

**Commissionerate of the CT & GST: Odisha (At Cuttack)**  
**(Finance Department, Government of Odisha)**

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No. IT-12/1/2018-IT-CCT- 10277 / CT, Dated 03.08.2019,

**NOTICE INVITING REQUEST FOR PROPOSALS**

Request for Proposals (RFP) are invited from interested vendors for providing Facility Management Support Services for the IT System of CT & GST Organisation, Odisha. The detailed RFP is published on the official website of the Organisation "<https://odishatax.gov.in>". The date for submission of the RFP and other important dates are given in the table below.

Date of Publication of the Notice inviting RFPs	<b>03-08-2019</b>
Last date/time for clarification	<b>09-08-2019 : 3.00 PM</b>
Last date and time of submission of RFPs	<b>19-08-2019 : 3.00 PM</b>
Bid Security / Earnest Money Deposit (EMD) Amount	Rs.1,00,000/- (Rupees One Lakh)
Technical Proposal opening date and Time	<b>20-08-2019 at 11.00 AM</b> or a date to be intimated by the Organisation
Commercial Proposal opening date and time	<b>20-08-2019 at 4:00 PM</b> or a date to be intimated by the Organisation
Interview of the Proposed Resource Persons	The date, time and venue will be communicated to the qualified Bidder
Contact person at the CT & GST Organisation	Joint Commissioner (IT), Odisha Phone: (0671)-2303211
Email	dcctitp@odishatax.gov.in

By order of the  
Commissioner of CT & GST,  
Odisha

  
3.8.19  
Special Commissioner  
of CT & GST (IT & Policy)

Memo No. 10278 /CT, dated 03.08.2019 ,

Copy forwarded to the Joint Commissioner of CT & GST (M&C Section) for kind information and necessary action. They are requested to send this notification for publication in two local Odia Newspapers and one English newspaper, having all Odisha circulation, immediately.



Special Commissioner  
of CT & GST (IT & Policy)

## RFP FOR FACILITY MANAGEMENT SUPPORT FOR IT SYSTEM OF CT & GST ORGANISATION, ODISHA

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### Introduction

The CT & GST Organisation, Odisha has its Head Office at Banijyakar Bhawan, Cuttack and is connected to its field offices i.e. 12 ranges, 45 circles, assessment units, 6 Enforcement Ranges and 21 Enforcement Unit Offices through a Wide Area Network (WAN) of Leased lines provided by BSNL. The centralised system is hosted inside the Odisha State Data Centre (OSDC), at Bhubaneswar. The State-wide WAN is connected to the GST Network through the OSDC over two leased circuits provided by GSTN.

The Organisation also uses e-Office application provided by NIC at the Head Office only. The e-Office application is hosted and maintained by NIC. The application is accessed through a leased circuit provided by NICNET.

At present the Organisation has the following hardware installed at the head office, OSDC and its field offices.

Sl. No.	Item Description	Qty (Approx.)	Sl. No.	Item Description	Qty (Approx.)
1	PC's/ Desktops	1078	8	Server	40
2	Laptop	13	9	IBM Storage	1
3	Printers	561	10	Routers	67
4	Scanner & Copier	233	11	Switch	103
5	LL Modem	52	12	Firewall	2
6	UPS	125	13	LCD Projector	6
7	Load Balancer	1	14	KVM Switch	4

2. **Requirement:** CT & GST Organisation, Odisha is desirous of availing the Facility Management Service (FMS) for its IT System as specified in the Requirement Specification placed at **Annexure – A**. The scope of work is given at **Annexure - B**.

3. **Project Duration:** The duration of the period of provision of FMS is for a period of three years starting from the day of award of contract, subject to annual renewal on satisfactory performance by the selected bidder.

4. **Qualification of the bidders:** The bidders must have 5 years of experience as on the date of calling for the RFP in the following areas:

- Maintenance of Servers & Desktops, printers, Scanners and other peripherals
- Deployment / configuration of Network devices (Routers, Switches, Firewalls, IPS, IDS etc)
- Maintenance of Network Devices (CISCO & other makes)
- Maintenance and monitoring of Leased lines, Modems (conventional & MLLN)
- Maintenance / installation of OSs (Windows / Unix, Linux etc.)
- Anti-virus tools, anti-malware tools
- Multi-Vendor coordination and support
- Maintenance of UPS Systems
- The bidders must have annual turnover of Rs. 100.00 Lakhs in provision of services as mentioned above during the last three years i.e. 2016-17, 2017-18 and 2018-19 and must be a profit making entity during the above mentioned years
- The bidder must be registered under GST within the State of Odisha or the qualified bidder will have to obtain a registration in in the State of Odisha before signing of the Contract.

- k) The bidder must have experience in providing FMS services to at least one Data Centre during the above mentioned three years
5. **Validity of Bid.** The bid shall remain valid for Ninety (90) days from the date of submission of bids.
6. **Language of the Bid:** All documents relating to the Bid and contract shall be in the English language.
7. **Bid Contents:** The Bid shall comprise two envelopes submitted simultaneously, one containing the Technical Proposal and the other the Commercial Proposal, placed together in a single outer envelope containing the Proposal in the format as at **Annexure - C**.
- A. The Technical Proposal shall be submitted in the format as at Annexure – D along with the following documents:**
- Brief profile of the bidder specifying the FMS service rendered in the last three years as mentioned in Para 4 above
  - Bid Security / Earnest Money Deposit in form of a Bank Draft / Banker’s Cheque payable at Cuttack
  - Copy of the IT Returns for 2016-17, 2017-18 and 2018-19
  - Copy of the Certificate of Registration under GST mentioning the GSTIN
  - Written confirmation authorizing the signatory of the Bid to commit the Bidder
- B. The Commercial Proposal shall be submitted in a format as at Annexure – E.**
8. **Preparation and Sealing of Bid:** The Bidder shall prepare one original of the Technical Proposal and one original of the Commerce Proposal and clearly marked as “ORIGINAL - TECHNICAL PROPOSAL” and “ORIGINAL - COMMERCIAL PROPOSAL” respectively.
- The original proposal shall be typed or written in indelible ink and shall be signed by a person duly authorized to sign on behalf of the Bidder. This authorization shall consist of a written confirmation and shall be attached to the proposal. The name and position held by each person signing the authorization must be typed or printed below the signature. All pages of the proposal shall be signed or initialled by the person signing the proposal.
- The Bidder shall enclose the original of the Technical Proposal and the original of the Commercial Proposal in separate sealed envelopes, duly marking the envelopes as “ORIGINAL - TECHNICAL PROPOSAL”, “ORIGINAL – COMMERCIAL PROPOSAL” These envelopes containing the original shall then be enclosed in one single outer envelope.
- The outer envelope should contain the forwarding letter as per Annexure – C, the Bid Security / EMD in form of Bank Draft or banker’s cheque and the two proposals in two separate envelopes.
- If all envelopes are not sealed and marked as required, the Commissionerate will assume no responsibility for the misplacement or premature opening of the bid.
9. **Modification and Withdrawal of proposals:** No proposal shall be modified after the submission as specified above in these Instructions.
10. **Opening of Proposals:** The Technical proposals will be opened in the presence of the bidders’ representatives who choose to attend, on **20-08-2019** at **11:00** AM in the Mini Conference Hall of the

office of the Commissioner of Commercial Taxes (Odisha). The bidders' names will be announced by the Commissionerate at the proposal opening.

11. **Process to be Confidential:** All information relating to the examination, clarification, evaluation and comparison of proposals for the contract award shall not be disclosed until the award to the successful Bidder has been announced.

12. **Evaluation and Comparison of Bids:** The proposals submitted by the vendors shall be evaluated in the following manner:

- (i) The technical proposals submitted by the bidders shall be opened for verification.
- (ii) After verification of the Technical proposals, the Commercial proposals of the qualifying bidders will be opened on the same day or a date to be intimated by the Commissioner.
- (iii) The "total price" quoted in the commercial proposal (inclusive of taxes) will be compared to arrive at the lowest price.
- (iv) The bidder quoting the lowest price will be designated as L1 bidder, the next higher bidder will be designated as L2 and so on. The lowest bidder (L1) will be required to present the resource persons, proposed in the technical proposal, for an interview by the Commissioner for evaluating their skill set, in a manner as may be decided by the Commissioner.
- (v) The interview will be taken for all resource persons proposed to be deployed by the Bidder. In case there are more than required number of proposed names, all candidates will be interviewed to judge the suitability of the proposed resource persons. If the proposed candidates are found suitable, the L1 bid shall be accepted.
- (vi) If the resource persons proposed are found unsuitable, the proposal of the L1 bidder will be considered unsuitable and thus rejected.
- (vii) On rejection of L1 bid, the L2 bid shall be taken up. The resource persons of L2 bidder will then be called for the interview and similar process would be repeated till the proposed resource persons of a bidder are found suitable by the Commissioner.
- (viii) Resource persons other than those whose names have been furnished in the Technical Proposal will not be considered for interview.
- (ix) N person other than the resource persons selected by the interview board, shall be allowed to be deployed, at least for a period of six months from the commencement of the service.

13. **Commissioner's Right to Accept Any Bids and to Reject any or all Proposals:** The Commissioner reserves the right to accept or reject any proposal, and to cancel the process of competition and reject all proposals, at any time prior to the award of the Contract, without thereby incurring any liability to the affected Bidder(s) or any obligation to inform the affected Bidder(s) of the grounds. The decision of the Commissioner of CT & GST, Odisha shall be final and binding on the bidders.

14. **Notification of Award and Signing of Contract:** The Bidder whose proposal has been accepted will be notified of the award by the Commissioner prior to the expiration of the validity period of the proposal, by Post and / or by email. The written intimation of award will constitute the formation of the Contract. In the event that no notification of award is issued, the signature of the Contract by the Commissioner and Bidder shall constitute the formation of Contract.

15. **General Provisions:** The Bidder confirms that he has examined, read and understood fully all the Documents, being:

- i. The Invitation for RFP

- ii. The notice from the Organisation inviting Technical and Commercial proposals ;
- iii. General terms & conditions for submission of proposals for software application support for IT system of commercial tax organisation as mentioned in this document.

These documents will form part of the Contract for FMS.

16. The Contract shall be amended only by written agreement between the Organisation and the Service Provider (the selected bidder).

17. Every effort shall be made to resolve disputes amicably and without recourse or referral to third parties. Any dispute that cannot be resolved amicably shall be referred by either Party for further consideration under the applicable laws of the State of Odisha.

### **CT & GST Organisation’s and Service Provider’s Obligations**

#### **By the CT & GST Organisation:**

18. The Organisation will provide working space for the Resource persons in the Commissionerate of CT & GST, Odisha, Baniyakar Bhawan, Cuttack, to enable them to carry out their work.

19. The Organisation will provide details to enable the resource persons to access the hardware / equipment to carry out their day-to-day work.

20. The Organisation will coordinate between the existing Service Provider and the Resource persons for knowledge transfer prior to commencement of the Service Contract.

21. The Organisation shall have the full right to accept, reject or partially accept the recommendations provided by the Service provider as part of the contract.

22. The Organisation shall have the full right of all documents / designs prepared and submitted by the Service Provider as part of the contract.

#### **By the Service Provider:**

23. The Service Provider shall keep all the data / information available in the system strictly confidential.

24. The Service Provider shall maintain and follow standard coding practices while making changes in the system and shall update the Organisation regarding the same.

25. The Service provider shall transfer all updated Access Codes and all other related information in case they are to exit from the contract at any point of time due to any reason.

#### **General:**

26. If war or natural disaster makes completion of the contract impossible, the Service Provider may ask the Organisation to release him from the Contract.

### **Payment Provisions**

27. Payments will only be made on or after the due date shown in the schedule below, and after fulfilment of the “payment conditions” (whichever is later).

<b>Payment Periodicity</b>	<b>Amount</b>	<b>Scheduled Date</b>	<b>Payment Conditions</b>
Quarterly Payment	25% of the total Contract value (inclusive of taxes)	Usually before 10 <sup>th</sup> of the month from the end of the quarter	On Receipt of Invoice (with 3 Copies) after review of the performances to the satisfaction of the Commissioner

## ANNEXURE – A: REQUIREMENT SPECIFICATION

- i) The Organisation intends to avail the proposed service primarily through resource persons deployed on-site. Accordingly, the following resource persons are to be deployed by the Bidder:

SI	Location	No Offices	Strength per location	Total requirement
1	Commissionerate HQ at Cuttack	1	Team Lead / Network / System Administrator (1) Support Engineer (1) UPS Engineer (1)	1 1 1
2	At Each Range Office**	12	Support engineer (1)	12
3	<b>TOTAL</b>			<b>15</b>

**\*\* Locations: Bhubaneswar (1), Cuttack (2), Angul (1), Jajpur (1), Balasore (1), Sambalpur (1), Rourkela (1), Bolangir (1), Koraput (1), Ganjam (1), Puri (1)**

- ii) The qualification and experience of the proposed resource persons is expected to be as listed below:

SI No.	Position	Educational Qualifications	Certificate on	Experience	Relevant Experience
1.	Team Lead / Network & System Administrator	BE(CS)/ MCA	MCSE, Unix and/or Linux / CISCO/ NORTEL in network	Installation & configuration of Administration of UNIX, WINDOWS NT & LINUX / Network maintenance and management of Network Devices	5 years
3	UPS Engineer	B.E. in Computer Science with hardware / electrical		Working / maintaining Large online and offline UPSs	3 Years
3.	Support Engineer/ Network Associate	Diploma in E&TC / CS / BSc (CS)	CCNA / CCNP / MCSE	WIN 95/98/2000/2003,MS Office/ Smart Suite/ IE/ Installation of Software products / Hardware Configuration / UPS management	2 years

- iii) The resource persons are required to be stationed on a full-time basis during the period of contract at the respective locations to provide day-to-day support for the IT system. If a person falls ill or goes on leave for more than three days at a stretch, a replacement with same qualification and experience must be provided.

### Penalties

28. Failure to provide a replacement for the resource persons will incur a penalty of Rs. 2000.00 per day per person.

## **ANNEXURE – B: Scope of Work**

The Organisation has automated its operations effectively using the IT. The IT infrastructure consisting of various servers having different operating systems, Relational Data Base Management System, PCs, Printers, Networking Devices, Leased Lines. The network backbone for all the offices of the Organisation is on BSNL leased lines across the states. To maintain the infrastructure effectively without any interruptions to its service (24x7 availability of IT infrastructure), the Organisation is looking for a service provider, who can offer Maintenance Services for its IT Infrastructure.

The services would be overall management of the IT infrastructure i.e. Servers, Desktops, Laptops, Printers, Scanners, Network equipment, Modems, Routers, Switches, UPSs etc. of the Organisation. Maintenance and monitoring of Wide Area Network for providing the services to the users for availability of the applications / services at their desktops/ Laptops. This may require coordination with BSNL for leased lines connectivity.

### **General Scope:**

1. The overall management and maintenance of Servers, Clients, Peripherals, LAN and WAN for the Organisation.
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 the Organisation.
4. Operational Support for the Organisation Applications and other applications running and added, from time to time.
5. Monitoring the Lased Lines for the link availability and coordinating with the service providers such as BSNL.
6. Virus protection to the IT infrastructure for the Organisation.
7. Training in System Operations to staff as and when required.

**All the above are to be carried out in consultation and coordination with the Team of the OSDC, as may be required. The facilitator will be required to maintain contact with the OSDC Team for provision of support services of the devices hosted inside the OSDC.**

The Bidder will provide for the application(s)/ tool(s) required to monitor the Network, Network devices, Servers, Desktops etc and to calculate uptime and downtime. The bidder has the liberty to use open source applications available for this purpose. The bidder will be required to maintain a complete log of the WAN runtime and downtime for information of the organisation and the Leased line service provider.

The bidder will also use a Ticketing tool for booking of tickets relating to any complaint from all the offices of the Organisation. The bidder will be required to submit status reports on Network and tickets at the end of every month days for assessment of the performance of the bidder. This will form the basis of release of payment after adjustment of charges towards downtime(s), if any, to the bidder.

### **Facility Maintenance Services (FMS):**

The FMS will cover 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 for desktops and other peripherals like printers, Scanners etc.**

### **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. As these are hosted inside the OSDC, support, as may be required by OSDC Team will have to be provided by the Facilitator.
2. Desktops and peripherals: The run time for the desktops will be from 10.00 AM to 6.00PM on all working days.

### **Downtime**

Defined as the time during which the systems and /or services running on it are not available and are deemed to be not available to the users in part or full due to any non-functioning repairs / problems etc. The penalty for downtime will be counted from the time problem is reported to the bidder electronically or telephonically or by such other means till problem is solved / rectified to the satisfaction of user Penalty shall be applicable once the admissible down time is crossed. The admissible down time is computed as per the following rules:

#### **(a) Maximum Admissible Downtime:**

- i. Server System – Maximum 12 hours calculated over a period of three months.
  - ii. Clients and Peripherals – Maximum 20 office hours calculated over a period of Three months.
1. Maximum down time in a day will be equal to run time even if machine is down for 24 hrs. i.e., if Desktop is down from 9 am to 9 am (next day) the total down time will be 8 hrs. (10Am to 6PM) and not 24 hrs.
  2. In case of intermittent failures and repetitive problems due to improper diagnosis or repair, the system, will be treated as continuously down from the time of first fault reporting.
  3. Deemed down: A system although up but is not able to deliver services because of non-availability of connected system. For example, if switch is down, all PCs connected to it will also be deemed as down.
  4. Few Example of down time calculations:
    - a. When server is down – Server and all hardware connected to server directly or indirectly will be treated as down.
    - b. When Switch is down, Switch and all other related items connected to Switch will be treated as down.
    - c. Only PC is down – PC; Only printer is down – Printer
    - d. Router and modem – Entire office h/w are down.
    - e. Leased line down between one RO and CCT Office due to device failure - Entire R.O office will be deemed as down.
    - f. Leased line down between HQ and RO offices, leased line components at head quarter, RO office and CCT office will be deemed as down.

**ANNEXURE – C: Proposal**

\_\_\_\_\_ (Date)

To: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

We hereby submit our proposal containing the technical proposal and commercial proposal in separate envelopes, for providing FMS Support to the CT & GST Organisation, Odisha. We agree to provide the services according to the Specification and within the time allowed.

This proposal and your written acceptance will constitute a binding Contract between us. We understand that you are not bound to accept the lowest or any proposal you receive.

We hereby confirm that this proposal will remain valid for 90 days after the Deadline for Submission of proposals.

We note and accept without reservation the Government of Odisha’s right to audit and inspect any and all records relating both to the preparation of our proposal, and if our proposal is accepted, the execution of the resulting contract.

Signature: \_\_\_\_\_

Name and Title of Signatory: \_\_\_\_\_  
\_\_\_\_\_

Name of Bidder: \_\_\_\_\_

Address: \_\_\_\_\_  
\_\_\_\_\_

Phone Number: \_\_\_\_\_

Email: \_\_\_\_\_

**ANNEXURE – D: Technical Proposal Form**

Sl.	Name of the Position	Name of the Proposed Resource Person	Work Experience (in Years)
1		(i)	
		(ii)	
2		(i)	
		(ii)	
3		(i)	
		(ii)	

**Signature of  
Authorised Signatory**

**Note: You may propose maximum of two resource persons for each position for the selection one resource person for each deployment.**

**Profile of the Resource Persons**

For each of the resource persons proposed for deployment a profile should be provided in separate sheets for each candidate with at least the following details:

**Name of the Resource Person:** \_\_\_\_\_

**Proposed Position:** \_\_\_\_\_

Educational Qualification				
SL.	Description	School / Board / University	Marks obtained	Grade / Class
1	Class X			
2	Class XII			
3	B.E / BSc / BA			
4	MCA / M. Sc (IT)			
5	Others			
Employment Details				
Sl.	Employer	Position Held	From	To
1				
2				
3				
4				
5				
Work Experience				
1	<i>List the work experience / projects worked on</i>			
2				
3				
4				

## ANNEXURE -E: COMMERCIAL PROPOSAL

### FMS SERVICE PRICE

Sl.	Resource Person	No. of Persons	Rate / Month	Annual / 12 months	Total Amount	GST	Total Amount (Incl. Taxes)
1				12			
2				12			
3				12			
4				12			
	<b>TOTAL</b>			<b>12</b>			<b>**</b>

**Signature of  
Authorised Signatory**

**NOTE:**

- \*\* The Total price quoted above (inclusive of taxes) will be considered as the bid price for comparison*
- The amount may be quoted in Indian Rupees.*
- The price for each year will remain constant except the tax component, as may be applicable.*