

**REQUEST FOR PROPOSALS (RFP)**  
**For**

**“Annual Maintenance Contract of Hardware  
and  
Facility Management”,**

**for**

Commercial Taxes Department,  
Government of Odisha,  
Baniyakar Bhawan, Cuttack.

**Proprietary & Confidential**

No Part of this document can be reproduced in any form or by any means, disclosed or distributed to any person without the prior consent of CCT(O), except to the extent required for submitting bid and no more.

**1. Invitation for Competitive bidding  
for  
“Annual Maintenance Contract of Hardware & Facility Management”**

- 1.1** Tender call for Facility Management of IT infrastructure of Odisha Commercial Taxes Department.
- 1.2** The Schedule of requirements consists of Facility Management for Servers, Computers, Desktops, Laptops, Printers, Network items, Modems, UPS and Leased lines. CCT (ODISHA) on behalf of Commercial Taxes Department Odisha is inviting the bids.
- 1.3** Time schedule of various tender related events:

Bid calling date	10-04-2012
Last date / time for clarification	25-04-2012
Last date and time of submission of bid	05-05-2012
Bid Security / Earnest Money Deposit (EMD) Amount	₹ 1,50,000/- (Rupees One Lakh Fifty Thousand)
Pre-qualification bid opening date	10-05-2012
Technical bid opening date	11-05-2012
Financial Bid Opening date	14-05-2012
Bid Document person / contact person	DCCT (VAT) i/c IT, Odisha. Phone: (0671)-2304922
Email	ctdho@odishatax.gov.in

- 1.4** The firms which are interested in participating in the bids may please ask the contact person for details or visit <https://odishatax.gov.in>.
- 1.5** A complete set of bidding document prepared may be obtained by interested bidders on submission of a written application addressed to “The Deputy Commissioner of Commercial Taxes Department, Cuttack” and by paying a non-refundable amount of Rs.2500/-. The payment can be made in the form of Demand Draft drawn in favor of “CCT, Odisha, payable at Cuttack (India)”. The Document, if required can be sent by courier for out station locations for which Rs. 500/- be included as postage to be paid extra. The document can also be down loaded from web site <https://odishatax.gov.in>. Bidder using bidding document by downloading from website is required to pay a non-refundable amount of Rs.2500/- towards bid document fee in the manner prescribed above at the time of submission of bid.



**1. Scope of work  
For  
“Annual Maintenance Contract of Hardware & Facility Management”**

**1.1 Introduction to the Commercial Taxes Department.**

**1.1.1** The Commercial Tax Department (CTD) is the largest revenue earning department of the state, contributing over 60% of the state's own revenue.

**1.1.2** Currently, the CTD operates at three levels, namely head office at Baniyakar Bhawan, Cuttack, 12 ranges, 45 circles, 14 assessment units, check gates spread across state. Further there are 5 Unified Check Posts situated at State Borders working along with other departments like, Transport Dept, Civil Supplies Dept and Forest Department. In addition to it, there are 16 Border Check posts for monitoring movement of goods into and outside the state.

**1.1.3** All the Range offices, circle offices and unified check posts (UCPs) are well connected to Head Office at Cuttack through Leased lines from BSNL through MPLS VPN and LAN for effective day to day tax administration.

**1.2 Scope of the work**

**1.2.1 Scope of the work for Annual Maintenance Charge and Facility Management services**

**1.2.2** Commercial Taxes Department has automated its operations effectively using the IT technology. The IT infrastructure consisting of various servers having different operating systems, Relational Data Base Management System, PCs, Printers, Networking Devices, Leased Lines, Air Conditioners & Generators. The network backbone for all the offices of the CT Department is on BSNL leased lines across the states. To maintain the infrastructure effectively without any interruptions to its service (24 x 7 availability of IT infrastructure), the Commercial Tax Department is looking for a service provider, who can offer Annual Maintenance Contract and Facility Management (AMC & FM).

**1.2.3** The AMC & FM services could be overall management of Commercial Taxes Department and Wide Area Network for providing the services to the users for availability of the applications / services at their desktops/ Laptops such as -  
(a) Internet & Intranet services,

- (b) Email,
- (c) RAS, and
- (d) Application Software services added from time to time on the internet and intranet.

**1.2.4** The overall management and maintenance of Commercial Taxes Department network includes administration of servers, PCs, Printers, Peripherals, Networking, ISP Leased lines, Uninterrupted Power Supply (UPS) and the services running on them and also coordination with BSNL for leased lines. The detailed scope is as follows.

**1.2.5 General Scope:**

1. The overall management and maintenance of Servers, Clients, Peripherals, LAN and WAN for Commercial Taxes Department, Odisha.
2. Overall Management and Maintenance of Networking by checking and Managing network status and taking remedial action in case of problems (Co-ordination with the BSNL).
3. Backup of the data as per the backup policy defined by CT department.
4. Archival of the Backup as per the CT department backup and archival policy.
5. Operational Support for the Commercial Tax Department Applications and other applications running and added, from time to time.
6. Monitoring the Leased Lines for the link availability and coordinating with the service providers such as BSNL to ensure that the links are up.
7. Providing physical and Logical security for the Servers, Data, LAN and WAN. If tools are required to protect IT infrastructure, then Department will provide the same.
8. Virus protection to the IT infrastructure for the CT Department
9. Training in System Operations to staff as and when required.

**1.2.6 Detailed scope of the work**

**(1) Server Management**

**(a) Mail Server**

- I. Mail server systems administration / enhancement.

- II. Detailed flow-chart for email flow within Department,
- III. Mail configuration tuning for optimum performance,
- IV. SMTP server queue monitoring
- V. Daily analysis of mail-error and access logs,
- VI. Backup and Restoration,
- VII. Maintenance of log of reported problems and analysis,
- VIII. Escalation of problems,
- IX. Formulation of backup policy and taking backups as per policy,
- X. Writing of Shell and Perl scripts for automation of maintenance functions,
- XI. Taking anti-relay, anti-virus and anti-spam maintenance functions,
- XII. Taking anti-relay, anti-virus and anti-spam measures,
- XIII. Management of user mail ids.

**(b) Applications Server.**

- I. Application server configuration, tuning and monitoring
- II. Application server System Administration
- III. Restoration of Application Server
- IV. Daily analysis of error and access logs
- V. Updating and modifications if any are required
- VI. Works related to customer Application hosting.

**(c) Data Servers and Cluster Server.**

- I. Data Server and Cluster Server Configuration, tuning and monitoring
- II. Data Server and Cluster Server System Administration
- III. Restoration of Data Server and Cluster Server
- IV. Daily analysis of error and access logs
- V. Updating and modifications if any are required

**(d) Proxy Server**

- I. Proxy server configuration and tuning and monitoring

- II. Proxy server System Administration
- III. Proxy Software Installation and configuration. Restoration of Proxy Server
- IV. Daily analysis of error and access logs
- V. Updating and modifications if any are required

**(e) Network services**

- I. Network devices configuration, management and tuning for optimum performance.
- II. Network fault isolation
- III. Monitoring of network performance and escalation of performance
- IV. Implementation / modification of network routing policies, IP- addressing policy.
- V. Real-time monitoring and deployment of network security measures 24\*7\*365
- VI. Maintenance of network configuration, routing, IP addressing documentation etc.
- VII. Bandwidth monitoring and trend for the network and repairing

**(f) Enterprise / Network Management System**

- I. Maintenance and tuning of Servers and Network Management Setup.
- II. Fault isolation in all locations
- III. Overall network management and Systems management.
- IV. Formulation and implementation of network and System management policies.
- V. Monitoring of Network and System performance using EMS, generation of reports, analysis of data and reporting to the Department.
- VI. Enabling problem reporting through the web.
- VII. Maintenance of Fire wall as well IDS

**VIII. Network & System Administration**

- (a) Administering and monitoring User Ids.
- (b) User level help in logging on to Network and other related activities including FTP.
- (c) Creating E-Mail Groups and Mail management.
- (d) Helping Users to use common resources on Network etc.
- (e) Network analysis and performance tuning.



(f) Other related works.

**(g) System Support**

- I. Taking Daily System Back Ups.
- II. Installation and Reload Support on Desktop OS like Win 95/98/XP, windows 200x / 7 / Linux etc.
- III. Installation and Reload Support for Server OS like Windows NT Server, WIN 200x, SCO UNIX, Sun Solaris, Linux, other UNIX flavors, or any other OS the department may buy etc.
- IV. Installation and Reload Support for Applications like MS Back office, MS Exchange etc (Readily available Applications)
- V. Rectification of system software problems due to crashing or malfunctioning of the OS, RDBMS or frontend application.
- VI. Installation and reload support for system software upgrades, namely OS as may be procured or supplied by Commercial Taxes Department during the period of the agreement.
- VII. Guarding the systems against virus, malware and spyware infections using the latest anti-virus and anti-spyware tools made available by the Department. The facilitator will assist in selecting the latest anti-virus tools from time to time to guard the systems against the virus.
- VIII. Data transfer from one machine to other or one location to other location.
- IX. Data transfer from, to Different offices of Commercial Taxes Department through leased lines etc.
- X. The support engineers positioned at ranges should provide the support for the Range Office, Circle Offices, Check Posts and other CTD offices in that particular Range.

**1.2.7 Qualifications of the Facility Management Personnel;**

The staff should have experience in Windows, Solaris, SCO UNIX OS, Linux OS, Microsoft Exchange, networking including Cisco equipment and Network equipment of other manufacturers.

The bidder should submit a statement of the personnel whom he would be deploying for FMS clearly mentioning their qualification, designation and previous experience in the similar field.

The certified Engineers/personnel from Microsoft (MCSE), Sun Certified, CISCO (CCNA), and NORTEL shall be preferred. The facility management staff should have strong hold over hardware and network management and should be capable of independently managing the project.

I. The minimum qualification of the FM personnel is as follows :

**Minimum Qualifications & Experience Required**

SI No.	Position	Educational Qualifications	Certificate on	Experiences on the Job.	Experience In Years
1.	System Administrator	BE(CS) / M. Tech (CS) / MCA	MCSE, Unix and/or Linux	Installation & configuration of Administration of UNIX, WINDOWS NT & LINUX	5 years
2.	Network Specialist	BE(CS) / BE / Dip (E&TC)	CISCO / NORTEL	Installation & configuration of Switch, Router, modem and other Network equipment.	5 years
3.	Support Engineer / Network Associate	BCA, Dip.in E&TC / Dip in CS / BSc (CS) / BE / B.Tech	CCNA / CCNP / MCSE	WIN 95/98/2000/2003, MS Office / Smart Suite / IE / Netscape configuration / Installation of Software products, Zip & Unzip	2 years

**1.2.8 Manpower Deployment Plan:**

Sl.	Shift Timings	Remarks
1	General Shift 10.00 AM to 6.00 PM	At HQ and RANGE offices
2	Round the clock (3) Shifts (8 hours each)	At 4 UCGs & Data Center

**1.2.9 Manpower deployments are as follows:**

S. No	Location	Shift	No Units	Strength per location	Total Requirement
1.a	Data Center at Head Quarter of CCT (Odisha)	3 Shifts	1	System Administrator (1), Network Administrator (2), Support Engineer (3)	1 2 3
3	At Each RO office	General	12	Support engineer(1)	12
4	Overall coordinator to control and monitor the operation of all the team Member. Who works in the General Shift and available round the clock.				1
	Total				19

### **1.2.10 Up gradation of Technology:**

The Facilitator should constantly keep informed the Commercial Taxes Department about the technological updates for improving the service performance. The Facilitator should apprise the Department about the appropriate Hardware as well as Software requirement for technological up gradation if any as and when required.

### **1.2.11 Maintenance Services (MS):**

This category includes comprehensive maintenance for the equipment with or without parts warranty for the original supplier as the case may be. This category includes all equipment including backbone cabling and structured cabling, switches, modems, network, racks, Servers, Desktops, Printers, UPS and other Peripherals. The services consist of preventive and corrective maintenance and include carrying out the necessary repairs and fittings of replacement parts. The MS can be divided into the following broad categories.

#### **1. Server Systems:**

- i. Servers
- ii. UPS for server
- iii. Storage system.
- iv. Networking equipment such as Switches, Routers, Modems, Firewall, IDS, and LAN including structured cabling.

#### **2. Desktops, UPS, CVT & Stabilizers for desktops and other peripherals like printers, Scanners etc.**

### **1.2.12 Runtime**

The runtime or utilization time for the IT equipment shall be as follows:

1. Servers System(s): The run time for Servers and Server system is 24 hrs x 365 days. Server Systems refers all the connected components to the server such as Networking equipment, Power supply systems (UPS) etc.
2. Desktops and peripherals: The run time for the desktops will be from 10.00 AM to 6.00PM on all working days.
3. The runtime for the new e-Service Application & Handout will be 24\*7\*365



- g.** Leased line down between HQ and field including CGs. offices, leased line components at head quarter, RO office and CCT office will be deemed as down.

#### **1.2.14 Maintenance and warranty**

As the scope of the work at the site includes both; new systems as well as the systems already existing in the departments, procured either through CCT (Odisha) or on their own, unique maintenance policy cannot be formulated at present. Hence the Comprehensive Maintenance Services have been broken down into two categories as given below:

- 1.** Maintenance services for equipment not covered under parts Warranty from original suppliers.  
Maintenance Services for equipment with Parts warranty offered by the original supplier.

#### **1.2.15 The facilitator shall provide maintenance service against all risks, except those risks covered by Force Majeure Conditions, for both categories as follows.**

- i.** Preventive maintenance and carrying out the necessary repairs and fittings of replacement parts wherever applicable. Replaced parts become the property of Facilitator. Preventive maintenance shall not be attended during run / office time. However preventive maintenance which does not affect normal operation can be attended during run time with the permission of user. Preventive maintenance shall be carried out at least once in a quarter, with due intimation to the officer in-charge of the CTD location and to H.O at Cuttack.
- ii.** The Facilitator is required to maintain the adequate stocks of spares to meet the requirements of key equipment like servers, Routers, modem, Desktops. The Department reserves the right to verify the stocks at any point of time. The bidder is required to submit a quarterly statement of available spare parts to the Department.
- iii.** Wherever a component has to be replaced, it shall be replaced with a component of the same make and configuration specifically approved by the Dept.
- iv.** The Facilitator, may, if so advised technically, get a dysfunctional hardware component repaired in lieu of its replacement, subject to ensuring the overall compliance of the requirement of the time.
- v.** The facilitator shall ensure that all the replacements and components used on the process of restoring systems are genuine and original.
- vi.** The objective of the hardware maintenance contract is to ensure that all the components of hardware, work perfectly in unison and deliver rated performance during the period covered

by the agreement between the Facilitator and the Department and that the systems uptime is up to the standards prescribed.

**vii. Defects / Problems in hardware arising or likely to arise out of lightening / electrical issue are to be covered under AMC / FM.**

**viii. The maintenance service does not include:**

1. Magnetic media like magnetic disk packs, cartridges, floppy diskettes, magnetic tapes, tape cartridges and cassettes, CD-ROMS, MODs.
2. Accessories like spools, take up reels, containers, straps, write-protect rings.
3. Stationery items including carbon papers and paper tapes.
4. Consumables like DMP Print heads, DMP RD Assembly, print bands, ribbons, daisy wheels, ribbon cartridges, ink, plotter pens, LMP Glass windows and transparency films.
5. Non-functional parts, like covers, castors, stand and carry bags.
6. Items as specified in Annexure - III

#### **1.2.16 Coordination**

Facilitator (Bidder) shall co-ordinate with other vendor(s) for replacement of any defective item for the equipment, which are under warranty at the time of contract signing and also not under warranty; however, it is the duty of Facilitator to ensure required uptime.

#### **1.2.17 Electrical Maintenance:**

Facilitator shall ensure uninterrupted services for the scope mentioned above during the contract period. He shall ensure that the no systems shall be down due to electrical related problems as long as the power is available at socket in the Room. The down time due to this reason will be to the account of Facilitator.

#### **1.2.18 Obsolescence**

If the system spares are not serviceable due to obsolescence, the same would be upgraded to state-of-the-art systems / spares at mutually agreed cost to the customer's as per prevailing market rate, after taking approval from Department / CCT (Odisha). The facilitator will furnish the list of such items after an inventory of the equipment is taken.

### **1.2.19 Other miscellaneous Items relating to execution of FM jobs**

#### **1.2.20 Access to the Equipment and Information:**

1. The Department shall give Facilitator required access to the equipment to enable maintenance services.
2. The Facilitator shall submit the list of authorized personnel being deployed and issue them individual Photo Identity cards with the approval of the CT Department.
3. The Department shall ensure compliance of the technical instructions and guideline as suggested by the Facilitator for the proper running of the systems by the operational staff of department subject to the condition that it does not hamper work in any way.
4. **Confidentiality of information:** The facilitator and its staff shall maintain satisfied confidentiality of information. No part of information can be disclosed to any party in any form during the contract period or thereafter. The facilitator and its staff shall confine themselves to the job assigned and no more. Any violation or attempt of violation may lead to legal action under appropriate law.

#### **1.2.21 Contract Execution**

- a. **On-site Engineers:** Facilitator shall position required number of On-site engineer (s) for maintaining the systems.
- b. **Facility Management engineers:** Facilitator shall position FM engineers as defined in the section 1.2.8 & 1.2.9. The Facilitator will deploy more manpower as and when required by the CT Department on proportionate cost basis.
- c. **Taking over of additional equipment for maintenance:** Any equipment added to the existing equipment / infrastructure for maintenance shall be taken up for maintenance with immediate effect. But for the purpose of payments it shall be deemed to have been added from the 1<sup>st</sup> day of next quarter. Similarly, any deletion of equipment from CT Department will be deemed to have been deleted from 1<sup>st</sup> day of next quarter.

#### **1.2.22 Maintenance Plan Document**

The Vendor shall submit a detailed and comprehensive plan for providing maintenance (including preventive maintenance schedules) to the Department within 15 days of award of the Contract. The Maintenance Plan Document shall indicate in details of the steps to be taken by the vendor during the period of contract towards provision of maintenance services and the quality of service shall be

examined by the Department as per the Plan document.

**1.2.22.1 Maintenance calls record (log book):**

The Vendor has to install and maintain a call tracking system for the entire CTD. The Software is to be provided by the vendor at their cost. The regular reports can be downloadable by the CTD officials from the software as and when required for the entire hardware existing in CTD.

A record will be kept about machine failure, which shall have the following parameters.

1. Nature of failure
2. Date and time of booking of the complaint
3. Date and time the machine becoming operational
4. Downtime.
5. Resolution Time

The record will be maintained and signed by the service engineer of facilitator and department representative. The facilitator has to install application software, for booking of calls relating to complains, periodic up time down time reports.

**1.2.23 Exit management plan and Returning of the equipment after completion of the contract period**

The vendor shall handover (return) all the equipment back to the Department or to the replacement agency appointed by the department after the contract period in good and working condition with detail list showing the name of the equipment and configuration.

**GENERAL OBLIGATIONS OF THE VENDOR**

**1.2.23.1** The Vendor shall provide all such information as may reasonably be necessary to affect as seamless a handover as practicable in the circumstances to the Commissioner of Commercial Tax or its nominated agencies or its Replacement Vendor and which the Vendor has in its possession or control at any time during the exit management period.

**1.2.23.2** For the purposes of this Schedule, anything in the possession or control of any Vendor, associated entity, or sub-contractor is deemed to be in the possession or control of the Vendor.

**1.2.23.3** The Vendor shall commit adequate resources to comply with its obligations under



this Exit Management Schedule.

## **EXIT MANAGEMENT PLAN**

- 1.2.23.4** The Vendor shall provide the Commissioner of Commercial Tax with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the Agreement as a whole and in relation to the Annual maintenance of hardware and facility management. The Exit Plan is to be submitted by the selected Vendor within 60 days of the selection and award of the contract with an undertaking that the vendor shall extend all information and fully cooperate with the new vendor at the time of such take over in future at no additional cost and without any dislocation.
- 1.2.23.5** A detailed program of the transfer process that could be used in conjunction with a Replacement vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer.
- 1.2.23.6** Plans for provision of contingent support to CTD's computer system and facility to Replacement Vendor for a reasonable period after transfer.
- 1.2.23.7** The Exit Management Plan shall be presented by the Vendor and approved by the Commercial Tax Department.
- 1.2.23.8** In the event of termination or expiry of Agreement or Operation and Management of the facility, each Party shall have to comply with the Exit Management Plan.
- 1.2.23.9** During such exit management period, the Vendor shall deliver the services as provided in the AMC agreement.
- 1.2.23.10** Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
- 1.2.24** **Review**
- The Department will conduct periodical reviews from time to time by examining the automated reports generated by bidder such as downtime reports, uptime reports, logbooks, etc.

### 1.2.25 Contract Period

The contract period of AMC and FM will be **3 (Three) years**, which will be renewed at the end of each year, subject to satisfactory performance. The contract period starts from date of start of AMC and FM as mentioned in the letter of award of contract and agreement to the contract.

### 1.3 Role of the department

1. Entering the agreement with bidder.
2. Checking up of the daily data of log book, uptime and downtime reports.
3. Receiving all deliverables (services) from the Contracted Service Provider and certification.
4. Reporting.

### 1.4 Role of the Successful bidder

1. Entering the agreement with the Department.
2. Providing staff and services as defined in the scope of the work.
3. Providing time-to-time reports on the availability of the IT infrastructure to the Departmental Officers.
4. Maintaining the confidentiality of the department data.
5. Reporting.

## 2. IMPORTANT LIMITS AND VALUES RELATED TO BID.

Sl.	Item	Description
1.	Bid security EMD	Rs.1,50,000/-
2	Bid validity period	90 days from the date of opening of bid.
3	Bid security validity period	45 days beyond bid validity period.
4	Contract period	Three year, subject to annual review of performance.
5	Implementation cum performance guarantee value	10% of the total contract value per annum and to be valid for two months beyond the period of the contract to facilitate exit management.
6	Implementation cum performance guarantee validity period	60 days beyond contract period.
7	Period for submission of implementation cum performance guarantee	Within 15 days of receipts of letter of notification of award.
8	Period for signing contract	Within 15 days from the date of receipt of letter of notification of award or as may be indicated by the Department.

9	Penalty for down time and absence of facility management staff	<p>1. Beyond permissible down time 0.50% of quarterly maintenance charges per hours or part thereof for the machines / equipment which is down or deemed to be down subject to a maximum of 100% of quarterly maintenance charges for the machines / equipment which is down or deemed to be down.</p> <p>2. If bidder fails to carry out preventive maintenance during the quarter 20% of QMC for that machines.</p> <p>3. 100% or proportionate daily amount shall be deducted for each day or part thereof, of absence of facility management staff.</p>
10	Address for correspondence in respect of Technical Clarification	<p>Deputy Commissioner of Commercial Taxes (IT),  Baniyakar Bhawan, Old Secretariat Compound,  Cuttack, Odisha, India.  Email : <a href="mailto:ctdho@odishatax.gov.in">ctdho@odishatax.gov.in</a> /  <a href="mailto:dcctvat@odishatax.gov.in">dcctvat@odishatax.gov.in</a></p>

### **3. INSTRUCTION TO BIDDERS**

#### **3.1 General**

##### **3.1.1 Introduction**

Name of the client: The Commissioner of Commercial Taxes, Odisha, Cuttack

Purpose: Tender call for AMC and FMS System of CR Department IT System

##### **3.2 Pre-qualification Criteria**

The bidders desirous of bidding for the project shall meet the following pre-qualifications.

- a) The bidder should have work orders for Service and FM contract of Rs. 50 Lakhs each in at least 2 Cases or Rs 1 Crore in one case, in the Last 3 Financial Years i.e. 2008-09, 2009-10 & 2010-11. The bidders must enclose work orders in support of their claim.
- b) The bidder has to provide solvency certificate for the past 3 financial years i.e. 2008-2009, 2009-2010 & 2010-2011. The bidder is required to submit work orders / contract in support of the claim.
- c) The Bidder must have experience in handling minimum 50 leased lines of a single Customer for minimum of 2 years.
- d) The bidder must have minimum 5 Direct service centers which may include franchises across the state of Odisha. The number of minimum service engineers in Bhubaneswar has to be 15 and the minimum number of service engineers outside Bhubaneswar must be minimum 3 at each center. The required qualification and experience for Facility Management engineers are given elsewhere in the document. The bidder will be required to submit in writing the name of the personnel proposed to be deployed exclusively in the organization in this contract.
- e) The bidder has to undertake & coordinate with the Original Equipment Manufacturer (OEM) of the existing equipment of the CTD Department to provide necessary support of spares and services for the equipment.

##### **3.3 Amendment of RFP Document**

At any time before the submission of Proposals, the Department may amend the RFP by issuing an addendum in writing or by standard electronic means. The addendum shall be sent to all bidders and will be binding on them. The bidders may acknowledge receipt of all amendments. To give the bidders a reasonable time in which to take such amendment into account in their Proposals, the Department may, if the amendment is substantial, extend the deadline for the submission of Proposals.

##### **3.4 Cost Incidental to Proposal Preparation**

Bidders shall bear all costs associated with the preparation and submission of their proposals. The Department is not bound to accept any proposal, and reserves the right to annul the selection process at any time prior to Contract award, without thereby incurring any liability to the bidders.

### **3.5 Site Conditions**

Bidders should contact the Department's representative for their visit, if required to obtain additional information. Bidders should ensure that the Department's representatives are advised of the visit well in ahead of time to allow them to make appropriate arrangements for supply of information. All costs related to the visits shall be borne by the interested bidder.

### **3.6 Technical Proposal**

In preparing the Technical Proposal, the bidders are expected to examine the documents comprising this RFP in detail. Material deficiencies in providing the information requested may result in rejection of a Proposal.

The bidder may add any other services, methodologies, facilities, techniques which will provide additional value to the client.

### **3.7 Financial Proposal**

In preparing the Financial Proposal, the bidders are expected to take into account the requirements and conditions of the RFP document. The Financial Proposal should follow Standard Forms.

The bidder is required to submit the financial proposal in formats as given in Financial Proposal Formats of Annexure Form F.1.

### **3.8 Earnest Money Deposit**

- a) An Earnest Money Deposit (EMD) of Rs. 1.50 Lakhs in the form of irrevocable Bank Guarantee from a nationalized Bank for a period of 6 months, must be submitted in a separate envelope, along with the Proposal as mentioned in this RFP in the format given at end of the document namely – Draft Bid Security (EMD) Form”.
- b) Proposals not accompanied with EMD, shall be rejected as non-responsive and will not be opened at all.
- c) No interest shall be payable by the Client for the sum deposited as EMD.
- d) The EMD of the unsuccessful bidders would be returned within one month of signing of the contract with the successful bidder.
- e) The EMD shall be forfeited in case of the following events:
  - i. If Proposal is withdrawn by bidder during the validity period or any extension agreed by the bidder thereof.
  - ii. If the bidder tries to influence the evaluation process.

### **3.9 Submission, Receipt and Opening of the Bids**

- a. The original proposal, both Technical and Financial Proposals shall contain no interpolations or overwriting, except as necessary to correct errors made by the

bidders themselves. The person who has signed the proposal must initial such corrections. Submission letters for both Technical and Financial Proposals should respectively be in the formats.

- b. An authorized representative of the bidder shall initial all pages of the original Technical and Financial Proposals. The authorization shall be in the form of a written power of attorney accompanying the Proposal or in any other form demonstrating that the representative has been duly authorized to sign.
- c. The bidder is required to submit the completed tender documents with separate index page each for showing each of the supporting documents with clear paging and cross referencing for Pre-Qualification Criteria & Technical Evaluation.
- d. Two copies of the Technical and one copy of Financial proposal should be submitted.
- e. The signed Technical and Financial Proposals shall be marked "ORIGINAL". The original and all copies of the Technical Proposal shall be placed in a sealed envelope clearly marked "TECHNICAL PROPOSAL" followed by the name of the Assignment/job and also the name and address of the Bidder.
- f. Similarly, the original Financial Proposal shall be placed in a sealed envelope clearly marked "FINANCIAL PROPOSAL" followed by the name of the Assignment / Job and also the name and address of the Bidder. All the separate envelopes containing the Technical Proposals, Financial Proposals, EMD and bid processing fees shall be placed into an outer envelope and sealed. This outer envelope shall bear the submission address, reference number and shall be clearly marked DO NOT OPEN, BEFORE \_\_\_\_\_. The Bidders shall seal and mark the original and each copy of the Bid strictly as stipulated. The Client shall not be responsible for misplacement, loss or premature opening if the outer envelope is not sealed and/or marked as stipulated. This circumstance may be case for proposal rejection.
- g. Telegraphic / Tele fax / Telex / E-mail submissions / quotations will not be accepted.
- h. If the Financial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, this will constitute grounds for declaring the Proposal non-responsive and will be rejected.
- i. The Proposals must be sent to the address / addresses indicated in the Data sheet and received by the Client no later than the time and the date indicated in the Data sheet, or any extension to this date. Any proposal received by the Client after the deadline for submission shall be returned unopened.

### **3.10 Late Bids**

Any bid not received by the CCT (Odisha) / contact person by the deadline for submission of bids will be rejected and returned unopened to the bidder.

### 3.11 Period of validity of the bids

Bids shall remain valid for 90 days after the last date of submission of the proposal.

### 3.12 Deviations

Deviations by bidders are not allowed. However, the client may increase or decrease the quantities as per its suitability, affordability and budget.

### 3.13 Evaluation Methodology

The Evaluation will be done in the following manner

**Pre-Qualification:** Bidders who meet pre-qualification criteria will be considered for technical evaluation

**Technical Evaluation:** Based on the proposal presented and the presentation made before the evaluation committee, the technical evaluation will be done on following criteria:

SI No	Criteria	Max Marks
1	General Capabilities <ul style="list-style-type: none"><li>• Turnover</li><li>• Financial Soundness</li><li>• FM Implementation Experience</li><li>• WAN Management Experience</li><li>• Certification</li><li>• Experience in Government and PSUs</li><li>• Human Resource Capabilities</li><li>• Presence in Odisha</li><li>• Datacenter Management Experience</li></ul>	30
2	Solution Proposal <ul style="list-style-type: none"><li>• Understanding of requirements</li><li>• Solution Design &amp; Approach</li><li>• Service Delivery Approach</li><li>• Project Plan and Implementation methodology</li></ul>	40
3	Quality of Manpower Proposed <ul style="list-style-type: none"><li>• Qualification</li><li>• Certification</li><li>• Experience</li></ul>	30

The Bidders scoring at least 70% marks will be considered for financial evaluation.

The technical score will be normalised as follows:

$$T_n = (T_b / T_{max}) * 60$$

Where

$T_n$  = Normalized technical score for the bidder under consideration

$T_b$  = Absolute technical score for the bidder under consideration

$T_{max}$  = Maximum absolute technical score obtained by any bidder.

**Financial Evaluation:** The L1 bidder will be given 100 marks. Others will be normalized as follows:

$$F_n = F_{min} / F_b * 40$$

Where

$F_n$  = Normalized financial score of the bidder under consideration

$F_b$  = Evaluated cost for the bidder under consideration

$F_{min}$  = Minimum evaluated cost for any bidder

**Final Evaluation:** The total score will be computed by assigning 60% weight to Technical and 40% weight to financial score. The total score will be computed as follows:

$$B_n = T_n + F_n$$

Where

$B_n$  = Overall score of the bidder consideration

$T_n$  = Normalized technical score for the bidder under consideration

$F_n$  = Normalized financial score of the bidder under consideration

The Bidder obtaining highest total score will be recommended for award of contract.

### **3.14 Right to waive minor Irregularities**

The Evaluation Committee reserves the right to waive minor irregularities. The Evaluation Committee also reserves the right to waive mandatory requirements provided that all of the otherwise responsive proposals fail to meet the same mandatory requirements and/or doing so does not otherwise materially affect the procurement. This right is at the sole discretion of the Evaluation Committee.

### **3.15 CCT's right to accept any bid and to reject any or all bids.**

CCT reserves the right to accept or reject any bid and to annual the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected



bidder(s) or any obligation to inform the affected bidder(s) of the grounds for such decision.

### **3.16 Service Level Agreement**

- Successful bidder is required to maintain the systems so that the productivity is not affected by lack of functioning of the equipment
- The Working hours are defined as 9:00 AM to 6:00 PM for VATIS and 24 hours for Portal. However, the successful running, Portal also requires VATIS to be up and running at the central location 24x7, even though VATIS is not accessed from field offices during off hours.
- The Working days are defined as days when the Offices of Commercial Tax department are open for VATIS and All days of the week for Portal, subject to the requirement as mentioned above.
- Penalty will be charged for unavailability of the system during working hours of the working days
- Scenario 1: Complete loss of productivity in VATIS  
This will happen when the Servers, PCs, Networking equipment fail.  
Penalty per User: Rs 50 per user per hour (concurrent users, approximately 200 users in VATIS)
- Scenario 2: Partial Loss of productivity in VATIS  
This will happen when the peripherals such as printers, CD Drives etc will fail.  
Penalty: Rs 20 per user per hour
- Scenario 3: Portal fail:  
This will happen when the Servers, Networking equipment, connectivity fail.  
Penalty: Rs 10000 per hour.
- Scenario 4: Check Gate Fails:  
This will happen when the connectivity to the border check gates (14 minor + 4 major) fails. This is a critical situation as failure of service availability at check gate will result in severe administrative issues at check gates.  
Penalty: ₹ 10,000 per hour per check gate (Major check Gate)  
₹ 5,000 per hour per check gate (Minor check gate)
- However, the total penalty on account of non-performance as per the SLA as indicated above, in a quarter will be limited to 25% of the contract value for a quarter (excluding taxes). A third party auditor to be appointed by the Department shall evaluate the performance of the vendor as per the SLA. The decision of the Third Party Auditor will be binding on both the Department as well as the Vendor.

### **4. Signing of Contract**

- At the same time as the Client notifies the successful bidder that its bid has been accepted, the Client will ask the bidder to submit Performance Guarantee equivalent to 10% of total cost within 15 days of the issue of such notification. If the bidder does not submit the Performance Guarantee within 15 days of such notification then its full EMD will be forfeited. On receipt of

the Performance Guarantee, the Letter of Intent (LoI) will be issued and the vendor will submit the copy of the contract printed on a non-judicial stamp paper of Rs 100 (or as applicable at the time of signing the contract) for execution of the contract.

- Failure of the successful bidder to sign the contract proposed through the award Letter / LoI, or non-submission of the Performance Guarantee, shall constitute sufficient grounds for the annulment of the award, in which event, the Client may make the award to the next successful bidder.

## **5. Special conditions of proposed contract (SCC)**

### **5.1 Payments:**

**5.1.1** The payment shall be made at the end of each quarter on quarterly basis within a month after receipt of invoice and on satisfactory completion of maintenance for each quarter subject to production of necessary certificate from the officer / authority by the department after deducting the down time penalty if any and other recoveries if any.

**5.1.2** For the purpose of the convenience, quarters synchronize with the calendar quarter will be followed for making payment due on the first day of the each next quarter calculated from the date of commencement of the contract accordingly.

**5.1.3 Any increase / decrease of the inventory during the period of contract, the consideration may be billed accordingly as per the agreed rate in this contract.**

**5.1.4** The permanent authority shall be the Commissioner of Commercial Taxes, Odisha.

### **5.2 Call Registration and Completion.**

**5.2.1** Facilitator will acknowledge each call with a unique call number which is to be used for future reference.

**5.2.2** Cooperation on calls will be certified by the user.

**5.2.3** Facilitator will prepare the call service slip in triplicate. This will be signed by the user with time and date. One copy will be given to the user, one copy will be furnished to the department and the third copy will be retained by Facilitator. Call monitoring software report supported by these documents will be used to work out downtime for penalty calculation.

### **5.3 Other terms and conditions**

**5.3.1** The facilitator shall comply with such directions as the user may issue from time to time for the smooth working and in the furtherance of the overall objective.

**5.3.2** The facilitator shall be solely responsible for all acts of omission and commission occasioned by his personnel in carrying out the terms of the agreement.

**5.3.3** The facilitator or his personnel shall not use or cause to be used the data or information provided to him or acquired by him during the process of providing service of any purpose, whatsoever except for which is required to perform the job as required in the agreement. Such data or information shall be surrendered to

the department at the expiry of the agreement.

**5.3.4** In case the facilitator is not able to rectify any of the problems it shall be competent for the CT department to get the same rectified by the manufacturer or any other suitable agency and recover the entire amount incurred by the Department in the process, from the Facilitator by way of deduction from the quarterly charges payable to the facilitator or from performance Security or both.

**5.4 Delays in the service providers performance**

**5.4.1** Delivery of the services shall be made by the Vendor in accordance with the services quality specified by Department in the bid document.

**5.4.2** For any delay by the vendor in the performance of its obligation under the contract, the vendor is liable to the imposition of penalty or liquidated damages or both at a rate as indicated in bid document.

**5.4.3** If at the time during performance of the contract the Vendor should encounter conditions impeding timely performance of services, the Vendor shall promptly notify CCT in writing of the fact of the delay, its likely duration and its cause. As soon as practicable after receipt of the vendor's notice CCT shall evaluate the situation and may at its discretion extend the Vendor's time for performance without liquidated damages.

**5.5 Liquidated damages**

If the vendor fails to perform any one or all the services within the time period(s) specified in the Contract, the Department shall without prejudice to its other remedies under the contract deduct from the amount payable to vendor or from person executing performance guarantee or from both as liquidated damages a sum equivalent to the amount indicated in the bid documents until actual delivery or performance is made subject to maximum limited in the bid document. Once the maximum is reached the CCT may consider termination of the contract.

**5.6 Implementation Guarantee / performance Security.**

**5.6.1** With the number of days indicated in the bid document from the date of issue of letter of award from Department. Selected Facilitator should submit performance guarantee @ 10% of the contract value per annum for the period of contract, towards for the amount indicated in the bid document (Statement of important limitations/values).

**5.6.2** The performance security shall be payable to the Department as composition money for any loss resulting from the Facilitator's failure to complete its obligation under the contract.

**5.6.3** The performance security shall be denominated in Indian rupees or in a freely convertible currency acceptable to CCT and shall be in one of the following form.

**5.6.4** A bank guarantee issued by a Nationalized Bank located in India with at least one branch office in Cuttack or Bhubaneswar, Odisha, in the form provided in the bidding document or another form acceptable to the Department.

**5.6.5** The performance security will be discharged by the Department and returned to the Vendor not later than thirty (30) days following the date of completion of all formalities under the contract.

**5.6.6** In the event of any contract amendment, the vendor shall within 15 days of receipt of such amendment furnish the amendments to the performance security rendering it valid for the balance duration of the Contract.

**5.7 Termination for Default;**

**5.7.1** **CTD** without prejudice to any other remedy available for breach of Contract may terminate the Agreement in whole or in part, by a 30 day notice in writing to the facilitator for any one or all of the following. On such termination, in addition to any other remedy available under the contract. The EMD, Implementation/ performance Security will be liable for forfeiture.

**5.7.2** If the facilitator fails to maintain the systems to the minimum assurance quality as per the scope of the work or

**5.7.3** If the facilitator fails to provide all or any of the Contracted services as per service standard specified in the Agreement or

**5.7.4** If the Facilitator fails to perform any other obligation(s) under the Agreement or

**5.7.5** If the facilitator in the judgment of the Department has engaged in corrupt, fraudulent practices, the Department shall afford an opportunity to the Facilitator to represent his case before termination of the agreement.

**5.7.6** The Department shall issue a notice explaining the nature of violations committed by the facilitator or and afford on opportunity to the Facilitator to represent his case before termination of the agreement.

**5.7.8** In the event Department terminates the Agreement in whole or in part, the Department may procure upon such terms and in such manner as it deems appropriate service similar to those undelivered and the Facilitator shall be liable to pay to the Department for any excess costs occurred for procuring such similar services. However the facilitator shall continue to perform the agreement to the extent not terminated.

**5.8 Termination for Insolvency**

If the facilitator becomes bankrupt or otherwise insolvent, the Department may terminate the Contract by giving written notice of 30 days to the Facilitator. In this event, termination of the contract will be without compensation to the Facilitator, provided that such termination shall not prejudice any right to action or remedy available to the Department which is provided in the bid document.

**5.9 Termination for Convenience**

**5.9.1** The Department may, by written notice to the Facilitator, terminate the Contract in whole or in part at any time for its convenience and the extent to which performance of the Facilitator under the Contract is completed.

**5.9.2** In such event the Department may elect to pay to the Facilitator a mutually agreed amount for partially completed services, within 30days from the date of termination of contract.

**5.10 Force Majeure:**

**5.10.1** The facilities shall not be liable for forfeiture or levy of Liquidated Damages or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Agreement is the result of Force Majeure.

**5.10.2** For purposes of this Clause, "Force majeure" means an unforeseeable event beyond the control of the Facilitator and not involving the Facilitator's fault or negligence. Such event shall include but are not restricted to acts of the CTD in its sovereign capacity, war or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

**5.10.3** If a force majeure situation arises, the Facilitator shall promptly notify the Department, in writing of such condition and the cause thereof. Unless otherwise directed by the Department in writing, the facilitator shall continue to perform its obligations under the contract as far as is reasonably practical and shall seek all reasonable alternative means of performance.

**5.10.4** Note: **Damage to any system due to Electrical fluctuations / lightening etc. or any other similar reason will be covered under AMC / FM Services.**

**5.11 Assignment & Sub Contracts.**

The facilitator shall not assign, in whole or in part its rights and obligations to perform under this Contract to any third party.

**5.12 Amendment to the Agreement**

Amendment to the Agreement may be made by mutual agreement by both the parties. No variations or modification in the terms of Contract shall be made except by written agreement by both the parties.

**5.13 Approval law**

The terms and conditions of the contract / bid document shall be interpreted in accordance with appropriate laws in India.

**5.14 Resolution of Disputes**

**5.14.1** CTD and the Bidder shall make every effort to resolve amicably by direct interaction/ negotiations of any disagreement or dispute arising between them under or in connection with the Agreement.

**5.14.2** If within thirty (30) days from the commencement of such informal negotiations, parties are unable to resolve dispute amicably, either party may approach for resolution to the formal mechanisms, which may include but are not restricted to conciliation mediated by a third party or in accordance with the arbitration and Conciliation Act,1996. The jurisdiction for such resolution in all such matters relating to this contract shall be Cuttack only.

**5.15 Use of contract Documents and Information**

**5.15.1** The facilitator or its employee shall not without prior written consent from the

Department, disclose the Agreement or any provision thereof or any specification, plans, drawing pattern samples or information furnished by or on behalf of the Department, to any party during the contract and therefore disclosure of such information to its employee shall be made in confidence and shall extend only so far, as may be necessary for such performance.

**5.15.2** The facilitator shall not without prior written consent of the Department, make use of any document of information made available for the project except for purposes of performing the contract and no more.

**5.15.3** All project related documents issued by the Department, other than the Agreement itself shall remain the property of CTD. And shall be returned (all copies) to CTD, on completion of the Facilitators performance under the agreement, if so required by the Department.

**5.16 Governing Language:**

All correspondence and documents pertaining to the agreement that are exchanged by the parties shall be written in English.

**5.17 Notices:**

**5.17.1** Any notice given by one party to the other, pursuant to this agreement shall be sent to the other party in written or by E-mail, Telegram or facsimile and confirmed in writing to the other party's address.

**5.17.2** A notice shall be effective from the date, when it is delivered or tendered or affixed at a conspicuous place of working, whichever is earlier.

**5.18 Indemnification**

The Department will not indemnify for any loss or damages caused to the vendor or its staff in any manner during their performance on the project.

**5.19 Taxes and duties**

The vendor shall be entirely responsible for all taxes, duties, license fee, Octroi, Road permits and insurances until delivery of the contracted goods/ services at the site of the user or as per the terms of the tender document if specifically mentioned.

**5.20 Imposition of penalty**

**5.20.1** In case any equipment / system remains down beyond the admissible downtime specified elsewhere in the bidding document, penalty will be imposed as per the SLA clause mentioned above. The amount of penalty on downtime for each equipment/system shall be calculated per quarter in the manner explained in the SLA clause.

**5.20.2** Penalty of 0.50% of quarterly maintenance charges per hour or part thereof, of downtime beyond admissible downtime of each machine / equipment which is down or deemed to be down will be imposed subject to a maximum 25% of the contract value for a quarter (excluding taxes).

**5.20.3** In case any equipment / system remains down or deemed to be down beyond 200 hrs of the admissible downtime, subject to other conditions specified if any in the bidding document, in addition to the imposition of penalty as mentioned above, Commissioner of

Commercial Taxes may impose, 75% of the cost of the equipment / system at the time of its purchase as liquidated damages.

**5.20.4** The imposition of penalty is subject to other conditions specified if any in the bidding document.

**5.20.5** The amount of penalty will be adjusted from the quarterly payment of maintenance charges to be paid as per the terms of payment schedule or from the performance security or from both. The vendor is to submit the quarterly downtime statement in form T1.3 along with the quarterly bill for maintenance charges.

## BID LETTER FORM

(Registered one and address of the bidder)

To,

The Commissioner of Commercial Taxes, Odisha  
Cuttack.

Sir,

Having examined the bidding documents we the undersigned, offer to provide services/execute the works for the following project in response to your tender call dated .....

Project title:

We undertake to provide services/execute the above project or its part assigned to us in conformity the said bidding documents for an estimated sum of Rs. .... only (in words and figures) which may vary in accordance with the actual schedule of quantities to be attached with the letter of award and options made by THE DEPARTMENT (ODISHA)/CTD.

1. We hereby enclose the EMD in the required form and enclose each bid separately.
2. We undertake to abide by the decision of THE DEPARTMENT in the matter of acceptance or rejection of our bid.
3. The implementation / performance guarantee of a bank in accordance with the requirements for the due performance of the contract would be submitted within the time limit prescribed in para 4 of the bid document.
4. We hereby undertake to abide by the bid condition laid down in the bidding document, including pre-bid meeting minutes, if any, which would remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.
5. We hereby enclose the list of documents / proof of our experience / testimonials as required for the bidding process.

Place :

Date :

Bidder's signature  
And seal.



**DRAFT MODEL CONTRACT FORM**

THIS AGREEMENT made on the ....day of .....(year) BETWEEN the Commissioner of Commercial Taxes, Odisha (hereinafter “the CCT”) of one part AND.....(Name of Vendor) of.....(City and Country of Vendor) (hereinafter Vendor”) of the other part: WHEREAS: Commissioner of Commercial Taxes is desirous that certain solution, services and materials, as described in the bid document and briefly outlined below should be provided by the Vendor. Date of tender  
Brief outline of the work:

**NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:**

In this agreement words and expression shall have the same meanings as are respectively assigned to in the bid document referred to

1. The following documents shall be deemed to form and be read and construed as part of this Agreement, namely :-
  - (a) Clarifications issued if any,
  - (b) Justification / amendments on bid document issued if any,
  - (c) Bid submitted by successful bidder,
  - (d) Pre-bid conference minutes, if any,
  - (e) Bid documents.
2. In consideration of the payments to be made by the CCT to the Vendor as hereinafter mentioned, Vendor hereby makes the averments with the CCT to provide the goods and services in conformity with the provisions of the contract.
3. The CCT hereby covenants to pay the Vendor in consideration of the provision of the goods and services and in remedying the defects therein, the contract price or such other sum as may become payable under the provisions of the contract at the time and in the manner prescribed in the contract.
4. Brief particulars of the goods and services which shall be supplied / provided by the Vendor are given in Annexure (Annexure may be prepared and Annexed).  
In WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws on the day and year above written.

Signed, and delivered by  
delivered by For and on behalf of Vendor.  
behalf of CCT Vendor’s common

Place  
Date:

:

In the presence of .....

1. Name  
Address

2. Name  
Address

Signed, and  
For and on  
Seal:  
Place  
Date

1. Name  
Address

2. Name  
Address

**DRAFT BID SECURITY (EMD) FORM**

(To be issued by a bank scheduled in India and having at least one branch in Cuttack (ODISHA))Whereas..... (herein after called the Bidder) has submitted its bid dated.....(Date) for the execution of .....hereinafter called the Bid) KNOW ALL by these presents that WE..... of ..... having our registered office at..... (Hereinafter called the Bank) are bound unto Commissioner of Commercial Taxes (hereinafter called the CCT) for the sum of .....payment of which will and truly to be made to the said CCT (ODISHA) itself, its successors and assignees by these parameters.

The conditions of these obligations are -

1. if the bidder withdraws its bid during the period of bid validity or
- 2 .if the bidder having been notified of the acceptance of its bid by the CCT (ODISHA) during the period of bid validity fails to respond to any notice or request for clarification issued by CCT or
3. fails or refuses to execute the contract form if required or
4. fails or refuses to furnish the performance security, in accordance with the conditions mentioned in the bid document

We undertake to pay the CCT up to the above amount upon receipt of its first written demand, with the CCT having to substantiate its demand. Provided that in its demand CCT to note that the amount claimed by him is due to him and owing to the occurrence of all or any of the above conditions, (specifying the occurred condition or conditions). This guarantee will remain in force up to 45 days after the period of the bid validity and demand in respect thereof should reach the bank not later than the above date.

Place:  
Date:

Signature of the Bank  
and Seal.

**DRAFT PERFORMANCE SECURITY FORM**

(To be issued a bank scheduled in India as having at least one branch in CUTTACK, ODISHA)  
Whereas..... (Herein after called the Vendor) has entered into a contract dated.....(Date) for the execution of .....hereinafter called the contract) KNOW ALL by these presents that WE..... of ..... having our registered office at..... (Hereinafter called the Bank) are bound unto Commissioner of Commercial Taxes (hereinafter called CCT) for the sum of .....payment of which will and truly to be made to the said CCT itself, its successors and assignees by these parameters, if the Vendor - fails to perform any obligation under the contract.

1. We undertake to pay the Commissioner of Commercial Taxes (ODISHA) up to the above amount upon receipt of its first written demand, with the Commissioner of Commercial Taxes (ODISHA) having to substantiate its demand. Provided that in its demand Commissioner of Commercial Taxes (ODISHA) note that the amount claimed by it is due to it owing to the occurrence of any or all the conditions, specifying the occurred condition or conditions.
2. This guarantee will remain in force up to 45 days after the period of validity of the contract and demand in respect thereof should reach the bank not later than the above date.

Place:  
Date :

Signature of the Bank  
and Seal.

## **SCHEDULE OF WORK**

The selected vendor is to maintain and manage to keep the following system and types of equipments operational to meet desired level of requirement of the Commercial Tax Department as detailed under the "Scope of the Work" of the bidding document

The overall management and maintenance of Commercial Taxes Department network includes administration of servers, PCs, Printers, Peripherals, Network (WAN and LAN), Networking Equipments, ISP Leased lines & UPS and the services running on them and also coordination with BSNL for leased lines. The scope of maintenance service and facility management covers the following:

### **1. Server Management**

- (a) Mail Server
- (b) Applications Server
- (c) Data Servers and Cluster Server
- (d) Proxy Server
- (e) Network services
- (f) Enterprise/Network Management System
- (g) Network & System Administration.
- (h) System Support
- (i) Anti-Virus Server

### **2. Maintenance service**

#### **I. Server Systems:**

- (a) Servers
- (b) UPS for server
- (c) Storage system.
- (d) Networking equipment such as Switches, Routers, Modems, Firewall, IDS, and LAN including structured cabling.

- II.** Desktops, UPS, CVT & Stabilizers for desktops and other peripherals like printers, Scanners etc.
- III.** To ensure the level of runtime of IT equipment as detailed under the "Scope of the Work" of the bidding document.
- IV.** To coordinate and negotiate with the OEM / Supplier for providing maintenance and warranty support for the equipment and parts thereof which are newly acquired by the Department either directly or through the AMC vendor.
- V.** To coordinate with the WAN and bandwidth provider to ensure maximum uptime of the connectivity.
- VI.** To suggest up-gradation of technology and equipment in case of obsolescence of the technology and or equipment for maximum uptime of the system.

**PQ FORMATS FOR SCHEDULE**

Form P-1.1

1. Name of the bidder (company) :
2. Postal Address :
3. Telephone Number(s) : Phone/:Fax
4. Email :
5. Web-site :
6. Legal Status : Public Ltd Company/Private/partnership firm
7. Date of establishment :
8. Quality certifications attained by the firm :

(a) Name:

(b) e-mail:

(c) Phone:

EMD details

: Name of the Bank:

: Rs:

: EMD Valid up to:

9. Proof of purchase of bid document: CCT (ODISHA) Receipt No: Date of Purchase:

Place:

Date:

Bidder's signature

Seal

**Form P-1.2**

**Bidders Turnover**

<b>Sl.</b>	<b>Turnover Description</b>	<b>Financial year</b>	<b>Amount (Rs in Lakh)</b>
1.		2008-2009	
2.		2009-2010	
3.		2010-2011	

Place:

Date:

Bidder's signature

Seal

**Form P-1.3**

**List of customers with the Bidders having at least 50 leased lines**

<b>Sl.</b>	<b>Description of Project / Scope of the work</b>	<b>Name of the Clients</b>	<b>Contract Period</b>	<b>Contract value (Rs. In Lakh)</b>
1.				
2.				

Place:

Date:

Bidder's signature

Seal

**Form P-1.4**

**List of customers with the Bidders having AMC & FM Services**

Sl.	Description of Project / Scope of the work	Name of the Clients	Contract Period	Contract value (Rs. In Lakh)
1.				
2.				

Place:

Date:

Bidder's signature

Seal

**Form P-1.5**

**List of service centers in the State**

Sl. No.	Name and detail address of the service centers	List of Engineers (mention the names of the engineers)	Fax no. / telephone no. / mobile no. of the service center
1.			
2.			

Place:

Date:

Bidder's signature

Seal

**Form T-1.1**

**Compliance / agreed / enclosed / deviation statement**

The following are the particulars of compliance/deviations from the requirements of the tender specification (For every item appropriate remarks should be made like Complied / No deviation / Agreed / Enclosed)

<b>Bid document reference</b>	<b>Remarks</b>
1. Form P-I	
2. Form P-II	
3. Form P-III	
4. Form P-IV	
5 Form P-V	
6. Form P-VI	
7. Form P-VIII	
8. Pre-qualification criterion	
9. Technical Qualification	
10. Financial bid format	
11. General instruction to bidders	
12. Standard procedure for bid evaluation	
13. General Condition of proposed contract (GCC)	
14. Special condition of proposed Contract (SCC)	

The specification and conditions furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Place :

Bidder's signature

Date :

Bidder's seal



**Form T1.2**

**Particulars of personnel proposed for AMC & FMS**

Sl. No.	Employee Name	Qualification	Designation	Total Experience	Experience with bidder	Certified if any
1.						
2.						
3.						

Place:

Date:

Bidder's signature  
Seal

**Form T1.3**

**Downtime statement**

Sl. No.	Name of the equipment system /	Downtime		Problem rectified		Total downtime in hrs.
		From Date	From Time	From Date	From Time	
1.						
2.						
3.						

**Calculation of penalty for downtime.**

Sl. No.	Downtime in access of admissible downtime	Quarterly AMC payable in normal condition	% of penalty	Amount of penalty	Balance AMC to be paid
1.					
2.					
3.					

Place:

Date:

Bidder's signature  
Seal

### Finance Bid (Form F.1)

The financial /price bid should contain the quotation for maintenance charges per item in terms of yearly basis only, as listed below. Price quoted by the bidder shall be inclusive of all taxes and levies applicable. No escalation of prices would be permitted on any ground. The financial bid should be enclosed in a separate sealed cover super scribed "Financial Bid".

#### A. Equipment to be brought under maintenance contract at the time of the commencement of the contract.

SL.	Item Type	Description	Model	Quantity	Maintenance Charges per Annum
1	<b>SERVER / STORAGE</b>	Intel Xeon App & Web server	Proliant ML350	3	
2		PIV Server	Compaq Proliant ML310	5	
3		Intel Xeon Server	HP Proliant 380	31	
4		Server (Cluster)	HP Cluster Storage	1	
5		Intel Xeon	HP Proliant 380	1	
6		Server (EVO)	Compaq EVO D320M	18	
7		System Storage	IBM DS5020	1	
8		Intel Xeon Quad Core (4U)	IBM System X3850	7	
9		Intel Xeon Quad Core (2U)	IBM System X3650	5	
10		Intel Xeon Quad Core (4U)	HP Proliant DL580 G5	3	
11		Intel Xeon Quad Core (2U)	HP Proliant DL180 G5	8	
		<b>Total</b>		<b>83</b>	
12	<b>Desktop / Laptop</b>	Laptop	DELL	20	
13		Laptop	HP	7	
14					
15		Desktop	HP	159	
16		Desktop	DELL*	317*	
17		Desktop	HCL**	110**	
			<b>Total</b>		<b>613</b>
18	<b>Printer</b>	DMP 136 Column	TVS	275	
19		Line Printer	LIPI T1600	38	
20		Deskjet Printer	HP	7	
21		LaserJet Printer	HP	164	
22		LaserJet Printer	KONICA	20	
23		Color LaserJet Printer	HP	5	
			<b>Total</b>		<b>509</b>
24	<b>Copier</b>	Copier-cum-Printer	Toshiba e-Studio	35	

25		Color Copier-cum-Printer	Toshiba e-Studio	1	
26	<b>Scanner</b>	Scanner	HP	88	
27	<b>LCD Projector</b>	LCD Projector	Epson	1	
28		LCD Projector	Hitachi	5	
29	<b>Router</b>	CISCO	CISCO	77	
30	<b>RAS</b>	RAS	CISCO	1	
31	<b>Firewall</b>	Firewall	CISCO	3	
32	<b>IDS</b>	IDS	CISCO	1	
33	<b>Switch</b>	CISCO	CISCO	78	
34		HCL	HCL	5	
35	<b>Load Balancer</b>	CISCO	CISCO	1	
36	<b>Patch Panel</b>	24 Port	D-Link	110	
37	<b>Modem</b>	D-Link	D-Link	44	
38	<b>UPS</b>	10 KVA	Online	12	
39		5 KVA	Online	53	
40		3 KVA	Online	43	
41		1 KVA	Online	15	
		<b>Total</b>			<b>123</b>
42	<b>Rack</b>	Rack		79	

**Note:**

- **Out of total 317 numbers Dell Desktops, 30 desktops are under OEM warranty till March 2013 and 110 Dell Desktops are under OEM warranty till March 2014.**
- **Similarly, 110 HCL Desktops are under OEM warranty till March 2013.**

**B. WIDE AREA NETWORK THROUGH LEASED LINE OF BSNL**

SL	LL Bandwidth	No. of Connection	Maintenance Rate per Annum
1	10Mbps	2	
2	2Mbps	11	
3	1Mbps	6	
4	256Kbps	47	

**C.** LAN (of approximately 1200 nodes excluding switches) \_\_\_\_\_  
*(Please quote in Lump sum) (Without items like IOs, patch panel, etc.)*

**D.** Any Other (Please Specify) \_\_\_\_\_

**E.** Taxes if any \_\_\_\_\_

**F. Total** (A+B+C+D+E) \_\_\_\_\_

**G.** Less discount if any \_\_\_\_\_

**H.** Net Total (F-G) \_\_\_\_\_

*Note: Actual number of equipment may vary at the time of awarding contract. For some of the equipment AMC will start during the year after fresh procurement. Freshly procured equipment will be under warranty with OEM / Supplier with necessary Software support.*

\_\_\_\_\_  
**Bidders Signature /  
 (Signature of Authorized Signature  
 with Seal of Company)**

**ANNEXURE – I**

**Inventory of CT Department**

<b>SL.</b>	<b>Item Type</b>	<b>Description</b>	<b>Model</b>	<b>Quantity</b>
1	<b>SERVER / STORAGE</b>	Intel Xeon App & Web server	Proliant ML350	3
2		PIV Server	Compaq Proliant ML310	5
3		Intel Xeon Server	HP Proliant 380	31
4		Server (Cluster)	HP Cluster Storage	1
5		Intel Xeon	HP Proliant 380	1
6		Server (EVO)	Compaq EVO D320M	18
7		System Storage	IBM DS5020	1
8		Intel Xeon Quad Core (4U)	IBM System X3850	7
9		Intel Xeon Quad Core (2U)	IBM System X3650	5
10		Intel Xeon Quad Core (4U)	HP Proliant DL580 G5	3
11		Intel Xeon Quad Core (2U)	HP Proliant DL180 G5	8
		<b>Total</b>		<b>83</b>
12	<b>Desktop / Laptop</b>	Laptop	DELL	20
13		Laptop	HP	7
14				
15		Desktop	HP	159
16		Desktop	DELL*	317*
17		Desktop	HCL**	110**
		<b>Total</b>		<b>613</b>
18	<b>Printer</b>	DMP 136 Column	TVS	275
19		Line Printer	LIPI T1600	38
20		Deskjet Printer	HP	7
21		LaserJet Printer	HP	164
22		LaserJet Printer	KONICA	20
23		Color LaserJet Printer	HP	5
		<b>Total</b>		<b>509</b>
24	<b>Copier</b>	Copier-cum-Printer	Toshiba e-Studio	35
25		Color Copier-cum-Printer	Toshiba e-Studio	1
26	<b>Scanner</b>	Scanner	HP	88
27	<b>LCD Projector</b>	LCD Projector	Epson	1
28		LCD Projector	Hitachi	5
29	<b>Router</b>	CISCO	CISCO	77
30	<b>RAS</b>	RAS	CISCO	1
31	<b>Firewall</b>	Firewall	CISCO	3

32	<b>IDS</b>	IDS	CISCO	1
33	<b>Switch</b>	CISCO	CISCO	78
34		HCL	HCL	5
35	<b>Load Balancer</b>	CISCO	CISCO	1
36	<b>Patch Panel</b>	24 Port	D-Link	110
37	<b>Modem</b>	D-Link	D-Link	44
38	<b>UPS</b>	10 KVA	Online	12
39		5 KVA	Online	53
40		3 KVA	Online	43
41		1 KVA	Online	15
		<b>Total</b>		
42	<b>Rack</b>	Rack		79

**Note:**

- ***Out of total 317 numbers Dell Desktops, 30 desktops are under OEM warranty till March 2013 and 110 Dell Desktops are under OEM warranty till March 2014.***
- ***Similarly, 110 HCL Desktops are under OEM warranty till March 2013.***

**ANNEXURE – II Model Call Reports**

Name of the office booking complain: Date of complain :  
Time of complain :

Name of the failed equipment/network: Nature of failure :  
Date and time the equipment becoming operational: Down time :

Signature of the officer booking complains :

Signature of the vendor's representative attending complains :

**ANNEXURE – III**

**LIST OF ITEMS TO BE TREATED AS CONSUMABLES AND NOT TO BE COVERED UNDER THE SCOPE OF AMC / FM SERVICES**

<b>DMP</b>	<b>LMP</b>	<b>UPS</b>	<b>LASER PRINTER</b>	<b>SCANNER</b>	<b>PC, LAPTOPS, SERVERS</b>
Print head	Ribbon Spools	Battery	Toner / Toner assembly		
Print cartridge / Ribbon cartridge	Print cartridge / Ribbon cartridge	Physical Damages	Maintenance Kit provided by the Manufacturer, if any	Power Adopter	Laptop Battery / Carry Bags
Printer Theft	Glass window	Rat bitten cases	Fuser assembly	Paper pick up roller	Physical Damages
RD Assembly	Dust covers	Dust covers	Ink Cartridge		Rat bitten cases
Dust covers	Hammer bank cover	Glass covers	Glass covers	Physical Damages	Dust covers
Glass covers	Glass covers		Print head (DJ, OJ AIO)	Rat bitten cases	
Physical Damages	Stand / Pedestal		Dust covers	Dust covers	
Rat bitten cases	Physical Damages		Physical breakages		
	Rat bitten cases				



**ANNEXURE – IV**

**LIST OF OFFICES UNDER COMMERCIAL TAX DEPARTMENT, ODISHA**

<b>Sl.</b>	<b>NAME OF THE OFFICE</b>	<b>LOCATION</b>
1	CCT, Cuttack	Cuttack
2	JCCT, Angul Range, Angul	Angul
3	DCCT, Angul Circle, Angul	Angul
4	ACCT, Dhenkanal Circle, Dhenkanal	Dhenkanal
5	CTO, Talcher Assessment Unit	Talcher
6	CTO, Angul Investigation Unit	Angul
7	JCCT, Bolangir Range, Bolangir	Bolangir
8	Bolangir Circle, Bolangir	Bolangir
9	CTO, Bolangir Investigation Unit	Bolangir
10	ACCT, Sonapur Circle, Sonapur	Sonapur
11	ACCT, Nuapada Circle, Nuapada	Nuapada
12	ACCT, Kalahandi Circle, Bhawanipatna	Bhawanipatna
13	Bhawanipatna Enforcement Range	Bhawanipatna
14	CTO, Bhawanipatna Investigation Unit	Bhawanipatna
15	CTO, Assessment Unit, Kesinga	Kesinga
16	ACCT, Kantabanji Circle, Kantabanji	Kantabanji
17	CTO, Titilagarh Assessment Unit	Titilagarh
18	Riverjonk Check Gate	Riverjonk
19	JCCT, Balasore Range, Balasore	Balasore
20	DCCT, Balasore Circle, Balasore	Balasore
21	DCCT, Vigilance, Balasore	Balasore
22	Balasore Enforcement Range	Balasore
23	CTO, Balasore Investigation Unit	Balasore
24	ACCT, Bhadrak Circle, Bhadrak	Bhadrak
25	ACCT, Mayurbhanj Circle, Baripada	Baripada
26	CTO, Assessment Unit, Rairangpur	Rairangpur
27	Laxmannath Road Check Gate	Laxmannath
28	Jamsolaghat Check Gate	Jamsolaghat
29	Bahalda Check Gate	Bahalda
30	Chaksuliapada Check Gate	Chaksuliapada
31	JCCT, Cuttack 1 Range, Cuttack	Cuttack
32	DCCT, Cuttack-I East Circle, Cuttack	Cuttack
33	DCCT, Cuttack-I West Circle, Cuttack	Cuttack
34	DCCT, Cuttack-I Central Circle, Cuttack	Cuttack
35	DCCT, Cuttack-I City Circle, Cuttack	Cuttack
36	CTO, Cuttack I Investigation Unit	Cuttack
37	JCCT, Cuttack II Range, Cuttack	Cuttack
38	DCCT, Cuttack-II Circle, Cuttack	Cuttack
39	DCCT, Enforcement Range, Cuttack	Cuttack

40	CTO, Cuttack II Investigation Unit	Cuttack
41	Addl.CCT, Vigilance, Cuttack	Cuttack
42	Sr. Standing Counsel	Cuttack
43	ACCT, Kendrapara Circle, Kendrapara	Kendrapara
44	ACCT, Paradeep Circle, Paradeep	Paradeep
45	CTO, Assessment Unit, Jagatsinghpur	Jagatsinghpur
46	JCCT, Ganjam Range, Berahmpur	Berahmpur
47	ACCT, Ganjam-I, Circle, Berhampur	Berhampur
48	ACCT, Ganjam-II Circle, Berhampur	Berhampur
49	DCCT, Vigilance, Berahmpur	Berahmpur
50	Berhampur Enforcement Range	Berhampur
51	CTO, Berhampur Investigation Unit	Berhampur
52	ACCT, Bhanjanagar Circle , Bhanjanagar	Bhanjanagar
53	ACCT,Phulbani Circle, Phulbani	Phulbani
54	ACCT, Gajapati Circle, Gajapati	Gajapati
55	ACCT, Boudh Circle , Boudh	Boudh
56	CTO, Assessment Unit Aska, Aska	Aska
57	CTO, Assessment Unit Rambha, Rambha	Rambha
58	Girisola Check Gate	Girisola
59	Surala Interception Point	Surala
60	Chikiti Check Gate	Chikiti
61	JCCT, Jajpur Range, Jajpur	Jajpur Road
62	DCCT, Jajpur Circle, Jajpur	Jajpur Road
63	CTO, Assessment Unit, Jajpur Town	Jajpur Town
64	ACCT, Keonjhar Circle, Keonjhar	Keonjhar
65	DCCT, Barbil Circle, Barbil	Barbil
66	CTO, Barbil Investigation Unit	Barbil
67	CTO, Assessment Unit, Jaraka	Jaraka
68	CTO, Jajpur Investigation Unit	Jajpur
69	Nalda Check Gate	Nalda
70	Bileipada Check Gate	Bileipada
71	Murga Mahadev Check Gate	Murga Mahadev
72	Champua Check Gate	Champua
73	JCCT, Bhubaneswar Range, Bhubaneswar	Bhubaneswar
74	DCCT, Bhubaneswar-I Circle, Bhubaneswar	Bhubaneswar
75	DCCT, Bhubaneswar-II Circle, Bhubaneswar	Bhubaneswar
76	DCCT, Bhubaneswar-III Circle, Bhubaneswar	Bhubaneswar
77	DCCT, Bhubaneswar-IV Circle, Bhubaneswar	Bhubaneswar
78	DCCT, Vigilance, Bhubaneswar	Bhubaneswar
79	Bhubaneswar Enforcement Range	Bhubaneswar
80	CTO, Bhubaneswar Investigation Unit	Bhubaneswar
81	JCCT, Puri Range, Puri	Bhubaneswar
82	ACCT,Puri Circle, Puri	Puri
83	ACCT, Nayagarh Circle, Nayagarh	Nayagarh
84	ACCT, Jatni Circle, Jatani	Jatani

85	CTO, Assessment Unit, Khurda	Khurda
86	CTO, Assessment Unit, Balugaon	Balugaon
87	CTO, Puri Investigation Unit	Puri
88	JCCT, Koraput Range, Jeypore	Jeypore
89	ACCT, Koraput Circle, Koraput	Koraput
90	DCCT, Vigilance, Jeypore	Jeypore
91	CTO, Jeypore Investigation Unit	Jeypore
92	ACCT, Nawarangpur Circle, Nawarangpur	Nawarangpur
93	ACCT, Malkangiri Circle, Malkangiri	Malkangiri
94	ACCT, Rayagada Circle, Rayagada	Rayagada
95	CTO, Assessment Unit, Gunupur	Gunupur
96	Chitrakonda Check Gate	Chitrakonda
97	Dandasora Check Gate	Dandasora
98	Sunki Check Gate	Sunki
99	Kerda Check Gate	Kerda
100	Birahandi Check Gate	Birahandi
101	Chatua Check Gate	Chatua
102	Maidalpur Check Gate	Maidalpur
103	JCCT, Sambalpur Range, Sambalpur	Sambalpur
104	ACCT, Sambalpur-I Circle, Sambalpur	Sambalpur
105	ACCT, Sambalpur-II Circle, Sambalpur	Sambalpur
106	DCCT, Vigilance, Sambalpur	Sambalpur
107	Sambalpur Enforcement Range	Sambalpur
108	CTO, Sambalpur Investigation Unit	Sambalpur
109	DCCT, Jharsuguda Circle, Jharsuguda	Jharsuguda
110	CTO, Jharsuguda Investigation Unit	Jharsuguda
111	ACCT, Deogarh Circle, Deogarh	Deogarh
112	ACCT, Bargarh Circle, Bargarh	Bargarh
113	Lahurachatti Check Gate	Lahurachatti
114	Bardol Check Gate	Bardol
115	Kanaktora Check Gate	Kanaktora
116	JCCT, Sundargarh Range, Sundargarh	Rourkela
117	ACCT, Sundergarh Circle, Sundergarh	Sundergarh
118	DCCT, Rourkela-I Circle, Rourkela	Rourkela
119	CTO, Rourkela Investigation Unit	Rourkela
120	DCCT, Rourkela-II Circle, Rourkela	Rourkela
121	ACCT, Sundergarh Circle, Sundergarh	Sundergarh*
122	CTO, Koira Assessment Unit	Koira
123	CTO, Assessment Unit, Rajgangpur	Rajgangpur
124	Telijore Check Gate	Telijore
125	Birmitrapur Check Gate	Birmitrapur

\* Expected to be at Sundergarh

**END OF THE BID DOCUMENT**

\*\*\*\*\*

**OFFICE OF THE COMMISSIONER OF COMMERCIAL TAXES, ODISHA  
CUTTACK**

No. 6647 /, Dated 07/04/2012

**NOTICE INVITING TENDER**

**Request for Proposal for  
Annual Maintenance Contract of Hardware and Facility Management  
for Commercial Taxes Department, Odisha Computer System.**

1. Sealed tenders are invited from interested bidders for “**Annual Maintenance Contract of Hardware and Facility Management for Commercial Tax Department Odisha**”.
2. The firms which are interested in participating bids may please ask the contact person for details or visit website <https://odishatax.gov.in>

**Time schedule of various tender related events:**

Bid calling date	10-04-2012
Last date / time for clarification	25-04-2012
Last date and time of submission of bid	05-05-2012
Bid Security / Earnest Money Deposit (EMD) Amount	₹ 1,50,000/- (Rupees One Lakh Fifty Thousand)
Pre-qualification bid opening date	10-05-2012
Technical bid opening date	11-05-2012
Financial Bid Opening date	14-05-2012
Bid Document person / contact person	DCCT (VAT) i/c IT, Odisha. Phone: (0671)-2304922
Email	ctdho@odishatax.gov.in

3. A complete set of bidding document may be obtained by interested bidders on the submission of a written application addressed to “The Deputy Commissioner Commercial Tax (IT & Policy), O/o the CCT (O), Cuttack” and by paying a non-refundable amount of Rs.2500/-. The payment can be made in the form of Demand Draft drawn in favour of “Commissioner of Commercial Taxes, Odisha, payable at Cuttack (India)”. The Document, if required, can be sent by courier for out station locations for which Rs. 500/- be included as postage to be paid extra. The document can also be down loaded from web site <https://odishatax.gov.in>. Bidder using bidding document by downloading from website is required to pay a non-refundable amount of Rs.2500/- towards bid document fee in the manner prescribed above at the time of submission of bid. Bidders are required to furnish the bid security / Earnest Money Deposit (EMD) in the form of a Demand Draft drawn in favour of Commissioner of Commercial Taxes, Odisha and payable in Cuttack along with their pre-qualification bid-document in a separate envelop marked “EMD”.

Sd/-

**Additional Commissioner  
of Commercial Taxes, Odisha (Policy)**