

Request For Proposal (RFP)
for
Selection of Service Provider to
Supply and Installation of Video Conferencing end point System
at
Different Department-Phase-II and Rate Contract for next 03 Years



Tender Reference No. - JAPIT/VC/Dept/Phase-II/2024



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DISCLAIMER

The information contained in this Request for Proposal (hereinafter referred to as "RFP") document provided to the Bidders, by the Jharkhand Agency for Promotion of Information Technology, Ranchi, hereinafter referred to as JAP-IT, or any of their employees or advisors, is provided to the Bidder(s) on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

The purpose of this RFP document is to provide the Bidder(s) with information to assist in the formulation of Proposals. This RFP document does not purport to contain all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for the JAP-IT, their employees or advisors to consider the business/investment objectives, financial situation and particular needs of each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document.

JAP-IT, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the RFP document. Client Department also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in the Bidding Documents.

Information provided in the RFP Document to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. JAP-IT/Client Department accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The issue of this RFP Documents does not imply that the JAP-IT/Client Department is bound to select a Bidder or to appoint the Selected Bidder or Service Provider for the Project and the JAP-IT/Client Department reserves the right to reject all or any of the Bidders or Bids without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its Bid including but not limited to preparation, copying, postage, delivery fees, uploading, expenses associated with any demonstrations or presentations which may be required by JAP-IT/Client Department or any other costs incurred in connection with or relating to its Bid. All such costs and expenses will remain with the Bidder and the JAP-IT/Client Department shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the Bid, regardless of the conduct or outcome of the Selection process. JAP-IT may, in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

1. Invitation for BID

Jharkhand Agency for Promotion of Information Technology (JAP-IT) invites online bid through e- procurement system (<https://Jharkhandtenders.gov.in>) for selection of Service Provider for installation of Video Conferencing end point System at 11 different Department in Phase-II and rate contract for next 03 years.

The invitation to bid is open to all bidders having relevant experience and complied with the eligibility criteria as mentioned in the document.

Bidders are advised to study the document and Terms & Conditions carefully and completely. Submission of Bids shall be deemed to have been done after careful study of the document and examination of Terms & Conditions with full understanding of its implications.

	Tender Reference number	JAPIT/VC/Dept/Phase-II/2024
1.	Name of Work	Installation of Video Conferencing end point System with UPS at different Department of Govt. of Jharkhand.
	Tender Cost	Non refundable Tender Cost INR 10,000/- (Rupees Ten Thousand only)- through online mode as per terms and condition of the
3.	Earnest Money Deposit (EMD)	INR 5,00,000 /- (Rupees Five Lakh) for 180 days through online mode as per terms and conditions of the Jharkhand e-procurement
4.	Availability of Tender Online for bidding	
i.	Bid publishing Date	04-07-2024 6:00 PM
ii.	Pre-bid meeting	11-07-2024 12:30 PM
iii.	Start date of bid submission	18-07-2024 11:30 AM
iv.	Last date and time of Online Bid Submission	24-07-2024 03:00 PM
v.	Technical Bid Opening	25-07-2024 03:30 PM
vi.	Commercial Bid Opening	To be informed later.

- The Bidder shall submit a **EMD** amounting to INR 5,00,000 /- (Rupees Five Lakh) for 180 days through online mode as per terms and conditions of the Jharkhand e-procurement portal.

- Bid must be accompanied by a non-refundable **Tender Cost INR 10,000/- (Rupees Ten Thousand only)**- through online mode as per terms and condition of the Jharkhand eProcurement Portal.
- The online generated receipt of the Tender cost and EMD must be submitted with online bid documents.
- EMD amount will be refunded to bidder through on-line mode in the same bank account through which on-line EMD payment have been made during the tendering process.
- Bids shall be submitted online through eProcurement portal i.e. <https://jharkhandtenders.gov.in>
- JAP-IT will not be responsible for delay in online submission due to any reason. For this, bidder is requested to upload the complete bid well advance in time so as to avoid 11th hour technical issues like slow speed; choking of web site due to heavy load or any other unforeseen problems/technical glitch.
- The Authority reserves the right to accept/reject any or all the tender(s) received without assigning any reason thereof.

Sd/-
Chief Executive Officer,
JAP-IT, Ranchi

2. Scope of Work

1. The successful bidder shall undertake the supply, installation and Commissioning of Video Conferencing system (End Point) with 1 KVA online UPS with Battery and Trolley.
2. The required power and LAN cabling along with required fittings (Switch Board along with switches, I/O Boxes, Patch cord, Power plug, Power Top) and required cables etc. from the nearest power point and Network Switch will be done by the selected bidder.
3. **The aesthetic appearance of the cabling within office and other visible areas is to be taken into consideration by the successful bidder while planning the LAN cabling.**
4. The arrangement to install VC system including wall mounting of VC system/UPS etc. has also to be done by successful bidder without any additional cost.
5. The successful bidders will have to provide the required post installation warranty support free of cost in case of technical fault during the tenure of warranty period i.e. for 3 Years from the date of installation and commissioning.
6. The supplied items should be brand new without any manufacturing defects and must not be refurbished. If found so, the same items will not be accepted.
7. Transportation and installation of material at site will be responsibility of successful bidder.
8. Anything required to complete the installation of VC system is to supply/done by the successful bidder without any additional cost to tendering authority.
9. The proposed VC end point is to be connected with existing MCU of JharNet which is Avaya make and Scopia elite model enterprise solution with Scopia pathfinder VC gatekeeper and VC recording of Avaya- DL360G9 SRVP ASSR. The supplied VC end point must be fully compliant with the existing MCU. If the supplied end point is found not fully compliant with existing MCU, the supply order will be cancelled and no payment will be made. The required IP address of JharNet and another credential will be provided by JAP-IT to the successful bidder. **A declaration letter ensuring the proposed make and model of Codec based VC end point is fully complaint with existing MCU of JharNet 2.0 from the OEM of Codec based VC end point must be submitted along with technical bid.**

10. Before signing of the agreement, the Successful bidder has to perform the Proof of Concept (PoC) in JAP-IT premises of all types of the propose product/items. After successful PoC the signing of the agreement will take place.

11. Right to vary the scope of the work at the time of Award/issuing of work order

The tendering authority reserves its right to make changes to the scope of the work/quantity of items during the contract period.

12. Shifting of installed VC end point and related equipment if any should be done by the successful service provider without any additional cost to the tendering authority during contract tenure.

3. Eligibility Criteria

The Bidding is open to all qualified Bidder who fully meet the following qualifying requirements:

S.N.	Technical Qualification Criteria	Documents Required	Reference and Page No.
1.	Non refundable Tender Cost INR 5,000/- (Rupees Five Thousand only)- through online mode as per terms and conditions of the Jharkhand eProcurement Portal.	On-line receipt of the same.	Refer <<page No .>> Where documents are attached in soft copy
2.	The Bidder should have furnished the EMD of Rs. 5,00,000/-(Rupees Five Lakhs only)	On-line receipt of the same.	Refer <<page No .>> Where documents are attached in soft copy
3.	The Bidder should either be a company registered under the Indian Companies Act, or a proprietorship/partnership firm registered under the Indian Partnership	Submit the copy of certificate of registration issued by the relevant authority as the case may be	Refer <<page No >> Where documents are attached in soft copy
4.	The bidder should have a minimum average annual turnover of Rs. 2 Crore in IT/ITES business during last three financial years (FY 19-20, FY 20-21 & FY 21-22) OR	Duly sealed and signed Certificate from the CA specifying the average annual turn over financial year wise from IT/ITES business during the	Refer <<page No >> Where documents are attached in soft copy

RFP for VC system at different dept. in Phase-II and rate contract

	FY 20-21, FY21-22 & FY 22-23)	specified FY.	
5.	<p>The bidder must have supplied the Codec based Video Conferencing end point during last 3 Years ending 31st December 2023 of the following criteria</p> <p>1. At least one work order value not less than 50 lakhs for supply, installation of Codec based Video Conferencing end point</p> <p>OR</p> <p>2. At least 02 projects of value of minimum 30 Lakhs each for Supply, Installation of codec-based Video Conferencing end point</p> <p>OR</p> <p>3. At least 03 projects of minimum 20 Lakhs each for Supply, Installation of codec based Video Conferencing end point.</p>	<p>1. Relevant Work Order/Agreement Copy wherein order value should be mentioned.</p> <p align="center">AND</p> <p>2. Installation Certificate/ On Going Certificate/Work Completion Certificate duly sealed and Signed by Client.</p>	<p>Refer <<page No >> Where documents are attached in soft copy</p>
6.	<p>The bidder should have office in Jharkhand or office to be opened within one month after awarding the work.</p>	<p>Proof of office in Jharkhand or</p> <p>Undertaking that office will be opened within one month after the work awarded.</p>	<p>Refer <<page No >> Where documents are attached in soft copy</p>
7.	<p>The bidder should have a valid ISO 9001:2015) certification as on date of bid submission.</p>	<p>Copy of valid ISO (valid as on last date of bid submission) certificate</p>	<p>Refer <<page No >> Where documents are attached in soft copy</p>
8.	<p>The bidder should not have been blacklisted by any State / Central Government/Govt. Agencies/PSU in India as on date of bid submission.</p>	<p>Submit Self- Declaration Certificate duly signed and stamped by authorized signatory of the bidder.</p>	<p>Refer <<page No >> Where documents are attached in soft copy</p>
9.	<p>Bidder shall enclose MAF (Manufacturer Authorization Form) specific to this bid.</p>	<p>Manufacturer's Authorisation Form (MAF) for proposed Video Conferencing end System and UPS</p>	<p>Refer <<page No >> Where documents are attached in soft copy</p>

10.	Assurance of the proposed make and model of Codec based VC end point is fully complaint with existing MCU of JharNet 2.0 from	A declaration letter ensuring the proposed make and model of Codec based VC end point is fully complaint with existing MCU of JharNet 2.0 from the OEM of Codec based VC end point	Refer <<page No >> Where documents are attached in soft copy
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4. Items to be supplied and installed

A. The Successful Service provider has to supplied and installed the following items.

- 1) Codec based Video Conferencing end point along with MIC and other required accessories – 11 Sets
- 2) Online UPS (1 KVA) with Battery (at least 1600 VAH) and trolley/ stand- 11 Sets

B. To meet the future requirements of any department/agency/organization provisions have also been made for supply and installation of following items along with above mentioned items as the case may be.

- 1) 55 Inch LED Display System
- 2) 65 Inch LED Display System
- 3) Online UPS (2 KVA) with Battery (at least 3200 VAH) and trolley/ stand

The Bidders have to quote for all the items mentioned in the price bid. If bidders fail to quote for any item mentioned in the price bid, his bid will be rejected.

5. Timeline to supply and Installation

The VC system along Display and UPS must be supply, installed, commissioned and Go-Live within 10 weeks from date of signing the agreement at all locations. Failing which will attract penalty for delay at the rate of Rs. 2000/- per day per location.

Observing constant delay, the competent authority may terminate the agreement and forfeit the performance Bank Guarantee.

6. Price Validity

The quoted price will be valid for next three (03) years as a rate contract from the date of signing of agreement. The successful Service Provider must be capable to fulfil the repeat orders if asked to do so, as per the quoted price. However, it is not obligatory to JAP-IT to issue the work during the validity of Rate Contract.

During the Rate Contract Period if any work order issued, the successful Service Provider will be required to submit the 10% of each work order value as a Performance Bank Guarantee having validity of 39 months from date of issue of work order.

The performance Bank Guarantee (PBG) shall be released without any interest after completion of service/obligation with regard to issued work order. The PBG may be forfeited in case of non-compliance of tender/agreement terms and conditions.

7. Payment terms

- i. 90% of the payment will be made on successful installation of the system. The Installation report/note should be duly sealed and signed by the competent authority of user department.
- ii. Remaining 10% payment will be made after completion of 3 years of successful installation of the system and after deducting of operational penalty if any during the warranty period.

8. Terms and Conditions

- 1) The successful bidder shall have to execute a contract with JAPIT on behalf of department on a Non-Judicial Stamp Paper incorporating the terms and conditions. The Stamp duty for the said contract will be borne by the contractor.
- 2) Bidders are advised to study all technical and commercial aspects, instructions, forms, terms and specifications carefully. Failure to furnish all information required Document or submission of a bid not substantially responsive to the document in every respect will be at the Bidder's risk and may result in the rejection of the bid.

- 3) Bidder must submit the Data Sheet of each quoted product (VC System, Display & UPS), and all parameters of specification must be mentioned clearly on data sheet. The bidder should mark the parameter of specification on data sheet.
- 4) **The Successful Bidder will also provide the complaint redressal mechanism and escalation matrix before signing of agreement.**
- 5) **It will be imperative on each bidder to fully acquaint himself with all the local conditions and factors which would have any effect on the performance of the contract.**
- 6) **Bidders not accompanied by earnest Money and Tender Cost or incomplete in any respect will be rejected out rightly.**
- 7) The bidder must have local office at Ranchi and should have Engineers at Ranchi to take care and provide satisfactory solution on immediate basis.
- 8) The scanned documents of bid should be in dark print and not faded
- 9) Only desired documents are required to be submitted. Submission of undesired documents is not encouraging.
- 10) Documents should be properly indexed and page numbers marked.
- 11) **Performance Bank Guarantee (PBG) and Execution of Agreement:** Successful Bidder will be issued LoI after being declared L1. After acknowledgement of the LoI by the selected bidder, a Performance Bank Guarantee (PBG) of 10% of quoted has to deposit within 7 working days in the form of Bank Guarantee (BG) of any nationalized /Scheduled Bank in the name of The CEO, Jharkhand Agency for Promotion of Information Technology, Ranchi, for a Period of 39 Months thereafter agreement will be signed.
- 12) **Earnest Money Deposit (EMD) Return and forfeit**
 - a) **EMD without any interest accrued will be refunded in any of the following eventual situations: -**
 - i. In case of non-selected Bidders, EMD will be refunded without any interest accrued on finalization of bidding process.

- ii. EMD of successful bidder will be refunded on submission of Performance Bank Guarantee after signing of contract/Agreement.

b) Earnest Money Deposit and/or Performance Bank Guarantee may be forfeited if a Bidder:

- I. Withdraws its' bid during the period of bid validity.
- II. Does not accept, and / or violates the tender terms and conditions of the contract after submission of the bid.
- III. Fails to sign the contract within the stipulated time frame.
- IV. After signing of contract, the selected Service provider fails to accept the work orders, EMD and Performance Bank Guarantee (PBG) will be forfeited.

13) Corrupt or Fraudulent Practices

The Tendering Authority requires that the Bidders under this tender observe the highest standards of ethics during the procurement and execution of such contracts. In pursuance of this policy, the Tendering Authority:

a. Defines for the purposes of this provision, the terms set forth as follows:

“1. Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of the public official in the procurement process or in contract execution; and 2. “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or an execution of a contract to the detriment of the Tendering Authority, 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 Tendering Authority of the benefits of the free and open competition.

b. The tendering Authority will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for the contract in question.

c. The tendering Authority will declare a firm ineligible, either indefinitely or for a stated period of time, if it at any time determines that the firm has engaged in corrupt and fraudulent practices in competing for, or in executing, a contract.

d. The past performance of the Bidder will be crosschecked if necessary. If the facts are proven to be dubious, the Bidders tender will be ineligible for further processing

14) Interpretation of the clauses in the Tender Document / Contract Document

In case of any ambiguity in the interpretation of any of the clauses in Tender Document or the Contract Document, the Tendering Authority's interpretation of the clauses shall be final and binding on all parties.

15) Delays in the Successful Bidder performance

Any delay by the Bidder in supply/service of its contract obligations shall render the Bidder liable to any or all of the following terms:

- i. Penalty as per SLA
- ii. Forfeiture of its performance Bank Guarantee
- iii. Termination of the Contract for default.
- iv. Blacklisting

16) Force Majeure

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 parties, including, but without limited to, flood, explosion, lightening, thundering, acts of God or any Governmental body, public disorder, riots, embargoes, or strikes, acts of military authority, epidemics, lockouts or other labour disputes, insurrections, civil commotion, war, enemy actions.

If a Force Majeure arises, the Bidder shall promptly notify GoJ in writing of such condition and the cause thereof. Unless otherwise directly by GoJ, the 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 bidder shall be excused from performance of his obligations in whole or part as long as such cases, circumstances or events shall continue to prevent or delay such performance. Neither party shall have any liability to the other party in respect of the termination of this contract as a result of an event of Force Majeure. System Integrator shall be paid for supply and services till last date of termination in case of force majeure.

17) Service Level Agreement (SLA)

The SLA would come into effect from the date of agreement and until the successful completion of the comprehensive warranty on-site warranty, Operation and maintenance period 3 years:

S.N	Complain attend and resolve timeline	Penalty	Remark
1	The complaint needed to be attended to within 48 hours and should be set right within next 72 Hours.	No Penalty	It is recommended to maintain sufficient spare system/part at centralized location to minimize downtime/penalty.
2	The complaint attended within 48 hours and did not resolve within five days of reporting.	Rs. 500/- per day, per item would be imposed till the fault is rectified	

Note: The total amount of the operational penalty shall be subject to 10% of the total contract value.

18) Resolution of Disputes

JAP-IT, GoJ and the Selected SI shall make every effort to resolve amicably by direct informal negotiations, any disagreement or disputes, arising between them under or in connection with the Contract.

If even after thirty (30) days from the commencement of such direct informal negotiations, JAP-IT, GoJ and the Selected Bidder are unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanism specified in clauses below. In the case of a dispute or difference arising between JAP-IT, GoJ and the Selected Bidder relating to any matter arising out of or connected with this Contract, such dispute or difference shall be referred to the award of Arbitrator. The award of the Arbitrator shall be final and binding on the parties. Arbitrator will be appointed on the basis of mutual agreement of parties.

The Arbitration and Conciliation Act 1996, the rules there under and any statutory modification or re-enactments thereof, shall apply to the arbitration proceedings.

The venue of arbitration shall be Ranchi, Jharkhand.

JAP-IT, GoJ may terminate this contract, by giving a written notice of termination of minimum thirty days, to the Selected Bidder, if the Selected Bidder fails to comply with any decision reached consequent upon arbitration proceedings pursuant to above Clause.

19) Legal Jurisdiction

All legal disputes are subject to the jurisdiction of Ranchi Courts only.

20) Taxes and Duties

The rates quoted shall be in Indian Rupees inclusive of Taxes.

21) Conditional tenders shall be summarily rejected.

22) Termination on Default

- a) JAP-IT reserves the right to cancel the order(s) and to terminate the contract in the event of short performance or non-performance by the service provider
- b) JAP-IT may without prejudice to any other remedy for breach of contract, by written notice of default with a notice period of 15 days, sent to the selected Service Provided (SP), to terminate the contract in whole or part, (i) if the Service Provided (SP), fails to deliver any goods/service within the time period(s) specified in the Contract, or fails to supply the items as per the Delivery Schedule or within extension period, if any thereof granted by JAP-IT; or (ii) if the Service Provided (SP), fails to perform any of the obligation(s) under the contract; or (iii) if the Service Provided (SP), in the judgment of JAP-IT, has engaged in fraudulent and corrupt practices in competing for or in executing the Contract, may terminate the contract in whole or part and forfeiture of performance Bank Guarantee (PBG).
- c) Service Provider will be blacklisted if the contract is terminated due to breach of contract and forfeiture of the performance Bank Guarantee (PBG).

23) JAP-IT also reserve the right to suspend the entire tendering process at any point of time without assigning any reason whatsoever.

9. Evaluation Process

The selection of the bidder under this RFP will be on a two-stage evaluation process (i) Technical Bid and (ii) Financial Bid.

Evaluation of Technical Bid

The evaluation of the Technical bids will be carried out in the following manner:

The bidders technical bid will be evaluated as per the technical qualification criteria specified in the RFP. JAP-IT reserves the right to ask for any other supporting document or testimonial at any point of time, during the evaluation of the Bid.

Bidders who satisfy eligibility criteria and have submitted required documents mentioned in criteria subject to compliance of technical specifications will be consider technically qualified.

Evaluation of Commercial Bid

After opening of the technical bids, those bidders, who are technically found eligible (i.e. who satisfy the all the eligibility criteria and compliance of technical specifications) the financial bids of the only those technically qualified bidders will be opened.

The Tendering Authority will award the work to the Successful bidder whose bid has been determined as the **lowest evaluated bid i.e. L1** as per the commercial bid form **(Annexure-2)**.

10. Instruction to Bidders

- a) Bidders are advised that submit online bid documents must be clearly readable otherwise bid documents will not be evaluated. Financial proposal should only be submitted online. Hard copy of the same should not be submitted.
- b) Bidders should be ready with the scanned copies of cost of tender documents & bid security (EMD) as specified in the tender document. Before submission of bids online, bidders must ensure that scanned copies of all the necessary documents have been attached with bid.

The JAP-IT will not be responsible for delay in online submission of bids due to any reason, what so ever.

- c) All required information for bid must be filled and submitted.

2. Details of documents to be furnished for online bidding

- i. Demand Draft/ Bank Guarantee towards EMD.
- ii. Technical Qualification information and supporting documents as specified in Technical Evaluation Criteria.

- iii. Certificates, MAF, undertakings, affidavits as required in Technical Qualification Criteria.

3. Amendment of Bidding Documents

- a. At any time prior to the deadline for submission of bids, the Tendering Authority may, for any reason, whether on its own initiative or in response to the clarification requested by a prospective Bidder, modify, change, incorporate or delete certain conditions in the bidding document.
- b. In order to allow prospective Bidders reasonable time to take into consideration the amendments while preparing their bids the Tendering Authority, at its discretion, may extend the deadline for the submission of bids.

4. Detailed instruction & documents to be furnished for online bidding

- a. *Guidelines for online submission of bids can be downloaded from the website <http://jharkhandtenders.gov.in>*
- b. Bidders in order to participate in the bidding process have to get 'Digital Signature Certificate (DSC)' as per Information Technology Act-2000 to participate in online bidding. This certificate will be required for digitally signing the bid. Bidders can get the above-mentioned digital signature certificate from any approved vendors (CA). Bidders, who already possess valid Digital Certificate, need not procure new Digital Certificate.
- c. Bidders have to submit their bids online in electronic format with digital Signature. Bids without digital signature will not be accepted. The online generated receipt copy of tender cost and EMD has to submit in online mode. JAP-IT will accept the online bid document as authentic and final. The bids will be evaluated based on the online submitted bid documents.
- d. **Bidders are advised that submitted online bid documents must be clearly readable otherwise bid documents will not be evaluated. Financial proposal should only be submitted online. Hard copy of the same should not be submitted.**

5. Preparation of Bids

a. Language of Bid

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and the Tendering Authority shall be in English only.

b. Bid Currency

Prices shall be quoted in Indian National Rupees only.

c. Technical bid

The technical proposal should address all the areas/ sections as specified in the Qualification Criteria as specified in this RFP.

d. Financial Bid

Unless explicitly indicated, bidder shall not include any technical information regarding the services in the financial proposal. Conditional price bid would not be acceptable to Tendering Authority.

7. Clarification of Bids

When deemed necessary the tendering authority may seek bonafide clarifications on any aspect from the Bidder. However, that would not entitle the Bidder to change or cause any change in the substance of the Bid or price quoted. During the course of Technical Bid evaluation, the tendering authority may seek additional information or historical documents for verification to facilitate decision making. In case the Bidder fails to comply with the requirements of the tendering authority as stated above, such Bids at the discretion of tendering authority may be rejected as technically non-responsive.

8. Contacting The Tendering Authority

- a) No Bidder shall contact the Tendering Authority on any matter relating to its bid, from time of opening to the time the contract is awarded. If bidder wishes to bring additional information to the notice of the Tendering Authority, bidder should do in writing. The Tendering Authority reserves the right as to whether such additional information should be considered or otherwise.
- b) Any effort by a Bidder to influence the Tendering Authority in its decision on bid evaluation, bid comparison or contract award may result in disqualification of the Bidder's bid and also forfeiture of his bid security.

9. Validity of Bid

The bid will be valid 180 days from the last date of bid submission. A bid for a shorter period or conditional bids shall be rejected by the tendering authority as non-responsive. In special circumstances, JAP-IT may solicit extension of the period of validity from a bidder. The request and the response thereto shall be made in writing. Extension of validity period by the bidder shall be unconditional. The EMD provided shall also be sufficiently extended. Bidder granting extension of validity will not be permitted to modify its technical or financial bid.

11. Prebid Conference

- i. JAP-IT will conduct a pre-bid conference for all potential SI to address the generic queries of the prospective bidders related to the RFP document as per the schedule mentioned in RFP.
Only System Integrator (SI) will be allowed to participate in Pre-bid meeting.
- ii. The interested SI should confirm their participation and must submit their queries in (editable **Excel format only**) as per the Performa (**Annexure 3**) through email (ceo.japit@jharkhandmail.gov.in, and japit.doit@rediffmail.com, in 1 business days prior to the Pre-Bid Conference. Failure to submitted the queries in the asked format will result in rejection of queries. Queries received after the set time limit shall not be considered in the pre bid conference and thereafter.
- iii. If required, the subsequent addendum/corrigendum to this RFP document would also be put up on the website. Such addendum/ corrigendum, if issued, would form part of this RFP and the bidders would be advised to prepare their technical and financial bids in accordance with such addendum/corrigendum.
- iv. **The tendering authority reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it. JAP-IT will not entertain any further clarifications regarding the RFP document after the pre-bid conference.**
- v. **Only System Integrators (SIs) are allowed to participate in the Pre-bid.**

12.Specifications

Video Conferencing Endpoint Codec based Hardware Make_____ Model_____ (To be compulsorily mention the Make & Model and Datasheet of quoted product to be attached)				
S. N.	Description	Minimum Specification Parameter	Compliance (Yes/No)	Reference page no. of Data Sheet and must Highlight the required specification in Data Sheet for cross reference
1	Video Standards and Resolutions	It should support H.323		
		SIP standards for communications		
		It should support H.263		
		H.264 AVC/SVC		
		H.264 High Profile or better		
		It should support 1080p 60fps		
		It should support 1080p 30 fps		
		It should support 720p 60 fps		
		It should support 720p 30fps		
		It should support 480p30/4CIF or better		
2	Content Standards and Resolutions	It should support content sharing using standard based H.239 and BFCP over SIP		
		It should transmit both people and content simultaneously to the far end location at 1080p @30 fps and/or 1080p60 FPS		
3	Audio Standards	It should support G.711		

Video Conferencing Endpoint Codec based Hardware Make_____ Model_____ (To be compulsorily mention the Make & Model and Datasheet of quoted product to be attached)				
S. N.	Description	Minimum Specification Parameter	Compliance (Yes/No)	Reference page no. of Data Sheet and must Highlight the required specification in Data Sheet for cross reference
	and Features	It should support G.722		
		It should support G.722.1		
		It should support AAC LC /AAC-LD or better		
		It should support 20kHz bandwidth with crystal clear audio		
		Automatic Gain Control and Automatic Noise Suppression		
		Instant adaptation of echo cancellation		
4	Video and Audio Inputs	1 x HD input for connecting main HD camera		
		1 x HDMI/DVI input for connecting PC/Laptop to share HD content		
		1 x Microphone Input (Support for minimum 2 mics)		
		1 x 3.5mm stereo line-in		
5	Video and Audio Outputs	1 x HDMI output for connecting main monitor		
		1 x HDMI output for connecting second monitor on day one		
		1 x 3.5 mm stereo line-out		
6	Other Interfaces	1 x 10/100/1000 LAN port		
		2 x USB 2.0 for software upgrade or connecting external devices		
7	Camera	Full HD 1080p camera		
		It should support 1080p60fps with 8xoptical zoom and 65° or better field of view.		
		It should support PAN Range of +/- 90° and above and Tilt of 10 +/- or +/- 25		

Video Conferencing Endpoint Codec based Hardware Make_____ Model_____ (To be compulsorily mention the Make & Model and Datasheet of quoted product to be attached)				
S. N.	Description	Minimum Specification Parameter	Compliance (Yes/No)	Reference page no. of Data Sheet and must Highlight the required specification in Data Sheet for cross reference
8	Network Features	H.323 and SIP bandwidth up to 3 Mbps point to point call		
		IPv4 and IPv6 support from day one		
		H.323 based Packet Lost Recovery		
9	Security	Media Encryption (H.323, SIP): AES-128		
		Authenticated access to admin menus, web interface and telnet API		
		Endpoint password policy configuration should be offered		
10	Other Standards	H224/H.281		
		H.323 Annex Q		
		H.225		
		H.245		
		H.241		
		H.239		
		H.243		
11	Accessories	H.460		
		Microphone Array, all required cables, and remote control with battery/Touch Panel		
12	Warranty	3 years onsite		

Online UPS 1 KVA online Make_____ Model_____ (To be compulsorily mention the Make & Model and Datasheet of quoted product to be attached)				
Sr. No.	Description	Minimum Specification Parameter	Compliance (Yes/No)	Reference page no. of Data Sheet and must Highlight the required specification in Data Sheet for cross reference
1	Technology	IGBT based, Single Phase		
2	Capacity	1 KVA Online		
3	Input Voltage & Frequency	160 V -260 V & 50 Hz		
4	Output Voltage	230V +/- 1%		
5	Overall Efficiency	>= 80% and <90%		
6	Battery	Sealed Maintenance Free battery with minimum 1600 VAH		
7	Warranty	3 Years onsite including Battery		

Online UPS 2 KVA online Make_____ Model_____ (To be compulsorily mention the Make & Model and Datasheet of quoted product to be attached)				
Sr. No.	Description	Minimum Specification Parameter	Compliance (Yes/No)	Reference page no. of Data Sheet and must Highlight the required specification in Data Sheet for cross reference
1	Technology	IGBT based, Single Phase		
2	Capacity	2 KVA Online		
3	Input Voltage & Frequency	160 V -260 V & 50 Hz		
4	Output Voltage	230V +/- 1%		
5	Overall Efficiency	>= 80% and <90%		
6	Battery	Sealed Maintenance Free battery with minimum 1600 VAH		
7	Warranty	3 Years onsite including Battery		

55 Inch LED Display Make_____ Model_____ (To be compulsorily mention the Make & Model and Datasheet of quoted product to be attached)				
Sr. No.	Description	Minimum Specification Parameter	Compliance (Yes/No)	Reference page no. of Data Sheet and must Highlight the required specification in Data Sheet for cross reference
1.	Screen Size	55 Inch		
2.	Category	Smart		
3.	Resolution	UHD (3840 X 2160)		
4.	Brightness	500 nit or higher		
5.	Contrast Ratio	4000:1 or better		
6.	Aspect Ratio	16:9		
7.	Inbuilt Speaker	10 Watt X 2 Minimum		
8.	Connectivity	HDMI Port - 02		
		USB Port - 02		
		Ethernet Port-1,		
9.	Smart Feature	Web Browser		
		Mirroring		
		Wi-Fi		
		Duty Cycle :24x7		
		16 GB inbuilt storage		
10.	Warranty	3 Years onsite		

65 Inch LED Display Make_____ Model_____ (To be compulsorily mention the Make & Model and Datasheet of quoted product to be attached)				
Sr. No.	Description	Minimum Specification Parameter	Compliance (Yes/No)	Reference page no. of Data Sheet and must Highlight the required specification in Data Sheet for cross reference
1	Screen Size	65 Inch		
2	Category	Smart		
3	Resolution	UHD (3840 X 2160)		
4	Brightness	500 nit or higher		
5	Contrast Ratio	4000:1 or better		
6	Aspect Ratio	16:9		
7	Inbuilt Speaker	10 Watt X 2 Minimum		
8.	Connectivity	HDMI Port - 02		
		USB Port - 02		
		Ethernet Port-1,		
9.	Smart Feature	Web Browser		
		Mirroring		
		Wi-Fi		
		Duty Cycle :24x7		
		16 GB inbuilt storage		
10.	Warranty	3 Years onsite		

Annexure-1 PROFORMA OF PRE-BID QUERIES

Bidders requiring specific points of clarification may communicate with JAP-IT during the specific period using the following format.

Bidder's Request for Clarification		
Name of Organization submitting request	Name & Position of person submitting request	Address of Org. including phone, Fax, e-mail Points of Contact
		Tel: Fax: e-Mail:

S.No.	Bidding Document Reference (Number/Page)	Content of RFP Requiring Clarification	Points of Clarification Required	Suggestion if any
1.				

Annexure-2 Commercial Bid Format**(To be Upload in Financial bid envelope)****Tender Reference No.: - JAPIT/VC/Dept/Phase-II/2024****From,****Bidder's Name & Address****To,**

**The CEO,
JAP-IT,
GROUND FLOOR ENGINEERS HOSTEL - I
Dhurwa, Ranchi – 834 004**

Sub: Request for Proposal for Selection of Service Provider for Installation of Video Conferencing System at different departments of Govt. of Jharkhand

Dear Sir,

We, the undersigned, offer to provide above service in accordance with your RFP. Our Commercial proposal is given as below:

Format for Commercial Proposal

S.N	Items	Unit Price	No. of Unit	Total Cost (In INR) Including GST
1.	Codec based Video Conferencing end point along with MIC and other required accessories		11	
2.	Online UPS (1 KVA) with Battery (at least 1600 VAH) and trolley/stand-		11	
3.	Miscellaneous charges (if any) (This may include other charges like cabling with materials, transportation, installation etc.)		11	
4.	Online UPS (2 KVA) with Battery (at least 3200 VAH) and trolley/stand-		1	
5.	LED Display – 55 inch along with wall mounting accessories		1	
6.	LED Display – 65 inch along with wall mounting accessories		1	

	Total	
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In FigureOnly

In Words.....Only.

This figure will be used for final financial evaluation.

Note:-

- 1. The bidders have to quote for all the items mentioned in the price bid. if bidders fail to quote for any item mentioned in the price bid, his bid will be rejected.**
- 2. All the items should be supplied, installed and on-site comprehensive warranty and maintenance for a period of three years.**

We undertake in competing for and, if the award is made to us, in executing the above services, we will strongly observe the laws against fraud and corruption to force in India namely Prevention of Corruption Act 1988. We understand that you are not bound to accept any proposal you receive.

Yours faithfully,

(Authorized signatory)

Date:

Name:

Designation:

(Seal/Stamp)

Annexure-3 List of Offices for Installation of VC end points

S.N.	Department/Office	Location
1.	Building Construction Department	Chamber of Secretary, Project Building Room No. 13 Ground Floor
2.	Personal Administrative Reforms and Rajbasha Department	Chamber of Secretary, Project Building Room No. 125 Ground Floor
3.	Revenue Registration and Land Reforms Department	Chamber of Secretary, Project Building Room No. 47
4.	Commercial Tax Department	Chamber of Secretary, Project Building Room No. 314
5.	Home, Prisons and Disaster Management Department	Chamber of Principal Secretary, Project Building Room No. 110
6.	Planning and Development Department	Chamber of Principal Secretary, Nepal House Room No. 102
7.	Mines and Geology Department	Chamber of Secretary, Nepal House Room No. 333
8.	Industries Department	Chamber of Principal Secretary, MDI Treasury Building 2 nd Floor
9.	Energy Department	Chamber of Principal Secretary, MDI Treasury Building, Room No.101
10.	Labour Employment Training and Skill Development Department	Chamber of Secretary, Nepal House, Room No.302
11.	Health, Medical Education and Family Welfare Department	Chamber of Secretary, Nepal House, Room No.05