. Financial Bid/Price.

- ii. The bidder shall quote price in clear terms as per the prescribed formats annexed as Annexure 7. The rates quoted should be inclusive of taxes or any other cess/duty imposed from time to time.
- iii. Prices quoted by the bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.
- iv. Bids shall remain valid for 180 days after the date of bid opening prescribed by the OMSM.
- v. OMSM holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

6. Pre Bid meeting & Clarification

The purpose of the pre-bid meeting is to discover the potential bidders and solve their queries if any regarding the RFP. A pre-bid meeting will be held as per the schedule in the fact sheet. Bidders may seek clarification on the requirement & other points of the RFP for which bidders will provide their queries in the following format.

Bidder's (Organization) Details			<<Address, Email Telephone, Fax, Website>>	
<i>Page No</i>	<i>Section</i>	<i>Sub-Section</i>	Clarification	Remarks

- a. The request for clarifications from the bidders shall be received through e-mail (given in fact sheet), at least two days before the date of pre-bid meeting. All requests shall be addressed to the State Project Director, OMSM. The representatives (maximum two persons) of the interested organisations may attend the pre-bid meeting at their own cost.
- b. Post pre-bid meeting, the corrigendum on modification of the RFP will be published in the website, (if required) with in three days after the pre bid meeting. There is no need for advertisement in news paper.
- c. OMSM, Odisha reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it. The minutes of the Pre Bid Meeting shall be hosted on the website and notification of the same shall be communicated to all prospective bidders by email and/or sms.
- d. Bidders are also advised to visit the <<website>> on regular basis for updates.
- e. OMSM also reserves the right to amend the dates mentioned in fact sheet for the bid process.

7. Amendment of Bid Document

The amendments in any of the terms and conditions including technical specifications of this RFP document will be notified/uploaded by in the official website before 7 days of the last date of submission of the RFP.

8. Cost of the RFP Document

RFP document fee in shape of Demand Draft of Rs. 5000/-only (Rupees Five Thousand Only) in favour of State Project Director, OMSM is to be submitted along with the bid.

9. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its Proposal, including the cost of presentation for the purposes of clarification of the bid, if so desired by the department. OMSM, Odisha will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bid process.

10. Earnest Money Deposit

- a. The bidder shall submit towards Earnest Money Deposit (EMD) a sum of Rs. 1.5 Crores in the form of Demand Draft/PBG/FD from any Nationalized/RBI approved Scheduled Bank payable at Bhubaneswar in favour of the State Project Director, OMSM, and shall be submitted along with the technical bid. . No interest shall be payable on EMD under any circumstance.
- b. Alternatively bidders can furnish Bank Guarantee/DD/FD from any Nationalized/RBI approved Scheduled Bank in favour of State Project Director, OMSM shall be submitted along with the technical bid. Bids submitted without bid EMD shall be rejected.
- c. The EMD shall be forfeited:-
 - If the information furnished by the bidder is found to be false/fabricated
 - If a bidder withdraws its bid during the period of bid validity
 - If the bidder did not cooperate during the bid evaluation process
 - If the successful bidder fails to accept the work order
 - If the successful bidder fails to furnish performance bank guarantee
- d. The EMD of the unsuccessful bidders would be returned by OMSM within 1 month of selection of successful bidder. The EMD of the successful bidder shall be returned after submission of performance bank guarantee.

11. Bid Validity

The bids shall remain valid for a period of 180 days from the date of submission of tender.

12. Submission of Bid

- a. There are three parts of tender namely (i) Eligibility Criteria (ii) Technical Eligibility (iii) Financial Bid. The bidder is required to fill out all the parts of Tender documents and place them in separate sealed envelope. These envelopes should be placed in another sealed envelope and addressed to OMSM. The envelope must show the name of the bidder, address and should be super scribed as “RFP for the Project Monitoring Agency(PMA) or Project Implementing Agency(PIA).
- b. The bidder shall submit one hard copy of the bid. The bid shall be submitted by registered post only at:

Odisha Madhyamika Shikshya Mission
(Rashtriya Madhyamik Shikshya Abhiyan),
N1/9, Nayapalli, Po-Sainik School, Near Doordarshan Kendra,
Bhubaneswar, Odisha 751005. Phone No. 0674-2302324

- c. The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email bids shall not be entertained.

13. Deadline for Submission of Bid

Last date for Submission:

In the event of the specified date for the submission of bids being declared a holiday for OMSM, the bids will be received up to the appointed time on the next working day.

Extension for Last date for Submission:

OMSM may, at own discretion, extend this deadline for submission of bids by amending the bid document, in which case all rights and obligations of the OMSM and bidders previously subject to the deadline, will thereafter be subject to the deadline as extended.

Late Bids:

Any bid received by OMSM after the deadline for submission of bids prescribed by the OMSM, will be summarily rejected and returned unopened to the Bidder. The OMSM shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

14. Evaluation of Bid:

Bidders qualified in technical evaluation will be eligible for financial bid opening & evaluation. The financial bid will be evaluated through **Quality & Cost Based Selection (QCBS)** process with a weightage of 70% to the technical score and 30% to the financial quote.

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

The formula which shall be used for the evaluation is as below:

Technical Score * 70% + Financial Score * 30% = Composite Score

The Technical Score shall be calculated as = $\frac{\text{Technical mark of bidder}}{\text{Technical Mark of Highest Bidder}} \times 100$

The Financial Score shall be calculated as = $\frac{\text{Financial quote of Lowest bidder}}{\text{Financial Quote of the Highest Bidder}} \times 100$

Score will be adjusted to 2 decimal points.

The bidder securing the highest composite score will be adjudged as the successful bidder for award of the tender. In the event of tie, the bidder securing the lowest financial score shall be adjudged as the successful bidder for award of the tender.

15. Deciding Award of Contract

- i. The OMSM, Odisha reserves the right to ask for a technical elaboration/clarification in the form of a technical presentation from the Bidder on the already submitted Technical Proposal at any point of time before opening of the Price Bid. The Bidder and its representative shall furnish the required information to OMSM, Odisha on the date asked for at no cost to the department.
- ii. OMSM, Odisha shall inform those Bidders whose bids did not meet the eligibility criteria or were considered non-responsive, intimating that their Price Bids will be returned unopened after completing the selection process.
- iii. OMSM, Odisha shall simultaneously notify those bidders who had qualified the Evaluation process as described in this RFP, informing the date and time set for opening of Price Bids. The notification may be sent by mail.
- iv. The bidder's names, the Bid Prices, the total amount of each bid, and such other details as the Tendering Authority may consider appropriate, will be announced and recorded by the OMSM, Odisha at the opening.

- v. The Letter of Award shall be issued within 7 days after finalisation of the qualifying bidder.

16. General Terms & Conditions

a. Negotiation:

It is essential for the bidders to quote the competitive price at the time of making the offer in their own interest. OMSM, however, will have the discretion to choose to enter into any price negotiations.

b. Single RFP:

In case only one bid is found to be eligible on evaluation of technical bid, OMSM reserves the right to consider the bid with price negotiation.

c. Billing:

The bidder shall specify the Branch/ Location from which they will raise the bill and in whose favour payment will be released.

d. Modifications & Withdrawal

The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the competent authority of Purchaser to this effect. No bidders shall be allowed to withdraw the bid after the deadline for submission of bids.

e. Right to Reject/Accept the Tender

The purchaser reserves the right to either reject or accept any or all tenders at its sole discretion. It may be clearly understood by the bidders that the purchaser need not assign any reason for the above action.

f. Patent Rights

The bidder shall indemnify the purchaser against all claims, actions, suits and proceedings for the infringement or alleged infringement of any patent, design or copyright protected either in the country of origin or in India by use of any equipment supplied by the bidder, claims if made on the purchaser, shall be notified to the bidder of the same and the bidder shall at his own expense either settle such dispute or conduct any litigation that may arise there from.

g. Arbitration

OMSM, Odisha and the selected bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract. If, after thirty (30) days from the commencement of such informal negotiations, OMSM, Odisha and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with The Arbitration and Conciliation Act, 1996. All Arbitration proceedings shall be held at Bhubaneswar, Odisha and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

h. Jurisdiction of the High Court of Orissa:

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

i. Confidentiality:

Any information pertaining to the Govt. of Odisha or any other agency involved in the project, matters concerning Govt. of Odisha that comes to the knowledge of the bidder in connection with this contract, will be deemed to be confidential and the bidder will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The bidder shall ensure due secrecy of information **and data not intended for public distribution.**

17. Force Majeure Condition

Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, acts of God or any Governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other labor disputes, insurrections, civil commotion, war, enemy actions. If a Force Majeure arises, the Bidder shall promptly notify OMSM, Odisha in writing of such condition and the cause thereof. Unless otherwise directed by OMSM, Odisha, the successful bidder shall continue to perform his obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The successful bidder shall be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

18. Performance Bank Guarantee

- i. The bidder shall furnish a Performance Bank Guarantee (PBG) for 5% of the project contract value within 15 days of issue of Work Order. The PBG must be from any nationalized/RBI approved Scheduled bank in India. This Performance Bank Guarantee (PBG) shall remain valid for 60 days beyond the contract period. Failure of submission PBG within the specified time period may lead to cancellation of the Work Order.
- ii. The Performance Guarantee shall be returned to the Bidder within 30 days of the date of successful discharge of all contractual obligations at the end of the period of the agreement by OMSM, Odisha. In the event of any amendments to the Agreement, the Bidder shall within 15 days of receipt of such amendment furnish the amendment to the Performance Guarantee if required.

19. Terms of Payment :

- i. The payment shall be in Indian Rupees and shall only be effected after successful completion of milestones without error and delays as defined in the Service Level Agreement/Contract.
- ii. No Mobilisation advance payment shall be made to the bidder under any circumstances.
- iii. All payments shall be subject to tax deduction at source as per the tax rates applicable. The bills are to be raised quarterly and submitted to OMSM within 15 days of raising of invoice. The payment shall be released within 30 days of

submission of bill. In case payment is not released within such time, bidder may request OMSM to release payment as early as possible or stop rendering services on mutually agreed terms and conditions if OMSM has a backlog of more than one quarter payment due to the bidder.

- iv. The successful bidder has to sign an agreement which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run etc.
- v. In case the bidder fails to execute the contract, OMSM shall be at a liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

20. Termination of Contract

- **Termination for Default :-**OMSM may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified bidder, terminate the contract in whole or in part if:
 - i. The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the OMSM.
 - ii. The qualified Bidder fails to perform any other obligation(s) under the contract. However, the disputes if any may be referred to Arbitration.
- **Termination for Insolvency, Dissolution etc.**

OMSM may at any time terminate the contract by giving written notice to the qualified bidder without compensation to the qualified bidder, if the qualified bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the OMSM.

Annexure-1 (General Information of Bidder)

Sl. No.	Item	Details	Proof Attached(Yes/No)
1	Name of the Firm/Company		
2	Address of Registered Office		
3	Address of Corporate Office		
4	Proof of existence for at least 3 years (Year of establishment of the Firm/Company)		
5	Telephone Numbers		
6	Email Address		
7	Firm/Company Registration No.		
8	PAN Details		
9	IT Return for A. Y. 2016-17, 2017-18, 2018-19		
10	Audit Report for three Financial Years and audited balance sheet		
11	EPF Registration Number		
12	ESIC Registration Number		
13	GST registration details		
14	RFP Document Fee		
15	EMD		

Details of the Managing Director/ CEO (Name, Mobile Number & Email)	Details of the Authorized Signatory for this Tender (Name, Designation, Mobile & Email)

Yours faithfully

Authorized Signatory

(Company Seal)

Date

Place:

Annexure-2 (Acceptance of RFP Terms & Conditions)

To

Date: __/__/____

State Project Director (SPD),
Odisha Madhyamika Shiksha Mission,
N1/9, Gajapati Nagar Rd, Near Doordarshan Kendra,
Nayapalli, Bhubaneswar, Odisha 751005.

Sir / Madam.

I have carefully gone through the Terms & Conditions contained in the RFP No., regarding < RFP Name>. I declare that all the provisions of this Tender Document are acceptable to my firm/company. I further certify that I am an authorized signatory of my firm/company and am, therefore, competent to make this declaration.

Yours faithfully

Authorized Signatory

(Company Seal)

Date

Place

(Please attach suitable board resolution, duly attested copy authorising the individual to sign on behalf of the company)

Annexure-3 (Project Experience)

S.N.	Name of Client, Contact Person, Telephone No, Mobile No, e -Mail, Physical Address	Name of Project	Project Start Date and End Date, Brief of Project	Project Cost	Status (Complete/ In Progress/ Delay)

Note: Copies of relevant work order and completion certificate must support the information provided in the above table.

Yours faithfully

Authorized Signatory

(Company Seal)

Date

Place

(Annexure-4)
Manufacturer's Authorization Form
(On the Letter Head of the Manufacturer)

Date: dd/mm/yyyy
To,

Tender Reference:

Sir,
We _____, (name and address of the manufacturer) who are established and reputed manufacturers of _____ had supplied our Product _____ (DT/ Printer/ MFD/UPS/ etc) with Model No. _____ for your ICT Project. We do hereby confirm our best support and also make available all relevant an spares M/s _____ (Name and address of the bidder) on best effort basis .We also authorize them to bid, negotiate and conclude the contract with you for maintenance contract of our product against the above mentioned tender for the above equipment manufactured by us.

Yours faithfully,
For and on behalf of M/s _____ (Name of the Manufacturer)
Signature of Bidder (with official seal)
Name:
Designation:
Address:

Telephone:
e- Mail ID:
Fax:

(Annexure-5)
Bidders Self Declaration & Undertaking Form-
(Commitment For Service Level Agreement- SLA)
On the Letter Head of the Bidder)

Date: dd/mm/yyyy

To,

Tender Reference:

Sir,

We the _____, (name and address of the Bidder) who are established and reputed manufacturers / & Service providers of various IT products do here by confirm that we have the required expertise and capability to extend good quality support and services for all the IT & Non IT products including the third party products, devises ,equipments etc. as required to be maintained under this this tender .

We also confirm we have the requisite experience to maintain and support other third party products and have the commitment from the respective OEMs to extend support for the next five years as per the terms of the current tender referred above.

In the event of non availability of any components, spare parts, due to lack technical skill set, technical knowhow , obsolescence, irreparability of any of the products listed under this tender, irrespective of the support extended by any of the OEMs, we guarantee that there will be compromise or no change request to agreed SLA (Service Level Agreement) and we shall immediately replace any unserviceable components/ spares/sub-systems etc with equivalent or better components, subsystems or new fully finished product irrespective of the remaining maintenance period.

Yours faithfully,

For and on behalf of M/s _____ (Name of the Manufacturer)

Signature of Bidder (with official seal)

Name:

Designation:

Address:

Telephone:

e- Mail ID:

Fax:

Annexure 6(Self-Declaration Form)

Self-Declaration

To

State Project Director (SPD),
Odisha Madhyamika Shiksha Mission,
N1/9, Gajapati Nagar Rd, Near Doordarshan Kendra,
Nayapalli, Bhubaneswar, Odisha 751005.

Sir,

In response to the Letter Ref No. _____ for the “<<tender name>>” I, _____, as an authorised signatory of <<Bidder’s name>>, hereby declare that presently our Company is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted, or had work withdrawn by any State/Central Government/PSU at the time of bid submission.

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

Thanking you,

Name of the Bidder:

Authorised Signatory:

Signature:

Seal:

Date:

Place:

Annexure-7(Price Bid Form)

(Price Bid Form for maintenance services of equipment, furniture and provision of recurring services to all 4000 ICT Labs)

To

Date: ___/___/___

State Project Director (SPD),
Odisha Madhyamika Shiksha Mission,
N1/9, Gajapati Nagar Rd, Near Doordarshan Kendra,
Nayapalli, Bhubaneswar, Odisha 751005.

Madam/Sir,

I, the undersigned, offer to provide the services for “Maintenance services of equipment, furniture and provision of recurring services to all 4000 ICT Labs under ICT@Schools Scheme” in accordance with your RFP under reference and our technical bid proposal as per the following price. (Year wise)

Particulars	1st Year	2 nd Year	3 rd Year	4 th Year	5 th Year	Total
Price bid for Annual Maintenance & up-dation and development of e-content						
Consumables per year in Rupees.						
Annual Maintenance (including the Spare & Service) of Equipment in (%)						
Insurance of equipments in Rupees.						
Up-gradation and new e-content development						
Total Price						

Note: - The %s given in the above table for Annual Maintenance will be converted to amount to the base price of the equipments for taken in to account for financial evaluation.
i.e. Base Price * % = actual price quoted.

The amount is inclusive of all taxes. 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 contract. In case of any difference between the rates quoted in figures and words, the latter shall prevail.

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

(Company Seal)

Yours faithfully

Date & Place

Authorized Signatory



Request for Proposal (RFP)

for

Monitoring & Supervision, Evaluation and Management of the project through web based monitoring facility & online MIS for performance tracking of the entire project.

RFP NO. 736 Date: 14.03.2019/



Odisha Madhyamika Shiksha Mission (OMSM)

Department of School & Mass Education

Government of Odisha

N-1/9 , Gajapati Nagar Road, Near Doordarshan Kendra

Nayapalli, Bhubaneswar- 751 005, Odisha

Phone: (0674)2302324

Information Sheet

Sr. No.	Information	Timelines
1.	RFP Number	736
2.	RFP Issue Date	14.03.2019
3.	Last date for submission of pre-bid queries	On or before 26.03.2019 by 4.00 P.M.
4.	Date and Time of Pre-bid meeting and Venue	28.03.2018 at 11.30 P.M. at OPEPA Conference Hall
5.	Contact Person for queries and last date of submission of queries	Sri Pravakar Pratihari, Programmer, OMSM , RMSA Mobile No. 9861333425, 7008818946
7.	Address for Bid Submission	Odisha Madhyamika Shiksha Mission (OMSM) N-1/9 , Gajapati Nagar Road, Near Doordarshan Kendra Nayapalli, Bhubaneswar- 751 005, Odisha Phone: (0674)2302324
8.	Last date of bid submission	16.04.2019 on or before 3:00 PM
9.	Opening of Pre-qualification cum Technical Bid	16.04.2019 at 3.00 P.M.
10	Technical Presentation	To be communicated
11.	RFP Document Fee (non-refundable)	Rs. 5000/- in shape of Demand Draft from any Nationalized Bank in favour of State Project Director, OMSM shall be submitted with the tender document.
12.	Earnest Money Deposit(EMD)	Earnest Money Deposit(EMD) of Rs. 25.00 Lakh in the form of Demand Draft/ Bank Guarantee(BG)/FD from any Nationalized/RBI approved Scheduled Bank in favour of State Project Director, OMSM shall be submitted with the tender document.
13.	Performance Bank Guarantee	Performance Bank Guarantee (PBG) @ 5% of the contract price in the shape of PBG/FD from any Nationalized/RBI approved Scheduled Bank in favour of State Project Director, OMSM shall be submitted by the successful bidder within 15 days of issue of work order.

Section–I

PREFACE AND PROJECT PROFILE

The 'ICT @ School' Scheme (**I**nformation and **C**ommunication **T**echnology) is a window of opportunity to the students and teachers in the Government and Government aided High Schools in the state of Odisha to bridge the digital divide. The scheme is a comprehensive and well thought-out initiative to open new vistas of Computer Aided Teaching and Learning to provide a level-playing field to Government and Government aided high School students whether in rural areas or in the cities.

The ICT @ Schools Scheme was launched by Ministry of Human Resource Development (MHRD) in 2004. The scheme includes installing with 2 Servers and 10 nodes (Share Computing Device, Monitor, Keyboard and Mouse connected through LAN) and other accessories in the School, using Computer as a tool for Learning. It includes new Computer aided teaching and learning methods to provide an ICT enabled environment to School students across 4000 Government and Government aided High Schools in the state of Odisha, present in rural as well as urban areas. The project was implemented on BOOT model in the year 2014 at 4000 Government and Government Aided High Schools of Odisha. During the project period, more than 25 lakh students and about 30000 teachers have been benefited from the scheme.

The equipment installed / activities carried in each of the 4000 Government and Government aided High Schools, Interactive White Board, Computer Hardware, Connected Accessories, installation of Software and other allied accessories (i.e., webcam, multifunctional printers, UPS, Servo Stabilizer, Integrated projection system, etc.), site preparation (i.e. vinyl flooring, furniture and fixtures, electrical fittings, power back up facilities, LAN, etc.), maintenance of equipment and provision of Computer Education Services.

Objectives of the ICT @Schools scheme

- To establish an enabling environment to promote the usage of ICT in rural and urban areas. Critical factors of such an enabling environment includes widespread availability of access devices, internet connectivity and promotion of technology in education and establishment of knowledge community.
- To ensure the availability of quality interactive multimedia content online and through access devices for both teachers and students.
- Enrichment of existing curriculum and pedagogy by employing ICT tools for teaching and learning.
- Considering the recommendation of National Curriculum Framework, ICT has been implemented in interactive rather than disseminative technologies in classroom and School environments that engage the students / teachers and make the teaching and learning of complex abstract concepts more concrete and joyful.
- To enable students to acquire skills needed for the digital world for higher studies and gainful employment.
- To provide effective teaching tools to teachers and learning environment for children through ICT tools.
- To promote critical thinking and analytical skills by engaging both teachers and students in the education process.
- The scheme has established ICT Lab and interactive classroom for teaching and

learning process to create an environment for 21st century learning.

The project timeline is for 5 years and the selected organisation will be given mandate to commence & start the project Monitoring and Supervision phase wise subject to completion of the BOOT (Build-Own-Operate-Transfer) model by the existing contract holder.

The ownership of the infrastructure of ICT Lab shall be transferred to the Government of Odisha at the end of the contract period. The total 4000 Schools in the state has been divided into 6 zones namely: Zone 1, Zone 2, Zone 3, Zone 4, Zone 5 and Zone 6 as mentioned below. The break-up of the various Govt. and Govt. Aided Schools are as follows:

Sl. No	Zone	Name of the District	Nos. of schools	Zone wise Schools
1	Zone-1	Balasore	269	716
2		Bhadrak	174	
3		Mayurbhanj	273	
4	Zone-2	Kendrapara	203	591
5		Jagatsinghpur	151	
6		Jajpur	237	
7	Zone-3	Cuttack	273	741
8		Khordha	179	
9		Nayagarh	119	
10		Puri	170	
11	Zone-4	Bargarh	128	544
12		Deogarh	31	
13		Jharsuguda	59	
14		Keonjhar	221	
15		Sambalpur	105	
16	Zone-5	Angul	121	630
17		Bolagir	138	
18		Dhenkanal	140	
19		Sonepur	50	
20		Sundargarh	181	
21	Zone-6	Kalahandi	110	778
22		Koraput	82	
23		Malkanagiri	33	
24		Nabarangapur	52	
25		Nuapada	51	
26		Rayagada	62	
27		Boudh	28	
28		Gajapati	42	
29		Ganjam	261	
30		Kandhamal	57	

PROJECT PROFILE

The Odisha Madhyamik Shiksha Mission (OMSM) on behalf of School & Mass Education Department, Government of Odisha intends to continue the objectives envisioned in the ICT@Schools project that are being carried out in the 4000 ICT Labs and therefore is inviting proposals from the bidders for a period of 5 years for the following :-

- Monitoring & Supervision, Evaluation and Management of the project through web based monitoring facility & online MIS for performance tracking of the entire project.

Hence, OMSM wants to engage an agency/agencies who shall provide services pertaining to facility management function mentioned as above.

Section II Instructions to Bidders

1. Definitions

In this document, the following terms shall have following respective meanings:

- XXII. "Agreement" means the individual contracts to be signed between the successful bidder/s and the Odisha Madhyamika Shiksha Mission(OMSM), for Scope of work for 4000 High Schools including all attachments, appendices, all documents incorporated by reference there together with any subsequent modifications, the tender document, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
- XXIII. "Authorized Representative" shall mean any person duly and formally authorized by either of the parties.
- XXIV. "Bidder" means a corporate / company / corporation registered/ incorporated in India eligible to bid in the stages of pre-qualification, bidding process and include the successful bidder during the currency of the Contract.
- XXV. "Contract" is used synonymously with the agreement.
- XXVI. "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of an official in the process of Contract execution.
- XXVII. "Fraudulent Practice" means a misrepresentation of facts in order to influence bidding process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the State of Odisha of the benefits of free and open competition.
- XXVIII. "ICT Lab" means Information & Communication Technology lab, located inside the School premises.

- XXIX. "ICT lab working days" means all the days including School working days, vacation days and days on which the School Head Master decide to keep the lab functional which may extend to 365 days of a year for activities related to Students' usage of lab during School hours.
- XXX. "ICT lab working hours" normally would mean 9.00 AM-5.00 PM for School, and activities before 9.00 AM and after 5.00 PM, subject to any variation as may be decided by the School Head Master from time to time.
- XXXI. "Law" shall mean any Act, notification, by-law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or Government of Odisha or the Odisha Madhyamik Shiksha Mission (OMSM) or any other Government or regulatory authority or political subdivision of government agencies.
- XXXII. "LOA" means issuing of Letter of Award, which shall constitute the intention of the Tenderer to place the work order with the successful bidder.
- XXXIII. "Party" means the Odisha Madhyamik Shiksha Mission (OMSM) or Department of School & Mass Education or Bidder, individually and "Parties" mean Odisha Madhyamik Shiksha Mission (OMSM)/ Department of School & Mass Education and Bidder, collectively.
- XXXIV. "Period of Agreement" means up to 5 years from the date of agreement or date of commencement of the project services, whichever is later.
- XXXV. "Proposal" means the Pre-qualification, Technical Proposal and the Financial Proposal.
- XXXVI. "Requirements" shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the tender document.
- XXXVII. "School Working Days" means all days declared as working days by School and Mass Education Department, Government of Odisha.
- XXXVIII. "Service" means the provision of Contracted service viz., operation, maintenance and associated services for Information and Communication Technology (ICT) Project as per this tender document.
- XXXIX. "Tenderer" means the Odisha Madhyamika Shiksha Mission (OMSM)/ School and Mass Education Department, Govt. of Odisha, who is issuing this tender.
- XL. "Last three financial years" means 2015-16, 2016-17 and 2017-18.
- XLI. "Facility Management Function" means maintenance of equipment as well as furniture provided and provision of recurring services such as consumables, electricity charges, fuel charges, telephone charges and internet connectivity etc. at ICT labs of 4000 Government and Government aided High Schools of Odisha under ICT@School Scheme.

XLII. “Monitoring Agency” means the agency selected by the OMSM for monitoring of the “Facility Management Function”

The bidder is expected to examine all instructions, forms, terms, and requirements in the bid document. Failure to furnish all information required by the bid document or submission of a bid not substantially responsive to the RFP document in every respect may result in the rejection of the Bid. The bidder should fulfil the below mentioned Eligibility Criteria to participate in the bid process.

2. Background:

The ICT@Schools scheme is a partnership of the Government of Odisha with Ministry of Human Resource Development, Government of India, aimed at providing state of the art Information and Communication Technology facilities in all Govt. and Govt. Aided High Schools. The scheme has been implemented by the state with the following objectives:

- v. For effective monitoring of the Maintenance of the Lab equipments and to provide good quality of functionality of the ICT Lab in the school.
- vi. To establish an enabling environment to promote the usage of ICT in all Government Schools or Government Aided High Schools in the state.
- vii. To ensure the development and dissemination of appropriate e-content in English and the Odia languages.
- viii. To ensure capacity building of students, including those with special needs in the use of ICT and ICT assisted learning.

3. SCOPE OF WORK

1. Monitoring: for Project Monitoring Agency (PMA)

A. For smooth and proper implementation of the e-Vidyalaya project the **Quality check** process was carried out in following ways.

- The bidders has to submit monthly report on effective maintenance done by the Project Implementing Agency (PIA) of the ICT labs which shall be duly cross examined and signed by School Head Masters.
- The teachers of the schools are demonstrated about the usage of the ICT equipment installed at the school by the by the PIA.
- The representatives of the selected bidder have to be visited each school and prepared a check list as well as equipment-wise report regarding equipments, earthing and the functioning of electrical equipment and other parameters relating to the project
- An *Asset monitoring software i.e Write Once & Read More (WORM)* has to be designed to capture all the detailed configurations such as size of Hard disk and type of operating system installed. All the details are to be uploaded from ground level and compared with the required configuration and got approved. Reports are also submitted by the representatives who are deployed for survey at the schools every Month and Quarter.

- The monitoring information such as the school information, the photographs of ICT lab, its equipment and assets are to be uploaded through the GPS enabled tablets to the web portal. The surveyors capture the monitoring information about the ICT lab assets; photographic testimonials in High-end GPS enabled tablets

B. Output based monitoring mechanism introduced by Govt.:

- **Support System Portal:** To know the hardware downtime and complaint log in process the bidder has introduced Support System to receive complaints through various mode and issue tickets to the Project implementing agencies (PIA) to resolve the issues in time.
- **Inspection and Validation:** In course of implementation of the project in several phases the ICT labs the specifications of hardware status report has to be signed by the Headmasters of the school and it has to be validated by the District Lead Centre (DLCs) and ICT Coordinators deployed by bidder. Technical specification has been validated through Asset Monitoring Software i.e WORM, by means of monthly visit by the ICT Coordinators and Tab upload from the school point.

ICT Coordinator: ICT Coordinators have to be deployed by bidder to visit the schools and supervise the functionality of the ICT labs in their jurisdiction i.e. **one ICT Coordinator per 60 schools (65 in Total)** and upload the photographs and other sources of information through geographical positioning system (GPS) enabled Tab. Each ICT Coordinators should visit each school at least once in a month to ensure the functionality of lab and providing adequate support and training if required.

- **GPS Based Tab:** The GPS enabled Tab is a portable device which has been provided to all ICT Coordinators by the bidder to ascertain their visit to schools and tracking of the particular location of the schools and his movement for smooth coordination of the project by receiving geographical positioning information. It is used to upload all photographs of lab and other required information through pictorial shape to know the status of the Lab equipment and observe the functionality of the ICT labs.

C. e Vidyalaya Web portal:

The web based portal has to be developed to publish and uploading of information for monitoring the project and to make the project activities more transparent. Using the portal all stakeholders of the project are lodging the issues which are resolved by implementing agency.

D. Activities for Monitoring:

- I. Call centre executives are working under the project who call the School authorities and cross check the activities done by the School in the ICT Lab.
- II. The Call centre executives of the implementing agencies are required to make telephonic calls on all working days according to the calling script and as per the requirement of the project.

- III. They shall conduct routine meeting before starting of the work in every day and make compilation of data collected from schools, school authorities and District Coordinators etc that enables & helps in the smooth monitoring of the Project system.
- IV. The bidder has to introduce SMS and missed call system to receive information and complaints from schools to resolve the issues.
- V. **Random Visit of Project Monitoring Team:** The Project Monitoring Agency members shall be making unscheduled visits to the Schools and Districts to know the status of the project activities in their respective areas and prepare consolidated reports for necessary support to monitor the project to cover all districts twice a year.
- VI. **e Vidyalaya Attendance System:** Online and offline based attendance system has to be introduced by PMA for all the teachers for use of the ICT Lab under the project to monitor their lab activity in the schools on daily basis which is also reached through SMS to various stakeholders.
- VII. OMSM is to provide the Equipment Functionality Status Report for the 4000 ICT labs under ICT@Schools scheme to the bidder.
- VIII. The report would state the present functionality status of equipment and furniture installed at all 4000 ICT labs.
- IX. The bidder shall engage ICT Coordinators (One per 60 number of Schools) who will conduct monthly visits for verification of services. All 4000 Schools should be visited by the ICT Coordinators at least once in a quarter.
- X. The ICT Coordinators engaged by bidders are required to use GPS enabled TAB (provided by the bidder) for monitoring of ICT labs installed at Government and Government aided high Schools. The GPS enabled Tab is a portable device, which is to be used to ascertain their visit to Schools and tracking of the particular location of the Schools and his/her movement by receiving geographical positioning information. The tab will be used to upload all photographs of lab and other required information through pictorial shape to know the status of the Lab equipment and observe the functionality of the ICT labs. The data from the tablets then will be uploaded to a centralized server, which is then processed and made available in the logins provided to OMSM Authorities.
- XI. Computer Configuration asset monitoring system will have to used to capture all the detailed configurations such as size of Hard disk and type of operating system installed. All the details will have to be uploaded through software from ground level and will be compared with the required configuration for approval.
- XII. The bidder will design a SMS and missed call system to receive information and complaints from Schools to resolve the issues.
- XIII. A Register will also be placed at ICT labs where matters pertaining to ICT labs will be recorded. This register is to be provided at the initiation of the project. Posters mentioning procedures to lodge complains will also be made available at notice boards of ICT labs.
- XIV. The bidder will design a web based portal which will be hosted to publish and upload information for monitoring project deliverables under

ICT@School Scheme. Using the portal, all stakeholders of the project will lodge the issues, which needs to be resolved.

- XV. The Bidder shall engage minimum six Call centre executives at a centralised location to provide support at School level (with knowledge of Odia & English language)
- XVI. The Bidder will be required to examine the half-yearly *Service Certificates* (crosschecked and signed by School Head Masters) submitted by Project Management Authority. The list of equipment is attached in Annexure 8.
- XVII. Penalty Conditions:** In case, the bidder fails to visit all 4000 Schools in a quarter, an amount of Rs. 250/- per School shall be imposed on the bidder. The said penalty will not be applicable in case the visits could not be conducted due to the following reasons:
- c. Closure of Schools due to Puja/Summer Vacation or any other reason
 - d. Natural Calamity such as flood, earth quake, Cyclone etc.
- The bidder shall notify OMSM about such condition/natural calamity on account of which monitoring will not be feasible within 3 working days from the arising of such condition.

4. Eligibility Criteria

13. The bidder must be an ISO Certified organisation/Company
14. The bidder must be a PSU or Limited Company/Corporation registered/ incorporated in India. Partnership firms will not be allowed to bid under this tender.
15. Bidder must have valid PAN Card, GST Registration, EPF Registration, and ESIC Registration.
16. The bidder should have a minimum average Annual turnover of INR Rs. 5.00 Core from Indian operations in the last 3 financial years (2015-16, 2016-17, & 2017-18) as of 31st March 2018 relating on monitoring and supervision of Computer Hardware functionality, Information Technology and related services, Computer Education, Computer Aided Learning business in India. The bidder should have a positive net worth and should not be a loss making organisation.
Please Note: - The bidder must bid for all the Schools of all zones. Partial bidding in any given zone will disqualify the bidder.
The copies of the audited annual accounts for the last three financial years shall be attached along with the bid. A certificate from a Chartered Accountant stating the turnover from above mentioned income sources should also be enclosed.
17. The bidder must not be under declaration of ineligibility for corrupt and fraudulent practices / poor performance / blacklisted by any Central or State government Department / PSU of Government of India or Court of Law in India. A self-declaration in the company letter head by the authorised representative is to be submitted along with the bid as per the format enclosed in Annexure 6.
18. Same bidder is not eligible to apply for both the component as Project Monitoring Agency (PMA) and Project Implementing Agency (PIA).
19. The bidder should be in monitoring & supervision of IT Services Business for at least 4 years as of March 2019 should be a Public Sector Undertaking/Public Limited Company and registered in India under Indian laws.
20. The Bidder should have direct presence in the state of Odisha and should have at least one direct office in Odisha. In case the successful bidder does not have an office in Odisha, then they shall mandatorily establish an office with all required

infrastructure, and provide necessary proof to the department/OMSA, before signing the agreement with the OMSA, Odisha.

21. The Bidder should have all the requisite support infrastructure, Professionally skilled manpower to extend high quality of monitoring support & quick resolution time so that all schools are able to use the IT resources effectively.
22. All bidders shall share a detailed write up on their company's support capabilities, strengths, support infrastructure, Manpower skill set, available Certifications for support processes, Call Centre facility, spares management logistics and replenishment etc.
23. The Bidder shall elaborate in detail at least 5 project's prior experience in the implementation and maintenance of ICT projects, or e-governance projects/ equivalent projects which are spread across multiple districts. A brief write up on each of the projects implemented should be submitted along with the technical bid. The write should include
 - a. Size of the installation to be mentioned elaborately.
 - b. The year of implementation,
 - c. No. of years the bidder was responsible for the support and services, no. of schools maintained, no. of project managers, technical manpower, field engineers, back office support engineers, call centre services extended, any specific good practice adopted during the tenure of the project etc. should be elaborated.

Please attach separate sheet for each of the project covering all the below mentioned points.

(Documentary evidences i.e. certificates, proof of documents, work order, implementation/execution proof etc. must be attached for evolution)

Project Name :-

State in which the project has been implemented :

Key Contact person Name / Designation/Landline No :-

Sl. No	Description	Bidder response
1	Value of the order awarded (by Govt / PSUs Orders only)	
2	Briefly describe the Project like Monitoring, Supervision & Evaluation. Contract, No. of years the infrastructure is required to be to be maintained.	
3	Is the support Ongoing or Completed	
4	No. of sites where the implementation are spread across	
5	List the manpower (in nos) engaged for monitoring purposes.	
6	No. of Field surveyor deployed	
7	Average annual uptime maintained across all projects	

5. Technical Evaluation and Presentation

The bidder will be evaluated technically and has to score minimum 70% of marks to qualify for financial bid evaluation. Hence bidder, shall submit the supporting documents for their claim on their technical capabilities as per the criteria & scoring pattern mentioned in the below table:

Sr. No.	Technical Evaluation Criteria	Max Score	Scoring Pattern
1	Quality Certification	10	ISO 9001:2015 or higher (Monitoring Agency): 10 marks
	Average turnover	30	Projects value of ≥ 5 crores and ≤ 10 crores : 10 marks
			Project value of > 10 crores and ≤ 15 crores : 20 marks
			Project value of > 15 crores : 30 marks
3	Monitoring experience	30	No. of Schools ≥ 500 and ≤ 1500 : 10 marks
			No. of Schools > 1500 and ≤ 3500 : 20 marks
			No. of Schools > 3500 : 30 marks
4	Technical Presentation to cover the following:	30	Marks will be awarded by Committee
	-Work done		
	-Envisaged Solution		
Particulars to be presented during presentation			
	Call centre facility being made available to customer- describe the no. of dedicated resources being deployed, knowledge of local language, Hindi, & English, call registration process, call monitoring process, call resolution & closure process, call centre manpower skill set, Open calls monitoring and escalation matrix, types of call registration supported beyond voice- eg. SMS, email, IVR etc., Working hours and Holidays		
	Present your support organization hierarchy, and escalation matrix along with relevant details like Name, designation, location email ID, Mobile No and reporting structure up to the Managing Director.		
	Briefly describe how you intend to manage the current project if awarded to your company. Also describe what additional enablers and resources you will deploy for this project to offer uninterrupted support and services.		
	Grand total		

6. Financial Bid/Price

- i. The bidder shall quote price in clear terms as per the prescribed formats annexed as Annexure 5. The rates quoted should be inclusive of taxes or any other cess/duty imposed from time to time.
- vi. Prices quoted by the bidder shall be fixed and no variation will be allowed under any circumstances. No open-ended bid shall be entertained and the same is liable to be rejected straightway.
- vii. Bids shall remain valid for 180 days after the date of bid opening prescribed by the OMSM.

- viii. OMSM holds the rights to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

7. Pre Bid meeting & Clarification

The purpose of the pre-bid meeting is to discover the potential bidders and solve their queries if any regarding the RFP. A pre-bid meeting will be held as per the schedule in the fact sheet. Bidders may seek clarification on the requirement & other points of the RFP for which bidders will provide their queries in the following format.

Bidder's (Organization) Details			<<Address, Email Telephone, Fax, Website>>	
Page No	Section	Sub-Section	Clarification	Remarks

- f. The request for clarifications from the bidders shall be received through e-mail (given in fact sheet), at least two days before the date of pre-bid meeting. All requests shall be addressed to the State Project Director, OMSM. The representatives (maximum two persons) of the interested organisations may attend the pre-bid meeting at their own cost.
- g. Post pre-bid meeting, the corrigendum on modification of the RFP will be published in the website, (if required) with in three days after the pre bid meeting. There is no need for advertisement in news paper.
- h. OMSM, Odisha reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it. The minutes of the Pre Bid Meeting shall be hosted on the website and notification of the same shall be communicated to all prospective bidders by email and/or SMS.
- i. Bidders are also advised to visit the www.oavs.in & www.opepa.odisha.gov.in on regular basis for updates.
- j. OMSM also reserves the right to amend the dates mentioned in fact sheet for the bid process.

8. Amendment of Bid Document

The amendments in any of the terms and conditions including technical specifications of this RFP document will be notified/uploaded in the official website before 7 days of the last date of submission of the RFP.

9. Cost of the RFP Document

RFP document fee in shape of Demand Draft of Rs. 5000/-only (Rupees Five Thousand Only) in favour of State Project Director, OMSM is to be submitted along with the bid.

10. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its Proposal, including the cost of presentation for the purposes of clarification of the bid, if so desired by the department. OMSM, Odisha will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bid process.

11. Earnest Money Deposit

- e. The bidder shall submit towards Earnest Money Deposit (EMD) a sum of Rs. Rs. 25.00 Lakh in the form of Demand Draft/PBG/FD from any Nationalized/RBI approved Scheduled Bank payable at Bhubaneswar in favour of the State Project Director, OMSM, and shall be submitted along with the technical bid. . No interest shall be payable on EMD under any circumstance.
- f. Alternatively bidders can furnish Bank Guarantee/DD/FD from any Nationalized/RBI approved Scheduled Bank in favour of State Project Director, OMSM shall be submitted along with the technical bid. Bids submitted without bid EMD shall be rejected.
- g. The EMD shall be forfeited:-
 - If the information furnished by the bidder is found to be false/fabricated
 - If a bidder withdraws its bid during the period of bid validity
 - If the bidder did not cooperate during the bid evaluation process
 - If the successful bidder fails to accept the work order
 - If the successful bidder fails to furnish performance bank guarantee
- h. The EMD of the unsuccessful bidders would be returned by OMSM within 1 month of selection of successful bidder. The EMD of the successful bidder shall be returned after submission of performance bank guarantee.

12. Bid Validity

The bids shall remain valid for a period of 180 days from the date of submission of tender.

13. Submission of Bid

- d. There are three parts of tender namely (i) Eligibility Criteria (ii) Technical Eligibility (iii) Financial Bid. The bidder is required to fill out all the parts of Tender documents and place them in separate sealed envelope. These envelopes should be placed in another sealed envelope and addressed to OMSM. The envelope must show the name of the bidder, address and should be super scribed as “RFP for the Project Monitoring Agency (PMA).
- e. The bidder shall submit one hard copy of the bid. The bid shall be submitted by registered post only at:

Odisha Madhyamika Shikshya Mission
(Rashtriya Madhyamik Shikshya Abhiyan),
N1/9, Nayapalli, Po-Sainik School, Near Doordarshan Kendra,
Bhubaneswar, Odisha 751005. Phone No. 0674-2302324

- f. The Bid has to be submitted in the form of printed document. The bids submitted by Telex, fax or email bids shall not be entertained.

14. Deadline for Submission of Bid

Last date for Submission:

In the event of the specified date for the submission of bids being declared a holiday for OMSM, the bids will be received up to the appointed time on the next working day.

Extension for Last date for Submission:

OMSM may, at own discretion, extend this deadline for submission of bids by amending the bid document, in which case all rights and obligations of the OMSM and bidders previously subject to the deadline, will thereafter be subject to the deadline as extended.

Late Bids:

Any bid received by OMSM after the deadline for submission of bids prescribed by the OMSM, will be summarily rejected and returned unopened to the Bidder. The OMSM shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No further correspondence on this subject will be entertained.

15. Evaluation of Bid:

Bidders qualified in technical evaluation will be eligible for financial bid opening & evaluation. The financial bid will be evaluated through **Quality & Cost Based Selection (QCBS)** process with a weightage of 70% to the technical score and 30% to the financial quote.

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

The formula which shall be used for the evaluation is as below:

Technical Score * 70% + Financial Score * 30% = Composite Score

The Technical Score shall be calculated as = $\frac{\text{Technical mark of bidder}}{\text{Technical Mark of Highest Bidder}} \times 100$

The Financial Score shall be calculated as = $\frac{\text{Financial quote of Lowest bidder}}{\text{Financial Quote of the Highest Bidder}} \times 100$

Score will be adjusted to 2 decimal points.

The bidder securing the highest composite score will be adjudged as the successful bidder for award of the tender. In the event of tie, the bidder securing the lowest financial score shall be adjudged as the successful bidder for award of the tender.

16. Deciding Award of Contract

- vi. The OMSM, Odisha reserves the right to ask for a technical elaboration/clarification in the form of a technical presentation from the Bidder on the already submitted Technical Proposal at any point of time before opening of the Price Bid. The Bidder and its representative shall furnish the required information to OMSM, Odisha on the date asked for at no cost to the department.
- vii. OMSM, Odisha shall inform those Bidders whose bids did not meet the eligibility criteria or were considered non-responsive, intimating that their Price Bids will be returned unopened after completing the selection process.
- viii. OMSM, Odisha shall simultaneously notify those bidders who had qualified the Evaluation process as described in this RFP, informing the date and time set for opening of Price Bids. The notification may be sent by mail.
- ix. The bidder's names, the Bid Prices, the total amount of each bid, and such other details as the Tendering Authority may consider appropriate, will be announced and recorded by the OMSM, Odisha at the opening.
- x. The Letter of Award shall be issued within 7 days after finalisation of the qualifying bidder.

21. General Terms & Conditions**a. Negotiation:**

It is essential for the bidders to quote the competitive price at the time of making the offer in their own interest. OMSM, however, will have the discretion to choose to enter into any price negotiations.

b. Single RFP:

In case only one bid is found to be eligible on evaluation of technical bid, OMSM reserves the right to consider the bid with price negotiation.

c. Billing:

The bidder shall specify the Branch/ Location from which they will raise the bill and in whose favour payment will be released.

d. Modifications & Withdrawal

The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to the competent authority of Purchaser to this effect. No bidders shall be allowed to withdraw the bid after the deadline for submission of bids.

e. Right to Reject/Accept the Tender

The purchaser reserves the right to either reject or accept any or all tenders at its sole discretion. It may be clearly understood by the bidders that the purchaser need not assign any reason for the above action.

f. Patent Rights

The bidder shall indemnify the purchaser against all claims, actions, suits and proceedings for the infringement or alleged infringement of any patent, design or copyright protected either in the country of origin or in India by use of any equipment supplied by the bidder, claims if made on the purchaser, shall be notified to the bidder of the same and the bidder shall at his own expense either settle such dispute or conduct any litigation that may arise there from.

g. Arbitration

OMSM, Odisha and the selected bidder shall make every effort to resolve amicably by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the Contract. If, after thirty (30) days from the commencement of such informal negotiations, OMSM, Odisha and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with The Arbitration and Conciliation Act, 1996. All Arbitration proceedings shall be held at Bhubaneswar, Odisha and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

h. Jurisdiction of the High Court of Orissa:

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

i. Confidentiality:

Any information pertaining to the Govt. of Odisha or any other agency involved in the project, matters concerning Govt. of Odisha that comes to the knowledge of the bidder

in connection with this contract, will be deemed to be confidential and the bidder will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The bidder shall ensure due secrecy of information **and data not intended for public distribution.**

22. Resolution of Complaints regarding Hardware Downtime or Non Provision of Services

A complaint resolution mechanism is to be put up in place by the bidder to attend to the complaints regarding the failure of equipment in ICT Lab or non-availability/non-supply of consumables in the Schools.

The bidder will have to establish a help desk at the State Level, which shall remain open from 9 AM to 5 PM besides this at least ONE dedicated toll free number(from all network) should be provided to lodge complaint during the mentioned working hours. The bidder will also have to appoint zone wise requisite number of manpower/support engineers for quick rectification of the hardware/software. At the time of signing of agreement, the bidder will have to provide the information of Zone wise manpower deployed along with the telephone numbers. The bidder has to maintain a stock point of all spare parts of hardware used in the project for immediate replacement.

23. Force Majeure Condition

Neither party shall be responsible to the other for any delay or failure in performance of its obligations due to any occurrence commonly known as Force Majeure which is beyond the control of any of the parties, including, but without limited to, fire, flood, explosion, acts of God or any Governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, strikes, lockouts or other labor disputes, insurrections, civil commotion, war, enemy actions. If a Force Majeure arises, the Bidder shall promptly notify OMSM, Odisha in writing of such condition and the cause thereof. Unless otherwise directed by OMSM, Odisha, the successful bidder shall continue to perform his obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The successful bidder shall be excused from performance of his obligations in whole or part as long as such causes, circumstances or events shall continue to prevent or delay such performance.

24. Performance Bank Guarantee

- iii. The bidder shall furnish a Performance Bank Guarantee (PBG) for 5% of the project contract value within 15 days of issue of Work Order. The PBG must be from any nationalized/RBI approved Scheduled bank in India. This Performance Bank Guarantee (PBG) shall remain valid for 60 days beyond the contract period. Failure of submission PBG within the specified time period may lead to cancellation of the Work Order.
- iv. The Performance Guarantee shall be returned to the Bidder within 30 days of the date of successful discharge of all contractual obligations at the end of the period of the agreement by OMSM, Odisha. In the event of any amendments to the Agreement, the Bidder shall within 15 days of receipt of such amendment furnish the amendment to the Performance Guarantee if required.

25. Terms of Payment :

- vi. The payment shall be in Indian Rupees and shall only be effected after successful completion of milestones without error and delays as defined in the Service Level Agreement/Contract.
- vii. No Mobilisation advance payment shall be made to the bidder under any circumstances.
- viii. All payments shall be subject to tax deduction at source as per the tax rates applicable. The bills are to be raised quarterly and submitted to OMSM within 15 days of raising of invoice. The payment shall be released within 30 days of submission of bill. In case payment is not released within such time, bidder may request OMSM to release payment as early as possible or stop rendering services on mutually agreed terms and conditions if OMSM has a backlog of more than one quarter payment due to the bidder.
- ix. The successful bidder has to sign an agreement which shall contain clauses related to liquidated damages on account of delays, errors, cost and time over-run etc.
- x. In case the bidder fails to execute the contract, OMSM shall be at a liberty to get it done through any other agency with full cost recoverable from the bidder in addition to damages and penalty.

26. Termination of Contract

- **Termination for Default :-** OMSM may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the qualified bidder, terminate the contract in whole or in part if:
 - iii. The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the OMSM.
 - iv. The qualified Bidder fails to perform any other obligation(s) under the contract. However, the disputes if any may be referred to Arbitration.
- **Termination for Insolvency, Dissolution etc :-** OMSM may at any time terminate the contract by giving written notice to the qualified bidder without compensation to the qualified bidder, if the qualified bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the OMSM.

Annexure-1 (General Information of Bidder)

Sl. No.	Item	Details	Proof Attached(Yes/No)
1	Name of the Firm/Company		
2	Address of Registered Office		
3	Address of Corporate Office		
4	Proof of existence for at least 3 years (Year of establishment of the Firm/Company)		
5	Telephone Numbers		
6	Email Address		
7	Firm/Company Registration No.		
8	PAN Details		
9	IT Return for A. Y. 2016-17, 2017-18, 2018-19		
10	Audit Report for three Financial Years and audited balance sheet		
11	EPF Registration Number		
12	ESIC Registration Number		
13	GST registration details		
14	RFP Document Fee		
15	EMD		

Details of the Managing Director/ CEO (Name, Mobile Number & Email)	Details of the Authorized Signatory for this Tender (Name, Designation, Mobile & Email)

Yours faithfully

Authorized Signatory

(Company Seal)

Date

Place:

Annexure-2 (Acceptance of RFP Terms & Conditions)

To

Date: __/__/_____

State Project Director (SPD),
Odisha Madhyamika Shiksha Mission,
N1/9, Gajapati Nagar Rd, Near Doordarshan Kendra,
Nayapalli, Bhubaneswar, Odisha 751005.

Sir / Madam.

I have carefully gone through the Terms & Conditions contained in the RFP No., regarding < RFP Name>. I declare that all the provisions of this Tender Document are acceptable to my firm/company. I further certify that I am an authorized signatory of my firm/company and am, therefore, competent to make this declaration.

Yours faithfully

Authorized Signatory

(Company Seal)

Date

Place

(Please attach suitable board resolution, duly attested copy authorising the individual to sign on behalf of the company)

Annexure-3 (Project Experience)

S.N.	Name of Client, Contact Person, Telephone No, Mobile No, e -Mail, Physical Address	Name of Project	Project Start Date and End Date, Brief of Project	Project Cost	Status (Complete/ In Progress/ Delay)

Note: Copies of relevant work order and completion certificate must support the information provided in the above table.

Yours faithfully

Authorized Signatory

(Company Seal)

Date

Place

Annexure 4 (Self-Declaration Form)

Self-Declaration

To

State Project Director (SPD),
Odisha Madhyamika Shiksha Mission,
N1/9, Gajapati Nagar Rd, Near Doordarshan Kendra,
Nayapalli, Bhubaneswar, Odisha 751005.

Sir,

In response to the Letter Ref No. _____ for the “<<tender name>>” I, _____, as an authorised signatory of <<Bidder’s name>>, hereby declare that presently our Company is not under declaration of ineligible for corrupt & fraudulent practices, blacklisted, or had work withdrawn by any State/Central Government/PSU at the time of bid submission.

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

Thanking you,

Name of the Bidder:

Authorised Signatory:

Signature:

Seal:

Date:

Place:

Annexure-5 (Price Bid Form)

(Price Bid Form for maintenance services of equipment, furniture and provision of recurring services to all 4000 ICT Labs)

To
State Project Director (SPD),
Odisha Madhyamika Shiksha Mission,
N1/9, Gajapati Nagar Rd, Near Doordarshan Kendra,
Nayapalli, Bhubaneswar, Odisha 751005.

Date: ___/___/___

Madam/Sir,

I, the undersigned, offer to provide the services for “Monitoring & Supervision, Evaluation and Management of the project through web based monitoring facility & online MIS for performance tracking of the entire project to all 4000 ICT Labs under ICT@Schools Scheme” in accordance with your RFP under reference and our technical bid proposal as per the following price. (Year wise)

.Price bid for Project Monitoring

Particulars	1st year	2nd Year	3rd Year	4th Year	5th Year	Total
Engagement of manpower at State, Zonal and District level, web portal, tab based and GPS based monitoring, Report generation etc.						
Total Price						

The amount is inclusive of all taxes. 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 contract. In case of any difference between the rates quoted in figures and words, the latter shall prevail.

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

(Company Seal)

Yours faithfully

Date & Place

Authorized Signatory

Annexure 8 (List of Existing Equipment & along with Brands) both for PIA & PMA

Sr. no.	Item Existing Make & Model	Qty.	Specification & Serial No.
1	Desktop Brand Acer	1	X86 Architecture 3.2 Ghz or higher Processor with 4 dedicated cores, RAM 4GB or higher expandable to 16GB, 500 GB HDD, 19-inch or Higher LED Monitor, Built-in audio, 300 Watt Desktop Speaker, DVD Writer,10/100/1000BaseT Ethernet, 104 Key Keyboard and Optical Mouse With at least 2 Free Full Height PCI slots,
2	Desktop(Stand by) Brand Acer	1	X86 Architecture 3.2 Ghz or higher Processor with 4 dedicated cores, RAM 4GB or higher expandable to 16GB, 500 GB HDD, 19-inch or Higher LED Monitor, Built-in audio, 300 Watt Desktop Speaker, DVD Writer,10/100/1000BaseT Ethernet, 104 Key Keyboard and Optical Mouse With at least 2 Free Full Height PCI slots,
3	Shared Computing Device N-computing	2	Two Shared Computing Devices per Desktop. Multibox device which allows 6 users to share a single host PC through a share computing PC-Sharing kit (which includes one full height PCI Card, Virtualization software, access devices with speaker output, PS/2 Mouse and PS/2 Keyboard output. SVGA Monitor output and RJ45 Connection Port. with 5 CAT6 cables (each of 5 meters length)), Power consumption of each access device should not exceed more than 1-2watts. The access device should be integrated with Host PC via CAT 6 cable with support up to 10mtr/32ft. Each user should have independent desktop environment. User experience on shared terminal should be substantially the same as on the host PC (Boot time, Login Experience, Responsiveness (Mouse, Keyboard, application start-up and execution), Graphics/Multimedia, Logout.
4	Monitor, Key Board & Mouse (Brand :-Aser)	10	19-inch or higher LED Monitor with static contrast 1000:1, resolution of 1440 x 900 and VGA connectivity with matt black finish, brightness 250 cd/m2, viewing angle 170 degrees/ 160 degrees (horizontal/vertical), wall mounting port VDI, with Windows Certification with EPEAT GOLD / TCO /Energy Star Certification Key Board & Mouse
5	Web Cam Brand Zebronic Wipro	1	Min 5MP camera, Support for HD Video calling (1280 X 720 pixels), Built-in mic with noise reduction
6	Headphones	40	Headphone with Mic
7	Headphone Sharer	10	5-Way 3.5-mm Headphone Splitter

Sr. no.	Item Existing Make & Model	Qty.	Specification & Serial No.
8	Integrated Computer Projector K-YAN	1	<p>Specification: Projection System: DLP Technology Brightness: 2500-ANSI Lumens (Short Throw) Resolution: SVGA (800x600) Contrast Ratio: 2500:1 Computer System : X86 architecture, 3.2GHz or higher with 4 dedicated Cores, Minimum 4MB L3 Cache, Compatible chipset with HD graphics, 4GB DDR3 RAM expandable to 16 GB, 500 GB Serial SATA II 7200 RPM HDD, Optical Drive DVD RW, Wireless Keyboard & optical Scroll Mouse. OS: DOS Input: PS/2 Mouse & Keyboard, RF –in for TV, USB ports, Microphone in Output : Internal 30 watts Audio Output, LAN: 1x Gbps LAN, Integrated analogue cable TV tuner</p>
9	Interactive White Board Smart	1	<p>Active Size: Minimum 77" diagonal Active Area: Minimum active area 156 cm W × 117cm H Resolution: Digitizing resolution is approximately 32767 × 32767 Aspect Ratio: 4:3 Board Surface: Durable Hard-coated steel surface, optimized for projection, maintenance free, compatible with dry-erase markers and easily cleaned with whiteboard cleaner or isopropyl alcohol (IPA). Operating System: Windows XP SP3, Windows Vista® SP2 or Windows 7 operating system and Linux Writing Tools: Both finger and pen touch without any special tools, supports multi touch and use of non mechanical and battery free objects. Power Options: Power consumption is less than 0.5 W (100 mA at 5 V). Must obtain power from the computer through the USB cable for Windows® and Linux® computers. Technology: Touch technology. No interference from Electromagnetic sources/sunlight and other external influences. Data Ports: 12 Mbit /s USB connection (full-speed USB 1.1 or USB 2.0). Storage: Saving of files in PC Software: Must include a complete version of the white boarding software application on a CD or DVD. Software must also be available online for download. Users must be able to access the software without having to register for an online community. Software must be available for update via a product updating service that can automatically scan for new updates and alert users to their availability. Must support Windows® / Linux® operating systems Should have interactive features like palm touch, image gallery, image enlarge; snap shots, recording lectures, reveal option, focus to specific part of content, zoom etc. Must supply additional software to collaborate external content and facilitate teachers to create new content and manage and deliver other content .Must supply an application for remote collaboration to work on the same content simultaneously and write directly into each other's documents. Minimum 100 to maximum 500 user can concurrently use the facility. Accessories: Stylus/ Pens, USB Cable, Software CD, user manual etc. to be a part of standard supply. Warranty: 5 years warranty.</p>

Sr. no.	Item Existing Make & Model	Qty.	Specification & Serial No.	
10	Multi Function Printer	1	Multi Function Printer. Print, copy, scan, fax, Multitasking supported: Yes, Speed in Normal Mode: Up to 18 ppm, Print technology: Laser, Print quality black (best): Up to 600 x 600 dpi (1200 dpi effective), Display: at least 2-line LCD, Processor speed: Minimum 400 MHz, Connectivity, standard: Hi-Speed USB 2.0 port, 10/100Base-T Ethernet network port, RJ-11 Telephone port, Duplex printing: Automatic Scanner type: Flatbed, ADF, Scan file format: JPEG, TIF (compressed and uncompressed), PDF, GIF, BMP, Scan resolution, optical: Up to 1200 dpi, Certified by IDC	
	Brand			HP
				Ricoh
11	On Line UPS Delta	1	ISO 9001 Certified. Online UPS of 2KVA with 30 minutes power backup, Output Wave Form - Pure sine wave, Efficiency 90% or better on rated full load, Input Power Factor > 0.90, Battery type : Sealed. Maintenance Free, Micro Controller Based Double Conversion Online UPS and Cabling. With DG Set compatibilities, frequency range 50+/- 6% hertz, operating temperature: 0 to 50 degrees celcius, noise level: as per the government norms. output: pure sine wave output	
12	Networking		16 Port Unmanagable GIGABIT switch with CAT-6 cabling (in casing capping) for all the nodes, Mutli fucntion printers, Projection system	
13	Fire Extinguisher	1	Portable Carbon Dioxide Handheld fire extinguishers as per IS specification	
14	Servo Stabilizer Protect	1	5KVA (1 Phase Servo Motor Operated Line Voltage Corrector), Input Range: : 50V-270V (Single Phase), Mounting: On Wheels. Output range: 220V/230V/240V single phase (adjustable), earthing terminals, overload cutoff, output protection through MCB, Frequency range: 50+/- 3% hertz. Operating temperature: 0 to 50 degrees celsuis	
15	Silent Generator Set Champ	1	ISO 9001 Certified, Minimum 3 KVA Petrol/Diesel based silent generator set with Safe Cabling and Installation	
16	Earthing (as per IS specifications)		Copper plate earthing stations making earthing with copper earth plate	
17	Lighting (ISI mark)	4	40W Tube Light with Electronic Choke (ISI mark)	
18	Fans (ISI mark)	2	48" blade with regulator, 3 Blade Indicative Brands: Philips / Wipro/ Usha /Crompton Greaves /Khaitan /Bajaj/ Havells	
19	Exhaust fans (ISI mark)	2	300mm sweep, 45 Watts, Speed 1330 RPM Indicative Brands: Philips / Wipro/ Usha /Crompton Greaves /Khaitan /Bajaj / Havells	

Sr. no.	Item Existing Make & Model	Qty.	Specification & Serial No.
20	Switches and sockets (ISI Mark)	15	5 A- 240 V switches
		15	2 in 1 5A and 15A Sockets
		2	15 A – 240 V socket with shutter
			Indicative Brands: - Anchor / Havells / crabtree /Wipro /Phillips / Legrand Switches and sockets is to be provided for all electronics/IT equipments including printer and Projection System to be placed at lab technician table.
21	Computer Table Tajpuria	13	609mm x Height 750mm 18mm pre laminated particle board conforming IS: 12823. Pretreated & powder coated steel frame. Good quality PVC edge bending to be provided on pre laminated board. No Sharp corners, smooth edges are essential. Legs frame made of 1.5 inch square pipe, 16 gauges. Table rests on good quality glide screws. Full length footrest is to be provided. One 65mm diameter hole for drawing cables is to be provided , this hole has to be covered with steel cover Good quality telescopic slider along with full width keyboard with 30cm projected depth panel, keyboard free space is 10 cm. Table must have a modesty panel of
22	Chair Uma Plastic/Moderna	41	Armless Moulded Chairs, Cream colour, ISI Standard Compliant
23	Electrical meter	1	Not Applicable
24	Painting	-	The surface of Wall and Ceiling to be painted, shall be prepared to the satisfaction of OKCL / OMSM and shall be applied with 2 coats of primer and then with 2 coats of distemper paint of standard make as approved by OKCL / OMSM.
25	Lab Cleanliness Kit	1 set	Dusting cloth, hand held vacuum cleaner, Dust cloth covers for all the IT equipments and one Foot mat
26	Curtains	Full lab	To maintain proper darkness in the Lab / Classroom during Projection
27	Wall Clock	1	ISI Mark, Wall Clock
28	Notice Board	1	5feet x 3feet, P/F 15 thk Pinup board with fabric wrapped all around
29	White Board	1	4 ftx3 ft minimum 18mm thickness white board