ASSAM POWER DISTRIBUTION COMPANY LTD.

REQUEST FOR PROPOSAL (RFP)

Supply, Installation, Testing, Commissioning & Maintenance of On-Premises PBX Contact Centre Solution

No. APDCL/CGM (CR, M&S)/PBX/24-25/01 Date: 07/03/25

Office of The Chief General Manager

(Customer Relations, Marketing & Safety)

4th Floor, Bijulee Bhawan, Paltanbazar,

Guwahati- 781001, Assam

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ASSAM POWER DISTRIBUTION COMPANY LIMITED (APDCL)
O/O The Chief General Manager (CR, M&S), Bijulee Bhawan, Paltanbazar, Guwahati- 781001

NOTICE INVITING TENDER
(Through E-Tendering)

NIT No. APDCL/CGM (CR, M&S)/PBX/24-25/01 Date: 07.03.2025

E-tenders, with validity up to 180 (One Hundred Eighty) days from the date of opening of price bids, are invited for **Supply, Installation, Testing, Commissioning & Maintenance of On-Premises PBX Contact Centre Solution** by the undersigned.

The complete tender papers can be downloaded from our official website www.apdcl.org and also from https://assamtenders.gov.in. Interested bidders can download the Bidding Documents and commence preparation. Download of bidding document is free of cost. However, bidders must deposit non-refundable tender processing fee of **Rs. 10,000.00 (Rupees Ten Thousand only)** including GST while online submission of tenders in https://assamtenders.gov.in

All interested parties are requested to understand this BID DOCUMENT in detail in order to comply with APDCL's requirements including but not limited to the fees and deadlines, selection criteria, selection methodology, scope of work, and minimum technical standards.

The earnest money deposit (EMD) for the work is **Rs. 10,00,000.00 (Rupees Ten Lakhs only)**. EMD should be submitted online while submission of tenders in https://assamtenders.gov.in . Any tender without EMD will be rejected outright.

For further details regarding online payment of tender processing fees and EMD, please visit the following portal: https://assamtenders.gov.in

Key Dates:

Tender publishing and download start date	07.03.2025 (15:00 Hours)
Last date for sending queries to APDCL	15.03.2025 (17:00 Hours)
Bid submission start date	21.03.2025 (10:00 Hours)
Last date of bid submission	03.04.2025 (17:00 Hours)
Technical bid opening	05.04.2025 (12:00 Hours)

The undersigned reserves the right to reject any/all tenders without assigning any reason thereof, and to accept any tender or part of which is suitable to APDCL and to award the contract to one party only.

Date of opening of price bids will be intimated subsequently to the technically qualified bidders.

For details, please visit www.apdcl.org or https://assamtenders.gov.in

S/d-
Chief General Manager (CR, M&S),
APDCL, 4th Floor, Bijulee Bhawan,
Paltan Bazar, Guwahati-1

Disclaimer

APDCL reserves the right to withdraw this RFP at its discretion, without providing any reason or incurring any liability to the bidder or any other party.

APDCL may, at its sole discretion and without any obligation, update, amend, or supplement the information, assessments, or assumptions contained in this RFP.

APDCL shall not be responsible for any regulatory issues (such as those related to DOT, DIT, etc.) concerning the licenses, products, or services supplied by the bidder during the contract period.

This RFP document is not a recommendation, offer, or invitation to enter into any contract, agreement, or other arrangement regarding the services. Its primary purpose is to provide interested parties with information that may assist them in preparing their proposals. The RFP includes statements based on various assumptions and assessments made by APDCL concerning the project. However, these assumptions and assessments do not encompass all the information that each bidder may require.

As this RFP may not be suitable for all parties, APDCL cannot take into account the specific technical capabilities, investment objectives, financial situations, or particular needs of each bidder. The assumptions, assessments, statements, and information contained in this document may not be exhaustive, fully accurate, or completely adequate. Each bidder is therefore advised to conduct its own investigations, analysis, and due diligence to verify the accuracy, adequacy, reliability, and completeness of the information provided in this RFP and to seek independent advice from appropriate sources.

The information provided in this RFP covers a broad range of topics, some of which are subject to legal interpretation. This document does not constitute an exhaustive account of statutory requirements and should not be considered a definitive or authoritative statement of the law. APDCL accepts no responsibility for the accuracy or validity of any legal interpretations or opinions expressed within this RFP.

Neither APDCL nor any of its employees, consultants, or associates make any representations or warranties regarding this RFP. They shall not be liable to any bidder or any other party under any law, regulation, or principle, including restitution or unjust enrichment, for any loss, damage, cost, or expense incurred as a result of relying on this document. This includes, but is not limited to, the accuracy, adequacy, completeness, or reliability of the information, assumptions, or statements contained herein.

Additionally, APDCL and its representatives shall not be held liable for any claims arising from negligence or reliance on statements in this RFP.The issuance of this RFP does not obligate APDCL to select a bidder for the project. APDCL reserves the right to reject any or all bids, discontinue the bidding process, or cancel it entirely without assigning any reason.

All costs associated with the preparation and submission of bids, including but not limited to document preparation, copying, postage, travel, lodging, demonstrations, and presentations shall be borne solely by the bidder. APDCL shall not be liable for any such expenses, regardless of the bidding process outcome.

Abbreviations	
ACD	Automatic Call Distributor
APDCL	Assam Power Distribution Company Limited
BG	Bank Guarantee
Bidder	The organization submitting the proposal who will also be the single point of contact for the Company and single point responsibility for execution of scope and deliverables as required by this Request for Proposal.
Cr.	Crore
CCA	Customer Call Agent
DD	Demand Draft
DIT	Department of Information Technology
DOT	Department of Telecommunication
EMD	Earnest Money Deposit
HO	Head Office
FY	Financial Year
Go-Live	Go Live for a module/application refers to the date on which it is available for use to a user at any APDCL office from production environment.
ISO	International Organization for Standardization
IVR	Interactive Voice Response
OS	Operating System
PBG	Performance Bank Guarantee
PRI	Primary Rate Interface
POC	Proof Of Concept
SLA	Service Level Agreements
SRS	System Requirement Specification
GRS	Grievance Redressal System
CCCC	Centralized Customer Call Center
BBA	Bijulee Bandhu Application (CRM Application of APDCL)
CRM	Customer Relationship Management
PBX	Private Branch Exchange

1 Introduction & Objectives

1.1 About APDCL

Assam Power Distribution Company Limited (APDCL) is a public limited company wholly owned by the Government of Assam, registered under the Indian Companies Act of 1956.

The main purpose of forming the company was to take over, manage, and operate the electricity distribution system, assets, liabilities, and undertakings of the erstwhile Assam State Electricity Board (ASEB) pursuant to a notified transfer scheme in terms of Part XIII of the Electricity Act, 2003.

The primary purpose of the company is to undertake the distribution, trading, and supply of electricity in the state of Assam or outside it, in accordance with the provisions of applicable law and all activities ancillary or appurtenant thereto. It also has the mandate to develop, maintain, and operate the power distribution system in the state of Assam. In carrying out the work of supplying power, APDCL reaches every corner of the state.

APDCL operates a 24/7 centralized customer call centre to receive and coordinate electricity-related complaints from consumers. Consumers can lodge complaints by dialling the toll-free number 1912 from anywhere in Assam. Presently, the call centre operates with 70 customer care agents (CCAs) housed on the first and second floor of the APDCL-owned Datacenter at Six Mile, Guwahati, Assam. The call agents receive complaints from consumers, log them in a web application (BBA) hosted on a cloud server, and forward them to the concerned field offices throughout Assam. The call agents also make outbound calls to consumers to collect feedback.

APDCL intends to select a bidder to replace the current cloud-based PBX system with a completely on-premises PBX system while supporting the operation of the PBX system. The bidder shall also be responsible for developing and integrating a PBX CRM system for storage, retrieval, analysis, reporting, etc., of incoming and outgoing calls while providing APIs for integrating the new PBX CRM system with APDCL's BBA software.

1.2 General Terms and Conditions

The bidders must fulfil the eligibility criteria to be eligible to bid.

Prospective bidders may email their queries and suggestions for any changes required in the bid document via e-mail within the dates mentioned. The suggestions and queries shall be responded to via e-mail only, and subsequent changes made based on the suggestions and clarifications shall be considered part of the RFP document.

The bidders must fulfil the eligibility criteria to be eligible to bid. No suggestions or queries shall be entertained after the last date of submission of pre-bid queries.

The bidders shall pay the tender participation fee, EMD fee, and any other processing fees online during bid submission via https://assamtenders.gov.in.

1.3 Project Timelines

The Bidder is expected to adhere to the timelines stipulated below. Non-compliance to these timelines by the bidder would lead to Liquidated Damages as stated in this RFP:

Sl No.	Key Activities	Timelines
1	Date of issuance of LOA (Letter of Award)	T
2	Entire setup of call center including infrastructure establishment, resource training and other set up	T+60 days
3	Go-Live of call center	T+75 days

- APDCL, at its discretion, shall have the right to alter the quantities based on the implementation plan. This will be communicated formally to the bidder during the implementation, if a need arises.
- The Bidder is required to provide a detailed strategy to APDCL; the activities mentioned above are indicative but the timelines for procurement, readiness and inspection should be maintained.

1.4 Authorization for Submission of Tender

a) The original and all copies of the bid shall be signed by a person duly authorized to sign on behalf of the bidder. The written confirmation of authorization (in the form of a letter on the bidder's letterhead) confirming the signature of the duly authorized person must be attached with the technical bid of the tender.

b) The person signing the tender form or any other document on behalf of the bidder shall be deemed to warrant that they have the authority to bind the bidder. If it is subsequently discovered that the person who signed had no authority to do so, the purchaser may, without prejudice to any other civil or criminal remedies, cancel the tender and hold the bidder liable for all costs, charges, and damages.

1.5 Earnest Money & Tender Fees Deposit

a) The Bidders shall have to pay the Tender participation fees, EMD fees and any other processing fees as required in online mode during submission of bid via https://assamtenders.gov.in.

b) Any request by the bidders to consider their EMD already furnished by them to any of the office of the purchaser, for any other contract/ tender will not be considered as EMD for this tender.

c) The EMD will be returned to the unsuccessful bidders soon after the orders are placed on the successful bidder.

d) The Earnest Money Deposit and Tender Fees will be exempted for bidders having relevant NSIC/MSME registration. The NSIC/MSME registration copy must be submitted along with the technical bid for verification. In case, it is found that the NSIC/MSME certificate is invalid, the concerned bid will be rejected, and appropriate action shall be initiated as per law.

1.6 Submission of Tender

a) The Technical and commercial bids should be duly submitted online using the e-Procurement Portal https://assamtenders.gov.in on or before the last date of bid submission.

b) The Purchaser may, at its discretion, extend the deadline for the submission of bids by amending the Tender Documents, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended. The prospective bidders are advised to remain in touch with the website for any update in respect of their tender.

2. Existing Call Centre Infrastructure

The Call Centre is distributed into two zones. Zone 1 is located on the 1st floor with a 50-seater setup, and Zone 2 is located on the 2nd floor with a 20-seater setup. The existing PBX solution is cloud-hosted. However, the following hardware/equipment already exist on-premises:

(i) 80 IP phones
Brand: Grandstream

(ii) 80 desktop machines
Brand: HP

(iii) The LAN connectivity within the zones is operational, fully functional, and in place.

(iv) Power connectivity with a redundant power supply, along with UPS backup, is available for two server racks located on the ground floor of the Data Centre, where the new servers and other related equipment will be installed.

2.1. Pre-Bid Visit

Before submitting a bid, bidders may visit the site to gain a better understanding of the existing Call Centre setup of APDCL, located at the Data Centre, ASEB Campus, Sixmile, Guwahati-22. However, prior intimation must be given to APDCL so that an entry pass can be arranged, and APDCL officials will coordinate with the respective teams for the site visit.

3. Scope of Work

The purpose of this RFP specification section is to outline the requirements for implementing an on-premises PBX contact center solution for the APDCL Customer Call Center. The solution must support a capacity of 100 agents, 8 supervisors, and 1 administrator and maximum channel capacity for 500 channels including IVRS, voice blast, AI integrated voice chat and other means of communication which uses SIP channel.

3.1 Supply of Hardware

a) All hardware shall be supplied in compliance with the specifications mentioned in Annexure-6 of the tender.

b) The specifications of the hardware, as mentioned in Annexure- 6, are the minimum requirements of the tender. However, higher specifications may be considered, subject to cost-effectiveness and competitiveness in financial terms for the specific location.

c) The bidder shall take into account all costs, including unloading at the purchaser's location, cartage, etc., for delivering the material to the site(s) as detailed in Para 3 of "Instructions to the Tenderer" before quoting rates. No claims whatsoever shall be entertained in this regard.

d) The "Price of Hardware before Taxes & Duties" shall remain firm and inclusive of all costs involved in delivery to the destination(s). This includes the cost of installation at the destination and services provided during the comprehensive warranty period of three (03) years.

e) No additional payment or revision of the "Price of Hardware before Taxes & Duties" shall be accepted due to any discrepancy in the nomenclature of items. Bidders are advised to seek clarification, if required, before submitting the tender.

f) No request for the revision of the quoted "Price of Hardware before Taxes & Duties" shall be considered until the supplies are completed at the designated location.

g) After supplying the hardware as mentioned in Annexure-6, the bidder must execute its installation and commissioning at the designated site(s). No additional cost shall be paid for this.

h) The bidder shall be responsible for installing all hardware, software, and accessories (even if not explicitly mentioned in the specifications) necessary to ensure the PBX is fully functional and up to date when the system is put into service.

i) The bidder shall perform all testing and tuning necessary to ensure the PBX is in perfect working condition and delivered in accordance with the specifications.

j) The bidder shall provide recommendations for preliminary operational tests before the commissioning of the PBX.

k) The bidder shall offer an on-site comprehensive warranty for the hardware for at least three (03) years from the date of successful commissioning at the designated location. The warranty shall cover all parts of the hardware, including components with limited life spans. The purchaser shall not be liable for any additional charges during the warranty period.

l) Any part or component that fails or is found defective during the on-site warranty period due to design, material, workmanship defects, or regular wear and tear shall be replaced by the bidder at the installation site, free of charge.

m) The bidder shall be responsible for compensating the purchaser for any losses arising from warranty obligations that are not fulfilled.

n) During the warranty period, the bidder shall deploy expert(s) at the site within three (03) working days from the purchaser's request to rectify and fix any hardware defects. The cost of deploying expert(s) and any associated expenditures shall be borne by the bidder.

3.2 Server setup and Network Architecture

The Server setup and Network Architecture is as follows:

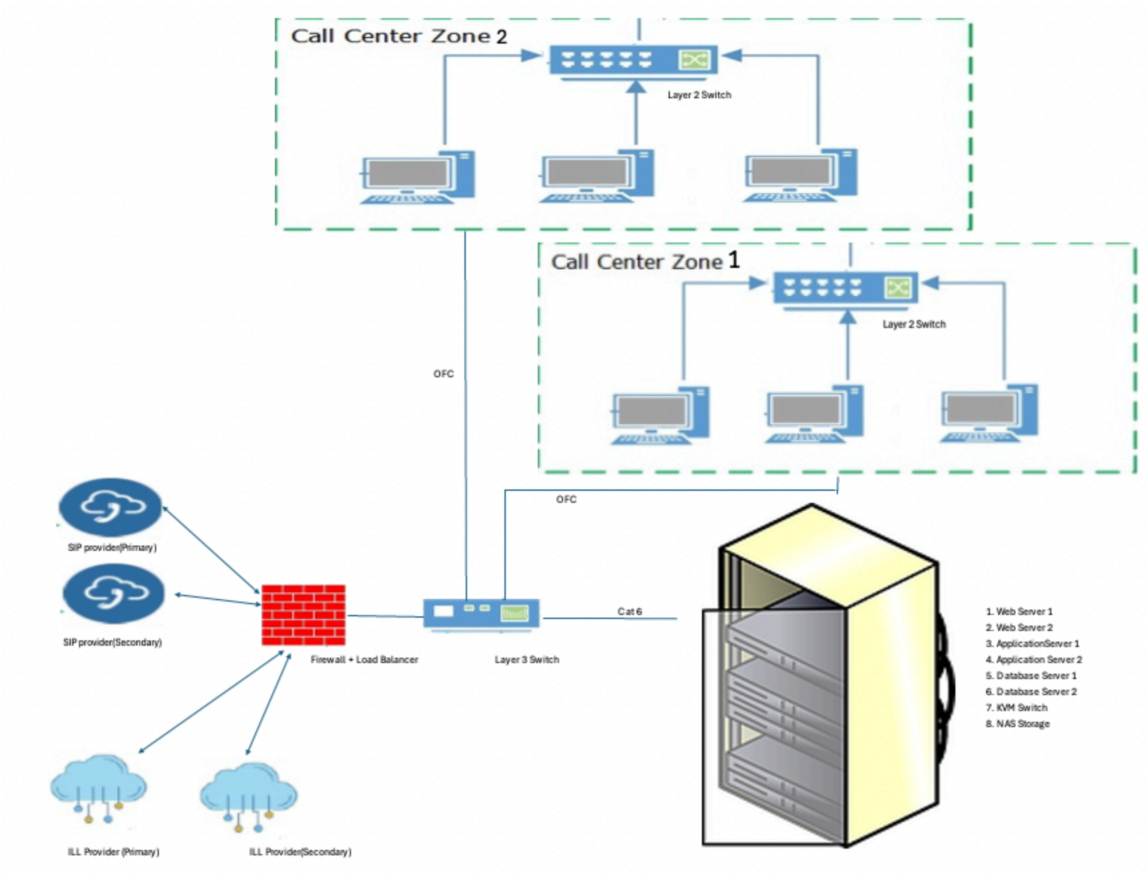

Fig 1: Server Setup and Network Architecture

The Server setup and Network Architecture must have the following salient features:

a) Primary servers, including the Application & Web Server and Database Server, are cascaded in the primary setup.

b) The Web Server will host the web application, the PBX Application will be installed on the Application Server, and the Database Server will store the live database along with a NAS storage system for call recording backups, ensuring high retention time.

c) A secondary (backup) setup will operate in High Availability (HA) mode, with live data synchronization between the primary and secondary setups.

d) In case of any issue with the primary setup, the system will seamlessly switch to the secondary server with minimal or no downtime.

e) Administrators can monitor live allocation, agent activities, calls, and reports through their login.

f) The firewall must be a Next-Generation Firewall (NGFW) with the capability to load balance traffic during peak call volumes.

g) A standby or redundant firewall should be available in the server rack for quick configuration in case the primary firewall fails.

3.3 PBX Contact Centre Software

3.3.1 General Features:

a) Fully on-premises hosted PBX Contact Centre Solution for 100 users which should be scalable upto 200 users.

b) PBX OEM should provide single license.

c) Should be able to use dialer integrated in the user dashboard panel, Softphone, IP phone.

d) Consumer data and voice recordings should have end-to-end encryption with 128-bit security.

e) Capability of 100% voice call recordings for inbound & outbound and conference calls. Should have an open storage platform and rules-based storage and recording that can provide instant access to call recording in the storage. Should support for search and replay of call. Capability to see the history of the call recordings. There should be a unique id associated with each call stored in the PBX CRM. The direct link to this call recording should be provided as a response to an API request identified by the caller phone no and/or the time of the call. List of all call recordings tagged with the consumer's phone no should be provided as a response to an API request.

f) A mobile app needs to be provided by the bidder to facilitate the access for Agent working outside premise.

g) The infrastructure and technology provided by the bidder should have the scalability provision to manage future expansion of call center agents.

3.3.2 Web-based Interface or Dashboard:

A web-based interface/dashboard should be provided with role-based access control for Agents, Supervisors, and Admins. It should be easily accessible from outside the premises and secured via SSL. The dashboard must have **at-least** the following key features:

a) A **Live Call Monitoring Dashboard** should be provided, displaying:

- Number of Call Agents logged in and their current status
- Number of incoming and outgoing calls
- Number of Agents on break
- Number of calls in the queue and in progress
- Number of missed calls during the day
- Number of calls in IVR
- Average call waiting time during the day
- Any additional features that enhance call analysis

b) Integration of the PBX Dashboard with APDCL BBA

- The Bidder should provide all necessary support including API development, documentation and co-ordination for integrating the PBX system with APDCL BBA.

c) **Voicemail Management**:

- Capability to store multiple voicemail greetings
- Admin should be able to upload voicemail greetings

d) **Caller ID & Call Waiting**:

- Display caller ID when calls are transferred
- Announce the caller's position in the queue and estimated wait time

e) **Call Forwarding**:

- Forward incoming calls to internal extensions or external mobile/landline numbers
- Admin should be able to configure call forwarding via the dashboard

f) **Call Handling Features**:

- Conference calls
- Call transfer
- Call barge-in
- Call whispering

g) **Break Management**:

- Admin should be able to define different break categories
- Restrict the number of Agents on break at a given time with configurable settings

h) **Agent Skill Management**:

- Supervisors should be able to define Agent skill sets and tag agents according to the skill sets so that call forwarding can be done to agents with particular skill sets.

i) **Call Tagging & Classification**:

- Ability to "tag" or classify calls with user-defined labels for easy search and replay

j) **Call Blast Facility**:

- Admin should be able to schedule automated call blasts
- Upload multiple call recordings along with consumer phone number lists (Excel, CSV, etc.) so that call blast can be made to the list of consumers as uploaded in the file.
- Assign required SIP channels for call blast operations

k) **Queue Management**:

- Admin should be able to define and manage different call queues

l) **Quality Assessment (QA) Dashboard**:

- Admin/Supervisor should be able to analyze call recordings

- Ability to score and add remarks to recordings

m) **User & Queue Configuration**:

- Highly configurable system for adding/removing users
- Assign users to different queues and define skill sets

n) **Social Media Integration**:

- Feasibility of integration of WhatsApp, Facebook chat, etc., into the dashboard should be present in the software.

o) **Agent Performance Monitoring**:

- Admin dashboard should support color-coded indicators for Agents exceeding predefined thresholds for break duration and call duration

p) **Break Restrictions**:

- Admin should have the ability to limit the number of Agents going on break at the same time

q) **Hold Music & Audio Management**:

- System should offer a selection of hold music options
- Admin should be able to upload custom music or audio

r) **Auto Callback for Missed Calls**:

- If a consumer call 1912 and all lines are busy, the system should automatically call back the missed numbers and connect them to an available Agent once a threshold number of Agents become free. The threshold number should be configurable.

s) **Missed Call Notifications & Callbacks**:

- System should generate missed call notifications with an option to call back the consumer directly from the notification

t) **Internal & External Panel Popups**

u) **Internal Chat Communication**:

- Chat panel for internal communication between Agents and Supervisors
- Live chat monitoring for Supervisors and Admins

v) **Call Script Management**:

- Support for multi-language call scripts
- Agents should be able to open the required script as needed

- Admin should have a panel to create, edit, and delete call scripts in Assamese, Hindi, and English

w) **Scalability & Expansion**:

- Ability to add new extensions as needed with easy expansion options

3.3.3. Automatic Call Distributor (ACD)

ACD distributes incoming calls to Agents as they are received. It should be pre-integrated with the IVR with the following features:

a) Handle high call volumes efficiently.

b) Provide the capability of combining data with the Interactive Voice Response (IVR) menu system that can intelligently route calls requesting further assistance to a smart Automatic Call Distributor (ACD).

c) Skill based routing: Standard features like Call Transfer, Conference, Call Whispering, Call Listening, Barge in, Dialed Number Identification Sequence (DNIS), Automatic Number Identification (ANI), Caller Line Identification (CLI), etc.

d) Capability to distribute incoming calls to specific recipients based on what the caller wants, extensions previously dialed, or other criteria. E.g., If a consumer calls previously to log a complaint related to smart prepaid meter to a particular extension, the call should be attempted to route to the previously assigned extension.

3.3.4. Multi-level IVR

a) Receive all inbound calls on the telephone number specified by APDCL.

b) IVR should have support for text to speech conversion as well as user input.

c) Prompts the caller to make their selection(s)

d) Identify customer through CLI/ANI and support intelligent call routing.

e) Bidder should provide a User Interface (admin login) for an easy to configure system which enables the users to change the IVR tree without any hard coding. The bidder should provide a step-by-step manual for the admin on complete usage of how to create/modify/delete etc. of the IVR tree.

f) The IVR solution must be capable to capture usage details of each customer as the customer traverses through a call. The IVR solution should have an interface through which usage details can be shared with other solutions.

g) The IVR must be integrated with the rest of the proposed solution and BBA to provide seamless call center performance.

h) There shall also be a provision of ignoring the IVRS and directly landing the call at agents.

i) In case of additional language request from APDCL the bidder should be able to configure the additional language in the IVR.

j) Bidder should be able to configure important messages/advertisements on IVR during call waiting or call hold period. The content and time period for such messages/advertisements shall be decided by APDCL.

k) Capability to forward number to an outside cell phone number during times of emergency when call desk agents can't attend office; With offset ringing (rings desk phone first before being forwarded to an external phone number).

The above features are not an exhaustive list of scope of work. The scope of work may be expanded within the reasonable parameters of the PBX system during the bidding process, before or after the award of the LoA.

3.3.5 CTI API Libraries

a) The system must provide a comprehensive set of CTI (Computer Telephony Integration) APIs that enable seamless integration with external databases and applications, facilitating efficient data exchange and communication management.

b) The solution must support REST APIs using JSON format for data transmission, ensuring compatibility with modern web-based systems and providing ease of integration with other platforms.

c) The system must implement JWT (JSON Web Token) authentication for all API interactions to ensure secure and authorized access to the CTI APIs, safeguarding sensitive data during communication.

d) The system must utilize encryption for securing API payloads, ensuring that all data transmitted through the APIs is encrypted and protected against unauthorized access and tampering.

e) Computer Telephony Integrations – Ability to integrate with CRM systems to identify customers and provide IVR-based services tailored to customer segmentation.

System integration shall include integration of the PBX system and IVRS with BBA. **Requisite APIs will have to be provided by the bidder to APDCL as and when required to integrate with APDCL BBA at no additional cost.**

3.3.6. Monitoring and Reporting

a) Suitable reporting software should be available to generate standard reports to measure/verify various SLAs, for monitoring the performance of agents, IVRS, ACD etc. Bidder has to provide a portal for report viewing by APDCL or its designated vendor(s).

b) Reports should be available in common format like Excel, PDF, Word, etc. & should be configurable to be automatically mailed to a defined mailing list and defined time interval.

c) Automated Email Reports where admin/supervisor can select the report and the frequency of the reports to be sent to given email address.

d) The successful bidder shall also assist APDCL in responding to queries and investigations initiated by the statutory bodies or law enforcement agencies as well as in fulfilling regulatory reporting requirements.

e) The bidder and APDCL will mutually agree on the format of the reports to be submitted by the Bidder to APDCL. If APDCL requests the Bidder to provide customized reports, the Bidder will provide customized reports at no cost to APDCL. Reports should be based on time period and should support specific value search option.

f) When generating system reports from an **on-premise PBX (Private Branch Exchange) system**, the focus should be on monitoring the system's performance, call metrics, reliability, and security. Below are the key types of reports and the specific parameters that should be included:

   i) **Call Detail Report (CDR)** for a defined period (All general fields and Additional fields like Call State (answered, dropped, abandoned) | Reason for Call drop (if any) | Tag | Call score | Remarks).

   ii) **Call Wait Time report:** A summarized report for daily or monthly time period should be provided with the parameters – Total Call hits | No. of Offered Calls | No. of Answered Calls| No. of Abandoned Calls by Caller | No. of Abandoned Calls by Agents | No. of manual outgoing calls | No. of calls connected | No. of calls not connected | Average Call wait time (The average amount of time a consumer had to wait in queue before the call is answered, disconnected or abandoned). For the monthly report there should be a field which shows the average call wait time of all the calls of the entire month.

   iii) **List of missed and unanswered calls** for a defined period (Caller number | Date & Time | ring duration | Call ended by (System, Agent or Caller) | Agent to whom call was offered (Agent userId, "none" for System ended calls), etc.)

   iv) **Daywise/Agentwise Call Statistics Report** (Total number of Incoming Calls offered | Total number of outgoing calls made | Total number of internal calls transferred | Total number of Incoming Calls answered | Total number of Outgoing Calls got answered | Total number of Incoming Calls abandoned by System | Total number of Incoming Calls abandoned by Agent | Total number of Incoming Calls abandoned by Consumer | Total number of Calls missed | Average Talk Time | Average Wait Time | Average Hold Time | Average Break Time | Average Ring Time | Agent Idle Time)

   v) **Agent Performance Report** (Agent Id | Agent Name | Agent Login Time | Agent Logout Time | Incoming Calls Offered to Agent | Number of Incoming Calls handled by Agent | Outgoing Calls made by Agent | Average Incoming Call Handling Time | Average Outgoing Call Handling Time Agent | Total Idle Time | Average Call Hold Time | Number of Times Break taken | Total Break time).

   vi) **Queue Statistics (**Number of calls handled by each queue | Average wait times | Abandoned call rates)

   vii) **IVR Route Tracing Report** (Call Id | Caller's phone number | option selected by Caller in every level)

   viii) **System Performance Reports (for each individual server)**

   CPU Usage: Overall CPU utilization.

   Memory Usage: RAM consumption and availability.

   Disk Usage:

   - Disk space utilization for call recordings, logs, and backups.
   - Read/Write operations.
   - Bandwidth utilization for voice traffic.
   - Packet loss, jitter, and latency for VoIP calls.
   - **System Uptime/Downtime:** Record of system availability and reboot events.

ix) **Trunk and Gateway Reports**

- **Trunk Utilization:** Active versus available trunk lines.
- **Trunk Errors:** Failed call attempts (e.g., busy trunks, authentication issues).
- **Inbound/Outbound Call Distribution:** Call counts by trunk or gateway.
- **Call Blast:** Trunk available for Call Blast, Number of Calls made, Number of Calls connected.

x) **Call Recording and Storage Reports**

- **Call Recording Status:** Number of calls recorded, Storage used for call recordings.
- **Playback and Retrieval Logs:** Frequency of playback and download of recordings, Access logs for recordings.

xi) **Security and Audit Reports**

- **Unauthorized Access Attempts:** Failed login attempts to the PBX system or management interface, Blocked IP addresses or suspicious activities.
- **Call Fraud Detection:** Unusual call patterns (e.g., high international call volumes), Calls to blacklisted numbers or regions.
- **Vulnerability Reports:** Detected security issues or unpatched vulnerabilities.
- **SSL/TLS Health:** Certificate validity, encryption strength, and expiration date.
- **Firewall Activity:** Blocks, allowed requests, and rule updates.
- **Data Breach Monitoring:** Indicators of sensitive data exposure.

xii) **System Updates and Patches:** Status of firmware and security updates.

xiii) **Audit Logs:**

- Administrative actions (e.g., configuration changes, logins).
- Changes to user accounts or permissions.

xiv) **Service Level Agreements (SLAs):**

- Percentage of calls answered within a defined time.
- SLA violations and trends.

xv) **Backup and Redundancy Reports**

- **Backup Status:** Frequency and success/failure of backups, Last backup timestamp.
- **Redundancy Health:** Status of failover servers or systems (if applicable), Test results for failover readiness.

xvi) **Configuration Reports**

- **Configuration Changes:** Recent updates to system settings, routing rules, or IVRs.

xvii) **Historical and Trend Analysis Reports**

- **Call Traffic Trends:** Daily, weekly, or monthly call patterns.
- **Peak Utilization Times:** Time periods with the highest activity.
- **Anomaly Detection:** Identifying deviations in call patterns or performance.

3.4 Supply of SIP and ILL

a) There should be provision of SIP connectivity from 2(two) different telecom provider, which should work in fail-over mode. The primary telecom provider should provide maximum 300 channels and secondary telecom provider should provide maximum 200 channels.

b) There should be provision of two or more ISPs to ensure internet availability in case of failure.

c) All expenses and management of the internet connectivity for PBX contact center operation will be maintained by the bidder. The bidder must ensure redundant connection and auto switchover provision during connection failover. The internet connection band-width speed and data should be high for congestion free call center operation.

d) The SIP and ILL connections will be in the name of the bidder and the bidder will transfer the same after the end of the contract.

e) The need for expansion or reduction of SIP channels shall be informed to bidder (if required), as per desired by APDCL. The quantity of SIP channels and billing will be as per number of SIP channels provided at the rate quoted as per bid.

3.5 High Availability and redundancy

a) There shall be hot redundancy at server setup to ensure high availability of 99.99%.

b) The facility shall automatically changeover to redundant server setup in case of failure of primary server setup without call drop.

c) Required spare parts of all critical equipment shall be kept inside Guwahati to ensure system availability. The details of critical spares shall be furnished.

d) The hot redundancy and high availability have to be configured and demonstrated before commissioning the facility.

3.6 Installation & Migration

a) Smooth Migration from existing Cloud PBX to the new with minimum downtime shall be ensured. Supplier shall also provide the details of migration plan. Down time period will be the time mutually agreed by the bidder & APDCL. As part of this, all existing Softphone/IP phone connections shall be made operational in the first phase itself.

b) Installation of IP-PBX system and cabling from servers to the Call Centre Zone's respective network switches has to be done by the supplier. Supplier should use fiber optic cable for cabling.
The cable length required is approximately 50 meters for Call Centre Zone 1 and 100 meters for Call Centre Zone 2.

c) All necessary interconnecting cables and accessories required for the installation such as CAT 6 UTP cable, RJ45 Jacks, CAT 6 Information Outlets, RJ 11 jacks, UTP Jack panels fully loaded with I/O modules, patch cords, casings, conduits, Krone modules etc. needs to be supplied.

d) All cabling laying works required for the installation should be done by the supplier. All fiber Optic cable should be properly spliced & terminate in rack mounted loaded LIU (optical fiber interconnecting unit) with required accessories and use proper fiber module to connect in between the Network Switch. No media converter will be acceptable.

e) Supplier shall demonstrate all the features of the equipment mentioned in the tender as part of technical acceptance evaluation.
f) One official from APDCL will be identified as the nodal officer who will be in charge for the overall supervision of the installation and commissioning of the proposed solution.
g) The decommissioning of the existing PBX shall be done only after installation, commissioning and testing of the new IP-PBX system and with the concurrence of the nodal officer of APDCL.
h) After installation, removal of debris, cleaning up the place and restoring the site to original condition when work was undertaken shall be the responsibility of the supplier.
i) During the installation process, the bidder must ensure that no damage is caused to the APDCL's physical assets or environment.

3.7 Training & Documentation

a) The supplier shall submit the installation report including the configuration & built connectivity diagrams, operation and maintenance manuals, test certificates, brochures, original media and licenses of the software (if any), etc.
b) Onsite training shall be provided directly from the OEM/OEM certified engineer to the nominated team of APDCL Call Centre Executives and Supervisors in Operations and basic troubleshooting and Maintenance of the installed contact centre solution. Training shall be provided for at least 3(three) APDCL Officials at APDCL premise.
d) System documentation in English (user files, operator file, technical file, etc.) should be supplied.
c) The Bidder shall make available adequate training material of the proposed system in the form of demos and help document for various functions carried out in the system.

3.8 Comprehensive Warranty & Comprehensive Annual Maintenance Contract (AMC)

a) The Bidder should provide 3 years Onsite Comprehensive Warranty support for the total solution including all the supplied items, from the date of commissioning.
b) In the event of breakdown call is not attended, down–time compensation will be imposed, as applicable.
c) Monthly preventive maintenance shall be carried out includes cleaning and testing and the supplier will be responsible for upkeeping the facility for 24X7 Hour service.
d) Supplier shall maintain adequate spares for the up-keeping, maintenance and smooth functioning of all the equipment at APDCL premises.
e) Necessary upgradation of the PBX software in case of obsolescence as well as maintenance & supply of necessary spares shall be the responsibility of the supplier during the warranty and subsequent AMC period.
f) The supplier shall be responsible for all the upgrades and updates of the firmware and application software during the warranty period as well as the comprehensive AMC period. A declaration from the Supplier/OEM certification for upkeeping the PBX solution during

the 3 Year warranty period even in case of the items are obsolete during the contract period.

g) The quarterly payment of the AMC shall be made on submission of the duly certified bill along with quarterly status report.

3.9 ONSITE RESIDENTIAL SUPPORT

a) The Supplier shall position one Onsite Residential Official in Guwahati for regular up-keeping, Administration & Operations of the IP-PBX and its operations.
b) Onsite Residential official shall have minimum qualification of Graduate or Diploma in Electronics/Electrical/Computer Science and shall have expertise in up keeping the PBX exchange.
c) Residential official shall strictly adhere to the disciplines and IT security policies being followed by APDCL and have to produce Police Verification certificate in accordance with administrative guidelines.
d) The residential official will be reporting and working under the Supervision of APDCL nodal officer.
e) Exchange services shall be ensured on 24X7 basis with minimum 99.5% availability.
f) All reported issues shall be attended and resolved within maximum 2 hours on any calendar day.
g) The bidder must ensure Residential official/or substitute shall be available not only during office hours but also during holidays and late office hours whenever needed.
h) During leave/or unavailability of the resource, the supplier needs to provide an alternative manpower and must ensure smooth operation of the PBX solution.
i) It will be the responsibility of the bidder to meet transportation, food, medical and any other requirements in respect of the manpower deployed in APDCL and APDCL will have no liabilities in this regard.
j) The residential official will have admin rights and should be able to do patch update, diagnosing issues, configuration if any, firewall updates, analyzing network utilization, minimum level of debugging. Troubleshoot server-related issues, such as crashes or slow performance. Ensure high availability and redundancy for critical servers.
k) Residential official is the first contact person for any issues related to maintenance and service of hardware and PBX Contact Centre Solution.
l) Solely responsible for producing the reports whenever asked.
m) Ensure the PBX system and IT infrastructure are secure and compliant. Configure and manage firewalls to protect the PBX system and network. Set up rules for traffic filtering, port blocking, and access control. Monitor firewall logs for suspicious activity and take corrective actions. Regularly update firewall firmware and security policies.
n) The residential official shall maintain records and registers such as Logbook, Daily fault register, etc.

4 Evaluation Criteria

4.1 Objective of the Evaluation Process

The objective of the evaluation process is to evaluate the bids to select an effective and best-fit service at a competitive price. The evaluation will be undertaken by APDCL. APDCL may consider recommendations made by external experts/consultants. The decision of APDCL shall be final.

APDCL will scrutinize the offers to determine whether they are complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the required format.

APDCL may call for any clarifications/additional particulars required, if any, on the technical/ commercial bids submitted. The bidder has to submit the clarifications/ additional particulars in writing within the specified date and time. The bidder's offer may be disqualified, if the clarifications/ additional particulars sought are not submitted within the specified date and time.

4.2 Evaluation of Eligibility Criteria

APDCL will evaluate the Bidders on each criterion separately and satisfy itself beyond doubt on the bidder's ability/position to meet the criteria. Those bidders who qualify on ALL the criteria will only be considered as "Qualified under Stage 1" of evaluation and will be considered for evaluation under Stage 2.

Those bidders who do not qualify at this Stage 1 will not be considered for any further processing. The EMD money in respect of such Bidders will be returned on declaration of Successful Bidder. APDCL, therefore, requests that only those bidders who are sure of meeting all the eligibility criteria, respond to this RFP process.

Evaluation of eligibility criteria will be as per the information/ response provided by the bidder and the supporting documents as mentioned below. Only those bidders who fulfil the criteria mentioned in the table below are eligible for techno-commercial evaluation. Offers received from the bidders who do not fulfil any of the following eligibility criteria are liable to be rejected.

4.3 Pre-Qualification Criteria

Sl. No	Type	Eligibility Criteria	Documents Required
1.	Company Profile	The Bidder should be a legal entity registered in India and in operations for a period of at least last 5(five) years as on last date of submission of bid. The Bidder should be a company registered under Indian Companies Act, 1956/2013 OR A partnership firm registered under Indian Partnership Act, 1932 OR A Limited Liability Partnership registered under Indian Limited Liability Partnership Act, 2008 ** The Bidder should have valid GSTIN in the state of Assam.	• Certificate of Registration/ Incorporation under Companies Act 1956/2013 or Partnership Act 1932 or Limited Liability partnership Act 2008, as applicable. • Memorandum and Articles of Association. • PAN Card • ITR of last 3 FYs (2021-22, 2022-23, 2023-24) • GSTIN registration certificate of ASSAM/ or self-declaration for obtaining the ASSAM registered GST certificate within 30 days of receiving of LOA.
2.	Consortium or Joint Venture	The Bidder should not bid under any Consortium or Joint Venture. No Consortium bid shall be allowed for this RFP. No subletting of work is permissible.	A Commitment letter on the company's letterhead stating that Consortium or Joint Venture and Subletting will not be done at any stage of the project.
3.	Company Financials - Turnover	The Bidder should have minimum average annual turnover of Rs 3 Crores from IT/ ITeS / Telecom Solutions/ BPO in the last three (3) Financial Years (FY 2021-22, 2022-23, 2023-24)	Audited financial statements for last three Financial Years (FY 2021-22, 2022-23, 2023-24) Statutory auditor's certificate / Chartered Accountant certificate clearly specifying the annual turnover for the specified years with DIN Number.
4.	Company Financials - Net worth	The Bidder should have positive Net Worth in last 3 Financial years (FY 2021-22, 2022-23, 2023-24)	Statutory auditor's certificate / Chartered Accountant certificate clearly specifying the Net worth for the specified years
5.	Anti Blacklisting /Barring	As on date of submission of the Bid, the Bidder/PBX OEMs shall not be blacklisted/ barred by Central Government or any state Government or their Agencies in India including PSUs.	Self-declaration certificate by authorized signatory that bidder/PBX OEM is not blacklisted by Central Government or any state Government or their Agencies in India including PSUs.

6.	Capacity – In terms of Call Center seats	The PBX software solution OEM must have at least One Call Center solution deployed for any Central/State Govt PSU/ Electricity Board / Power Distribution Company for minimum duration of 1 Year in last 3 years.	Letter of Intent/Work Order/ Contract and Client Certificate for successful execution/ completion of the project / CA certificate of project details
7.	Data and Informati on Security	Bidder should provide an undertaking for providing adequate data and information security	Annexure - 4 – Undertaking for Data and Information and Security
8.	Certificati ons of Bidder and PBX OEM	ISO 9001 ISO 27001	Copy of Valid certificate

Note:

Bidders need to ensure compliance to all the eligibility criteria points. The decision of the APDCL shall be final and binding in this regard.

The Bidders meeting the eligibility criteria will be shortlisted for the Techno-commercial bid Evaluation.

4.4 Stage 1 – Techno-commercial Bid Evaluation

During the technical evaluation stage, each bidder shall be assigned different marks out of a total of 100 marks as per the criteria specified below. 50 marks is allotted for financial strength and experience and another 50 marks is allotted for the Proof of Concept.

Sr. No	Type	Evaluation criteria	Maximum Marks	Documentary Evidence
1.	**Financial Strength**	Average Annual Turnover (AAT) of Bidder in the last three (3) Financial Years (FY 2021-22, 2022-23, 2023-24) AAT≤ INR 5 Crore: 5 Marks AAT≤ INR 15 Crore: 10 Marks AAT ≥ INR 25 Crore: 15 Marks	15	Certificate from the Statutory Auditor/ Chartered Accountant of the Bidder clearly specifying the Annual Turnover.

2.	**Active Clients (PBX Contact Center Solution)**	The Proposed PBX Contact Centre solution (software) of the bidder/OEM should have been implemented for any Govt/ PSU/ Scheduled Bank/ Electricity Board / Power Distribution Company which has completed at least 1 year of successful operation after April 2020. ● >=1 Project :5 Marks ● >=3 Projects :10 Marks ● >=6 Projects: 15 Marks	15	Letter of Intent/Work Order and Contract Client Certificate for successful execution/ completion of the project/ CA certificate certifying the project details
3.	**Bidder's Relevant Work Experience**	Bidder must have work experience of Supplying and setting up of Servers/Firewall/Networking equipment/Storage device or any other related items to any Central Govt./ any State Government/ PSU / Scheduled Bank/ Public Listed Company in India in the last 5 years as on the date of bid submission. Minimum value of each project should be at least Rs. 20 Lakhs. ● >=1 Projects :10 Marks ●>=3 Projects: 15 Marks ● >=6 Projects : 20 Marks	20	Letter of Intent/Work Order and Contract Client Certificate for successful execution/ completion of the project/ CA certificate certifying the project details

Proof of Concept:

S/N	Type	Evaluation criteria	Maximum marks allotted
	Presentation on the Proposed Solution	A presentation is to be given based at-least on the following features: • Overview of the proposed PBX system architecture. • Technology & methodology used for implementation. • Reliability & scalability considerations. • Risk mitigation plan for system failures and outages. • Planning for implementation with a detailed timeline. • Escalation matrix defining response times for different levels of support. • Disaster recovery & failover mechanisms to ensure uninterrupted service. • Any additional features beyond the RFP requirements.	25

		• Ability to customize the PBX system based on business needs. • Future scalability options for expansion • API integration capability and roadmap	
	Call Handling, Agent and Supervisor Features	• **Call Recording:** On-demand and automatic call recording with secure storage and retrieval. • **Call Blast:** Upload voice recordings and mobile numbers for automated call broadcasts (e.g., outage alerts, bill reminders). • **Agent Interface:** Softphone or web-based interface for agents to handle calls. Features like click-to-dial, call hold, transfer, and conferencing. • **Supervisor Tools:** Real-time monitoring of agent performance and calls. Features like call barging, whispering, and call take-over. • **Workforce Management:** Scheduling and tracking agent availability. Screen pop-ups with customer information on incoming calls.	10
	Real time monitoring, Reporting and Analytics	• **Real-Time Dashboard:** Display live metrics such as active calls, agent availability, and queue status. • **Call Reports:** Detailed call statistics (e.g., call volume, duration, and success rates). • **Agent Performance Reports:** Metrics like average handling time (AHT), first-call resolution (FCR), and call outcomes. • **Customizable Reports:** Ability to generate tailored reports for specific business needs.	5
	Admin& Security Features	• **Admin Portal:** Demonstrate ease of configuration for IVR, call queues, and routing rules. Setting up and managing call queues. • **User Management:** Adding, modifying, and removing users and roles. • **System Monitoring:** Tools for real-time system health monitoring (e.g., CPU, memory, and uptime).	5
	Training& Documentation	• **User Guide:** Documentation for using the system's key features. • **Admin Guide:** Step-by-step guide for configuration and troubleshooting.	5

		• **Training Material:** Sessions or materials for agents, supervisors, and administrators.	

** Bidder has to prepare the presentation based on the points mentioned in SN 5. Additionally, a demonstration of features available PBX solution need to be presented. 1(one) hour of time will be allotted for each participating bidder to present. The presentation and demonstration may be given on-site or online. The date and time will be communicated to the pre-qualified responsive bidders.

The minimum qualifying technical score for Stage 1 will be 50 marks of total 100 marks for the techno-commercial evaluation. Only those bidders who qualify through the Stage 1 – Techno-commercial evaluation stage will be short listed for financial evaluation.

Also, APDCL may, at its sole discretion, decide to seek more information from the bidders in order to normalize the bids. However, bidders will be notified separately, if such normalization exercise is resorted to.

4.5 Stage 2– Price Bid Evaluation

The bidders who are techno-commercially responsive, shall be eligible for Price Bid Evaluation.

4.6 Stage 3– Final Bid Evaluation

For comparison of the final score of the firms, the following formula will be used:

Total Score = (Techno-commercial Score x 0.70) + (LP/FP x 30)

Where LP is the lowest price offer and
FP is the price offer of the firm being evaluated.

Contract shall be awarded to the bidder with the highest Total Score and will be regarded as H1 bidder.

Rules to resolve discrepancy:

a) In case of Tie-Break, the bidder with highest technical score will be selected
b) If there is a discrepancy between words and figures, the amount in words shall prevail.
c) If there is a discrepancy between percentage and amount, the amount calculated as per the stipulated percentage basis shall prevail.
d) Where there is a discrepancy between the unit rate and the line-item total resulting from multiplying the unit rate by the quantity, the unit rate will govern unless, in the opinion of APDCL, there is an obvious error such as rounding off, misplacement of a decimal point, etc. in which case the line-item total will prevail.
e) Where there is a discrepancy between the amount mentioned in the bid and the line-item total present in the schedule of prices, the amount obtained on totaling the line items in the Bill of Materials will prevail.

f) The amount stated in the correction form, adjusted in accordance with the above procedure, shall be considered as binding, unless it causes the overall price to rise, in which case the bid price shall prevail. If there is a discrepancy in the total, the correct total shall be arrived at by APDCL.

g) In case the bidder does not accept the correction of the errors as stated above, the bid shall be rejected.

h) At the sole discretion and determination of APDCL, APDCL may add any other relevant criteria for evaluating the proposals received in response to this RFP.

i) APDCL may, at its sole discretion, decide to seek more information from the respondents in order to normalize the bids. However, respondents will be notified separately, if such normalization exercise as part of the technical evaluation is resorted to.

j) All liability related to non-compliance of any regulatory guideline, or any other law will be responsibility of the bidder.

k) APDCL shall not incur any liability to the affected bidder on account of such rejection.

l) The bidder whose technical and commercial bid is accepted will be referred to as "Selected Bidder" and APDCL will notify the same to the selected bidder.

m) The final decision on the successful bidder will be taken by APDCL. The implementation of the project will commence upon signing of a contract between APDCL and the selected bidder based on the evaluation.

n) If for some reason, the successful bidder failed to execute an agreement within a specified timeline, APDCL reserves the right to award the contract to the next most eligible bidder based on the final evaluation scores.

5 Payments terms, Service Level Agreement and Penalties

5.1 Payment terms

The payments will be paid on quarterly basis after adjusting for (if any) as per cost given by the bidder.

The bidder shall raise invoice per quarter and submit the same to APDCL. APDCL shall make all endeavors to make payments within 15-20 days from the date of the receipt of correct invoice(s) along with reports as mutually agreed between APDCL team and bidder, after respective period before the payment of that period.

However, for the hardware components 90% of the payment can be claimed after successful supply, installation, testing and commissioning and the rest 10% will be paid after 3(three) months of successful operation from the day of Go-Live.

In addition to the Contract payments, APDCL shall pay for any additional services required by it, which are not specified in the ***Price Schedule***, the cost for which will again be mutually decided by APDCL and the Contractor.

APDCL shall be entitled to deduct in accordance with Applicable Law, Income Tax or withholding tax or other deductions (as the case may be), from any payments made to the contractor.

5.2 Service Level Agreements

SLA is as specified in the Annexure-10.

5.3 Penalties on Non-Compliance of SLA

APDCL expects the Bidder to provide uninterrupted services to APDCL. Inability of the Bidder to either ensure readiness of the services as per specifications within defined timelines or to meet the service levels as specified in Annexure - 10 of this RFP shall be treated as breach of Contract and would invoke the penalty clause mentioned in Annexure - 10.

In case of non-readiness of the site (as per specifications) within the defined timelines, APDCL shall levy a penalty @ 0.5% of the Total Contract value for each week of delay, subject to 10% of the Total Contract value being the overall cap for penalties. Thereafter, the Contract may be cancelled at the discretion of APDCL. The Total Contract value in this context will include all the charges as defined and calculated in BOQ.

The proposed rate of penalty with respect to non-adherence to service levels is mentioned in Section-4. Overall cap for penalties will be 10% of the Contract value. Thereafter, the Contract may be cancelled based on the discretion of APDCL. APDCL also has the right to invoke the Performance Guarantee. Penalties on delay will be applicable when the delay is not attributable to APDCL.

Notwithstanding anything contained above, no such penalty will be chargeable on the Bidder for the inability occasioned, if such inability is due to reasons entirely attributable to APDCL.

Delivery of the Goods and performance of the Services shall be made by the Bidder in accordance with the time schedule specified by APDCL.

If at any time during performance of the Contract, the Bidder should encounter conditions impeding timely delivery of the Goods and performance of the Services, the Bidder shall promptly notify APDCL in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the bidder's notice, APDCL shall evaluate the situation and may at its discretion extend the bidder's time for performance, with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

Any delay by the Bidder in the performance of its delivery obligations shall render the Bidder liable to the imposition of liquidated damages unless an extension of time is agreed upon without the application of liquidated damages.

5.4 Liquidated Damages

The parties hereby agree that, in the circumstances elaborated below, the amount specified here under shall be construed as reasonable estimate of liquidated damages to be paid by the bidder to APDCL, without prejudice and in addition to the other relevant provisions stated in this Contract.

i. The amount of liquidated damage under this Contract shall not exceed 10% of the Total value of the Contract.

ii. The liquidated damages shall be applicable under the following circumstances:

   a) If the deliverables are not submitted as per schedule, the Bidder shall be liable to pay 0.5% of the Total Cost of the services for delay of each week or part thereof.

b) If the deliverables are not acceptable to APDCL as mentioned in this RFP and defects are not rectified to the satisfaction of APDCL within 15 days of the receipt of the notice, the Bidder shall be liable for Liquidated Damages for an amount equal to 0.5% of the Total Cost of the Services for every week or part thereof for the delay.

6 Proposal/Bid Guidelines and Contract Terms

6.1 Proposal Modification

No additions or changes to any Bidder's proposal will be allowed after the deadline for Bidders to submit their proposals, unless such modification is specifically requested by APDCL.

6.2 Clarification of Bid

During the Bid evaluation, APDCL may, at its discretion, ask the Bidders for clarifications with respect to their Bids. The request for clarification and the response shall be in writing, and no change in the price or substance of the Bid shall be sought, offered or permitted. APDCL has the right to disqualify the Bidder(s) whose clarifications are found not suitable for the requirement according to the Scope of Work.

6.3 Result Notification

All Bidders will be communicated any decision made with respect to their RFP response as soon as practical. APDCL will not be obliged to provide reasons for acceptance/ rejection of any response.

6.4 Cost of Responses

APDCL will not be liable for any costs or expenses incurred by the bidders arising in any way from the preparation and submission of the RFP response and any matter concerning the RFP is to be at the Bidder’s sole risk, cost and expense.

6.5 No commitment to accept lowest or any Bid

APDCL shall be under no obligation to accept the lowest or any other bid received in response to this RFP and shall be entitled to reject any or all offers including those received late or incomplete. APDCL reserves the right to make changes in the Terms and Conditions. APDCL will be under no obligation to have discussions with any Bidder, and/or entertain any representation.

6.6 Non-Transferable RFP

This RFP document is not transferable.

6.7 Bid validity period

The offer should hold good for a period of 180 days from the last date of Bid submission.

6.8 Addenda

i. APDCL may issue Addendum from time to time.
ii. An Addendum may be issued to clarify the RFP or to effect modifications to the RFP. Each Addendum will be published on the APDCL website and will form part of this RFP.
iii. To the extent there is any inconsistency between an Addendum and this RFP, the Addendum will prevail and if between two or more Addenda, the last issued Addendum will prevail.

6.9 Pre-Bid Queries

For any clarification with respect to this RFP, the Bidder may send an email to cgm.crms@apdcl.org. The format to be used for seeking clarification is mentioned in *Annexure 1 - Pre-Bid Query*. It may be noted that all queries, clarifications, questions, etc., relating to this RFP, technical or otherwise, must be in writing only and should be sent to the designated Email ID.

It may be noted that queries of any Bidder may not entertained after the last date for submission of queries via email. APDCL may or may not respond to all the queries of the bidder.

6.10 Rejection of Bids

APDCL reserves the right to reject any or all the Bids or scrap the bidding process at any stage without assigning any reason. The Earnest Money Deposits in such event will be returned by APDCL. However, the tender processing fee will not be refunded.

6.11 Amendment to Contract

No variation in or modification of the conditions of the Contract shall be made except by written amendment signed by the parties.

6.12 Correspondence and Notices

Any correspondence or notice from one party to another under the terms of the Contract shall be served by e-mail to the party's address. A notice shall be effective from the date when delivered.

6.13 Notification of Award

Following evaluation, a Contract may be awarded to the Bidder whose Bid meets the requirements of this RFP and provides the best value to APDCL from both a Techno-Functional and Commercial point of view. APDCL reserves the right to award the Contract in whole or in part.

The acceptance of the Bid, subject to Contract, will be communicated by way of placing a notification of award in writing at the address/email id supplied by the Bidder in the RFP. Any change of address of the Bidder should therefore be notified promptly to the Chief General Manager (CR, M&S) at the address given in this RFP.

The PBG should be submitted within 15 days from notification of award from APDCL. APDCL subsequently shall issue the Purchase Order.

6.14 Signing of Contract

The Successful Bidder shall be required to enter into a Contract with APDCL, within fifteen (15) days of the award of the work or within extended period, as may be specified by APDCL. This Contract shall be based on this RFP document, Purchase Order and such other terms and conditions as may be determined by APDCL to be necessary for the due performance of the work, as envisaged herein and in accordance with the Bid. However, the terms and conditions of Purchase Order and RFP shall constitute a binding Contract till such a Contract is issued.

7 Terms and Conditions

7.1 Amendment to RFP

At any time prior to the deadline for submission of Bids, APDCL may for any reason either on its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP, by amendment.

All prospective Bidders that have received the RFP will be notified of the amendment. The same will be binding on them. In order to allow prospective Bidders reasonable time in which to take the amendment into account in preparing their Bids, APDCL may, at its discretion, extend the deadline for a reasonable period to be decided by APDCL for the submission of Bids. Details will be communicated and published on APDCL website www.apdcl.org.

i. APDCL also reserves the right to change any terms and conditions of the RFP and its subsequent addendums as it deems necessary at its sole discretion. APDCL will inform the Bidder about changes, if any before the deadline of Bids submission.

ii. APDCL may revise any part of the RFP, by providing an addendum/corrigendum to the Bidders at stage till Commercial Bids are opened. APDCL reserves the right to issue revisions to this RFP at any time before the deadline for Bids submission.

iii. APDCL reserves the right to extend the dates for submission of responses to this document.

iv. **Preliminary Scrutiny –** APDCL will scrutinize the offer to determine whether it is complete, whether any errors have been made in the offer, whether required technical documentation has been furnished, whether the documents have been properly signed, and whether items are quoted as per the schedule. APDCL may, at its discretion, waive any minor non-conformity or any minor deficiency in an offer. This shall be binding on the bidder and APDCL reserves the right for such waivers and APDCL's decision in the matter will be final.

v. **Clarification of Offer –** To assist in the scrutiny, evaluation and comparison of offer, APDCL may, at its discretion, ask the Bidder for clarification of their offer. APDCL has the right to disqualify the Bidder whose clarification is found not suitable to the proposed project RFP.

vi. APDCL reserves the right to make any changes in the terms and conditions of purchase. APDCL will not be obliged to meet and have discussions with any Bidder, and / or to listen to any representations.

vii. **Erasures or Alterations –** The offer containing erasures or alterations will not be considered. There should be no hand-written material, corrections or alterations in the offer. Technical details must be completely filled up. Correct technical information of the product/service being offered must be filled in. Filling up of the information using terms such as "OK", "accepted", "noted", "as given in brochure / manual" is not acceptable. APDCL may treat the offers not adhering to these guidelines as unacceptable.

viii. **Right to Alter Quantities –** APDCL reserves the right to alter the requirements specified in the RFP. APDCL also reserves the right to delete or increase one or more items from the list of items specified in the RFP. APDCL will inform the Bidders about changes, if any. In the event of any alteration in the quantities, the price quoted by the Bidder against the item would be considered for such alteration. Bidder agrees that the prices quoted for each line item & component is valid for period of Contract and can be used by APDCL for alteration in quantities. Bidder agrees that there is no limit on the quantities that can be altered under this Contract. During the Contract period, the bidder agrees to pass on the benefit of reduction in pricing for any additional items to be procured by APDCL, in the event the market prices/rate offered by the Bidder are lower than what has been quoted by the Bidder as the part of Commercial Bid. Any price benefit in the services/equipment should be passed on to APDCL within the Contract period.

ix. The decision of APDCL shall be final and binding in this regard. Deviations will be grounds for disqualification.

7.2 Conditional Bids

Conditional Bids shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of Bids.

7.3 Submission of Bids

The technical and commercial bids should be duly submitted online using the e-Procurement Portal https://assamtenders.gov.in on or before the last date of bid submission.

7.4 Contract Performance Guarantee

Within 15 days of receipt of LOA, the successful Bidder, to whom the work is awarded, shall be required to furnish a performance Bank Guarantee from a Scheduled/ Nationalized Bank, in branch situated in Guwahati in the form attached in favor of the Owner. **The guarantee amount shall be equal to ten percent (10%) of total contract price** valid up to 90 days after the expiry of contract period as below:

If the bank guarantee is not submitted within 30 days from the date of issue of LOA, the employer/ Company reserves the right to cancel the LOA and initiate the action for allotment to next eligible bidder.

The Contract Performance Guarantee is intended to secure the execution/ performance of the entire Contract. The Performance guarantee will be returned to the bidder without any interest at the end of the contract period with the approval of MD, APDCL.

7.5 Currency of Payments

Payment shall be made in Indian Rupees (INR) only

7.6 Delay in Bidder's Performance

Any unexcused delay by the bidder in the performance of his implementation/service/other obligations shall render the bidder liable to any or all of the following sanctions: forfeiture of his performance security, imposition of liquidated damages, and/ or termination of the contract for default.

If at any time during performance of the contract, the Bidder encounter conditions impeding timely implementation of the solution and/or performance of services, the Bidder shall promptly notify APDCL in writing of the fact of delay, its likely duration and cause(s), before the scheduled delivery/installation/implementation date. APDCL shall evaluate the situation after receipt of the Bidder's notice and may at their discretion extend the Bidder's time for delivery/installation/implementation, in which case the extension shall be ratified by the parties by amendment of the Contract. If the Bidder's request for delay in the implementation of the Solution and performance of services is not found acceptable to APDCL, the above-mentioned clause would be invoked.

7.7 Repeat Order

APDCL at its discretion may place Repeat Orders for additional quantities based on its business requirements during the tenure of the Contract.

7.8 Contract Commitment

APDCL intends that the Contract, which is contemplated herein with the SP, shall be for a period of Three (3) years. The Contract can be further extended at the sole discretion of APDCL for another 2 years. The prices for the additional two years will be mutually agreed with the SP. The contract period will start from the date of Go-Live of the system.

7.9 Completeness of the Project

The Project will be deemed as incomplete if the desired objectives mentioned in Section 2–Detailed Scope of Work of this document are not achieved.

7.10 Canvassing / Contacting

Any effort by a Bidder to influence the Company in its decisions on Bid evaluation, bid comparison or Award of Contract may result in the rejection of the Bidder's Bid. No Bidder shall contact the Company on any matter relating to its Bid, from the time of opening of Financial Bid to the time the Contract is awarded.

7.11 Indemnity

The Bidder shall indemnify APDCL (including its employees, directors, or representatives) from and against any claims, losses, and liabilities arising from:
a) Non-compliance of the Bidder with Laws/Governmental requirements.
b) Regulatory issues concerning services, licenses, etc.

The indemnity shall cover damages, loss, or liabilities suffered by APDCL due to claims made by its customers and/or regulatory authorities. However, indemnity shall be limited to court-awarded damages and shall exclude any indirect, consequential, or incidental damages**.**

The Bidder shall not indemnify APDCL for:
(i) Any consequential or indirect loss or damage, however caused.

7.12 Publicity

Any publicity by the Bidder in which the name of APDCL is to be used, should be done only with the explicit written permission from APDCL.

7.13 Confidentiality

Bidder understands and agrees that all materials and information marked and identified by APDCL as ‘Confidential’ are valuable assets of APDCL and are to be considered APDCL's proprietary information and property. Bidder will treat all confidential materials and information provided by APDCL with the highest degree of care and necessary to ensure that unauthorized disclosure does not occur. Bidder will not use or disclose any materials or information provided by APDCL without APDCL's prior written approval.

Bidder shall not be liable for disclosure or use of any materials or information provided by APDCL or developed by Bidder which are:

i. Possessed by Bidder prior to receipt from APDCL, other than through prior disclosure by APDCL, as documented by Bidder's written records;

ii. Published or available to the general public otherwise than through a breach of confidentiality; or

iii. Obtained by Bidder from a third party with a valid right to make such disclosure, provided that the said third party is not under a confidentiality obligation to APDCL; or

iv. Developed independently by the bidder.

In the event that Bidder is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, Bidder shall promptly notify APDCL and allow APDCL a reasonable time to oppose such process before making disclosure.

Bidder understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause APDCL irreparable harm, may leave APDCL with no adequate remedy at law and APDCL is entitled to seek to injunctive relief.

Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party.

The requirements of use and confidentiality set forth herein shall survive the expiration, termination or cancellation of this RFP.

7.14 Force Majeure

i. Definition:

For the purposes of this Contract, "Force Majeure" means an event which is beyond the reasonable control of a Party, is not foreseeable, is unavoidable and not brought about by or at the instance of the Party claiming to be affected by such events and which has caused the non-performance or delay in performance, and which makes a Party's performance of its obligations here under impossible or so impractical as reasonably to be considered impossible in the circumstances, and includes, but is not limited to, war, riots, civil disorder, earthquake, fire, explosion, storm, flood or other extreme adverse weather conditions, strikes, lockouts or other industrial action (except where such strikes, lockouts or other industrial action are within the power of the Party invoking Force Majeure to prevent), confiscation or any other action by Government Agencies.

- Force Majeure shall not include:
    - Any event which is caused by the negligence or intentional action of a Party or by or of such Party's Sub- Consultants etc.
    - Any event which a diligent Party could reasonably have been expected both to take into account at the time of the conclusion of this Contract and avoid or overcome in the carrying out of its obligations hereunder.
    - Force Majeure shall not include insufficiency of funds or inability to make any payment to keep the service operational.

ii. No Breach of Contract:

The failure of a Party to fulfil any of its obligations hereunder shall not be considered to be a breach of, or default under, this Contract insofar as such inability arises from an event of Force Majeure, provided that the Party affected by such an event has taken all reasonable precautions, due care and reasonable alternative measures, all with the objective of carrying out the terms and conditions of this Contract.

iii. Measures to be taken:

a. A Party affected by an event of Force Majeure shall continue to perform its obligations under the Contract as far as is reasonably practical and shall take all reasonable measures to minimize the consequences of any event of Force Majeure.

b. A Party affected by an event of Force Majeure shall notify the other Party of such event as soon as possible, and in any case not later than ten (10) days following the occurrence of such event, providing evidence of the nature and cause of such event, and shall similarly give written notice of the restoration of normal conditions as soon as possible.

c. Any period within which a Party shall, pursuant to this Contract, complete any action or task, shall be extended for a period equal to the time during which such Party was unable to perform such action as a result of Force Majeure.

d. During the period of their inability to perform the Services as a result of an event of Force Majeure, the Bidder, upon instructions by APDCL, shall either:

- demobilize; or
- Continue with the Services to the extent possible, in which case they shall continue to be paid proportionately and on pro rate basis, under the terms of this Contract.

7.15 Resolution of disputes and Arbitration

In the event of any question, dispute or differences in respect of contract or terms and conditions of the contract or interpretation of the terms and conditions or part of the terms and conditions of the contract, the parties may mutually settle the dispute amicably.

The arbitration proceedings shall be carried out as per the Indian Arbitration and Conciliation Act, 1996.

7.16 Jurisdiction

a) All the suits arising out of the contract shall be instituted in the court of competent jurisdiction situated in Guwahati only and not elsewhere.

b) Terms and conditions, not specified in this document, will be governed by Company's General Conditions of supply and Erection, 2009.

7.17 Violation of terms

APDCL clarifies that APDCL shall be entitled to an injunction, restraining order, right for recovery, suit for specific performance or such other equitable relief as a court of competent jurisdiction may deem necessary or appropriate to restrain the Bidder from committing any violation or enforce the performance of the covenants, obligations and representations contained in this RFP document. These injunctive remedies are cumulative and are in addition to any other rights and remedies APDCL may have at law or in equity, including without limitation a right for recovery of any amounts and related costs and a right for damages.

7.18 Termination for Default

APDCL may, without prejudice to any other remedy for breach of contract, by 90 calendar days written notice of default sent to the SP, terminate the Contract in whole or in part:

a) If the Bidder fails to deliver any or all of the Solution and services within the time period(s) specified in the Contract, or any extension thereof granted by APDCL; or

b) If the Bidder fails to perform any other obligation(s) under the Contract.

In the event of APDCL terminating the Contract in whole or in part, pursuant to above mentioned clause, APDCL may procure, upon such terms and in such manner, as it deems appropriate, goods and services similar to those undelivered and the Bidder shall be liable to APDCL for any excess costs incurred for procurement of such similar goods or services. However, the bidder shall continue performance of the Contract to the extent not terminated.

7.19 Termination for Insolvency

APDCL may, at any time, terminate the Contract by giving 60 calendar days written notice to the Bidder, without any compensation to the Bidder, whatsoever if:

i. The Bidder becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to APDCL.

ii. The Bidder being a company is wound up voluntarily or by the order of a court or a receiver, or manager is appointed on behalf of the debenture/shareholders or circumstances occur entitling the court or debenture/shareholders to appoint a receiver or manager, provided that such termination will not prejudice or affect any right of action or remedy accrued or that might accrue thereafter to the APDCL.

7.20 Termination for Convenience

Either party may, by 60 calendar days written notice sent to the other party, terminate the Contract, in whole or in part at any time of their convenience. The notice of termination shall specify the extent to which performance of work under the Contract is terminated, and the date upon which such termination becomes effective.

7.21 Information Ownership

All information processed, stored, or transmitted by Bidder equipment belongs to APDCL. By having the responsibility to maintain the equipment, the Bidder does not acquire implicit access rights to the information or rights to redistribute the information. The Bidder understands that civil, criminal, or administrative penalties may apply for failure to protect information appropriately.

7.22 Sensitive Information

Any information considered sensitive must be protected by the Bidder from unauthorized disclosure, modification or access.

7.23 Technological Advancements

The Bidder agrees to incorporate all changes relating to the facilities being offered, announced by them from time to time keeping in view the advancement in technology, shortcomings of the facilities and services made available to APDCL and any changes required for improving the overall efficiency of the hosting facilities and services.

7.24 Governing Language

The Contract shall be written in the language of the Bid i.e. English. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in that same language. English Language version of the Contract shall govern its implementation.

7.25 Applicable Law

The Contract shall be interpreted in accordance with the Indian Laws for the time being in force and will be subject to the exclusive jurisdiction of Courts at Guwahati (with the exclusion of all other Courts).

7.26 Prices

The prices quoted (as per BOQ submitted by the Bidder) for the solution and services shall be firm throughout the period of Contract and shall not be subject to any escalation.

7.27 Deduction

Payments shall be subject to deductions (such as TDS) of any amount, for which the Bidder is liable under the agreement against this RFP.

7.28 Taxes and Duties

The prices quoted by the Bidder shall include all costs including GST, installation, commissioning, insurance, etc. as applicable in India, that need to be incurred in case of any variation (upward or downward) in GST rate which has been included as part of the Commercial Bid, such variation will be borne by or passed on to APDCL. Any new applicable tax introduced by the Government after the submission of Bid will be borne by APDCL. The entire benefits/ advantages, arising out of fall in prices, taxes, duties or any other reason, must be passed on to APDCL.

7.29 No Claim Certificate

The bidder shall not be entitled to make any claim whatsoever against APDCL under or by virtue of or arising out of this Contract, nor shall APDCL entertain or consider any such claim, if made by the Bidder after he shall have signed a "No Claim" certificate in favor of APDCL in such forms as shall be required by APDCL after all payments due to Bidder are made in full.

7.30 Rights reserved by APDCL

i. Company reserves the right to accept or reject any or all Bids without assigning any reasons.
ii. Company reserves the right to verify the validity of information given by the Bidders. If at any future point of time, it is found that the Bidder had made a statement, which is factually incorrect, APDCL will reserve the right to debar the Bidder from bidding prospectively for a period to be decided by APDCL and take any other action as maybe deemed necessary.
iii. APDCL reserves the right to issue a fresh RFP for Cloud Based PBX Contact Center Solution at any time during the validity of the Contract period with the selected Bidder.

7.31 Subcontracting

Subcontracting is not allowed.

7.32 Rejection of Bids

APDCL reserves the right to reject any or all the Bids or scrap the bidding process at any stage till notification of award without assigning any reason. The Earnest Money Deposit in such event will be refunded by APDCL. In case APDCL scraps the bidding process, the RFP tender processing fees will also be refunded.

7.33 Period of Engagement

The overall period of engagement shall be for 3 years. However, the work order shall be issued further extendable Y-O-Y basis for another 2 years during which the performance of the Bidder shall be sacrosanct. The tenure of the contract shall be reckoned from the date of commencement of operations.

8 Annexures

Annexure 1: Pre-bid Query Format

If bidder, desiring to respond to RFP for Implementation of Call Center for APDCL, requires any clarifications on the points mentioned in the RFP, it may communicate with Assam Power Distribution Company Limited using the following format.

All questions received before the last Date and time for submission of Pre-bid Queries stipulated in the RFP will be formally responded to and questions/points of clarification and the responses will be circulated to all participating bidder if required. The source (identity) of the bidder seeking points of clarification will not be revealed. Alternatively, APDCL may at its discretion, answer all such queries in the Pre-bid meeting.

SL No.	Page No.	Section Point No.	RFP clause	Remarks

Place:

Date: Seal and signature of the bidder

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

Annexure 2: Cover Letter

RFP No**: APDCL/CGM(CR,M&S)/PBX/24-25/01** **Dated:**

To,

Chief General Manager (Customer Relation, Marketing & Safety) Assam Power Distribution Company Limited
4th Floor, Bijulee Bhawan,
Guwahati-781001, Assam,

Dear Sir,

Sub: Cover Letter

Having examined the RFP documents including all annexures the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide **Supply, Installation, Testing, Commissioning & Maintenance of on-premise PBX Contact Centre Solution** services to APDCL as mentioned in RFP document in conformity with the said RFP documents in accordance with the Commercial Bid and made part of this RFP.

We understand that the RFP provides generic specifications about all the items and it has not been prepared by keeping in view any specific bidder.

We understand that the RFP floated by APDCL is a confidential document and we shall not disclose, reproduce, transmit or made available it to any other person.

We have read, understood and accepted the Terms/ Conditions/ Rules mentioned in the RFP.

Until a formal contract is prepared and executed, this RFP offer, together with APDCL's written acceptance thereof and APDCL's notification of award, shall constitute a binding contract between us.

We undertake that in competing for and if the award is made to us, in executing the subject Contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We have never been barred/black-listed by any regulatory / Statutory Authority/PSU/Government undertaking in India.

We also understand that the whole bidding exercise may be scrapped without assigning any reason and it is acceptable to us.

This Bid, together with your written acceptance thereof and your notification of award, shall constitute a binding Contract between us.

We certify that we have provided all the information requested by APDCL in the format requested for. We also understand that APDCL has the exclusive right to reject this offer in case APDCL is of the opinion that the required information is not provided or is provided in a different format. It is also confirmed that the information submitted is true to our knowledge and APDCL reserves the right to reject the offer if anything is found incorrect.

Place:

Date: Seal and signature of the bidder

Annexure 3: Checklist of Documents

(On Bidder's Letter Head)

RFP No: APDCL/CGM(CR, M&S)/PBX/24-25/01 Date:

To,

The Chief General Manager
Customer Relation, Marketing & Safety
Assam Power Distribution Company
Limited 4th Floor, Bijulee Bhawan,
Guwahati-781001, Assam

Sub: **Submission of supporting documents**

Dear Sir,

Specific and relevant documents of column (B) of the below table must be submitted in separate scanned file or folder. The name of the file or folder should exactly as mentioned in column (C) of the table below:

Sl. No.	**Document**	**Name of document/ folder that is to be submitted**
(A)	**(B)**	**(C)**
1	Annexure 2 (Cover Letter) duly signed & stamped.	cover_letter
2	Copy of signed & stamped of the tender document. (Each and Every Page including annexures and corrigendum if any.)	tender_document
3	Copy of Online payment receipt of Tender processing fee.	receipt_processing_fee
4	Copy of Online payment receipt of Earnest Money Deposit.	receipt_EMD
5	In case of MSME who have availed exemption of Tender Processing Fee and EMD, MSME certificate is to be submitted.	msme_certificate
6	Company Profile	company_profile
7	Registration Certificate of the Proprietorship firm OR Partnership firm OR Registered Co-operative Society / Private Limited Company/ LLP registered under the companies Act, 2013.	registration_certificate
8	**Audited** financial statements (Profit and Loss Account and Balance Sheets), Income Tax return statement, audit report.	net_worth
9	Relevant work orders/ LoA with corresponding performance certificates from clients certifying successful completion/or successful continuous performance of operation of call centre by providing manpower. Work orders/ LoA should	work_orders (folder) <<folder should contain Annexure-7 and a single pdf file for each work order

	contain the work value and duration of the project. Performance Certificates should clearly mention the work order no and average number of manpower deployed during the time of contract. If performance certificate doesn't specify the LoA no. specifically, that LoA will be rejected from calculation of points.	(mentioned in Annexure-7) with corresponding satisfactory/or completion certificate >>
10	List of active clients of PBX OEM	client_list
11	Valid GST Registration certificate.	certificate (folder)
12	Profession Tax registration certificate.	
13	Trade Licence.	
14	Labour Licence.	
15	PAN card	
17	Undertaking for Data and Information Security (Annexure -4)	data_security
18	ISO 9001 and ISO 27001 certificates.	iso_certificates
19	Name and Contact information (email and mobile no.) of the bidder/ or authorized person	contact_details
20	Technical bid cover letter Annexure -5)	technical_bid_cover_letter
21	Technical Specifications (Annexure -6)	technical_specifications
22	Authorization Letter (Annexure -8) if any	auth_letter

Note:

a. Bids which don't include any of the listed documents will be summarily rejected.

b. Scanned and duly attested copies of the following documents must be submitted with the bid for eligibility and techno-commercial evaluation.

c. Submission of invalid/expired/fake documents may lead to cancellation of the bid of that bidder.

d. The decision of the APDCL shall be final and binding in this regard. Deviations will be grounds for disqualification. Bidder who meets all these criteria would qualify for the second stage of evaluation. The Bidder would also need to provide supporting documents for eligibility proof. All the credentials of the Bidder necessarily need to be relevant to the Indian market. The decision of APDCL shall be final and binding on all.

Place:

Date: Seal and signature of the bidder

(This letter should be on the letterhead of the bidder duly signed by an authorized signatory)

Annexure 4: Undertaking for Data and Information Security

(On the Letterhead of the bidder)

RFP No**: APDCL/CGM(CR, M&S)/PBX/24-25/01** **Date:**

To,
Chief General Manager
Customer Relation, Marketing & Safety
Assam Power Distribution Company
Limited 4th Floor, Bijulee Bhawan,
Guwahati-781001, Assam

Sub: **Undertaking for Data and Information Security**

Dear Sir,

We acknowledge that during the course of Bid evaluation and subsequent signing of contract with the successful bidder against Request for Proposal (RFP) floated for **Supply, Installation, Testing, Commissioning & Maintenance of on-premises PBX Contact Centre Solution**, we shall have access to and be entrusted with Confidential Information. In this letter, the phrase "Confidential Information" shall mean information (whether of a commercial, technical, scientific, operational, administrative, financial, marketing, business, physical data, digital data or intellectual property nature or otherwise), whether oral or written, relating to APDCL and its business that is provided to us pursuant to this undertaking.

In consideration of you making Confidential Information available to us, we agree to the terms set out below:

We shall treat all Confidential Information as strictly private and confidential and take all steps necessary (including but not limited to those required by this undertaking) to preserve such confidentiality.

We shall use the Confidential Information solely for the preparation of our response to the RFP and subsequently showcasing our capabilities to the evaluation committee and not for any other purpose.

We shall not disclose any Confidential Information to any other person or firm, other than as permitted by APDCL.

We shall not disclose or divulge any of the Confidential Information to any other client of [name of product vendor / implementation partner].

This undertaking shall not prohibit disclosure of Confidential Information:

To our partners/ directors and employees who need to know such Confidential Information to assist with the bidding for RFP floated for Cloud Based PBX Contact Center Solution:

To the extent that such disclosure is required by law;

To the extent that such disclosure is required by any rule or requirement of any regulatory authority with which we are bound to comply, and to our professional advisers for the purposes of our seeking advice. Such professional advisors will be informed of the need to keep the information confidential.

Upon your request we shall arrange delivery to you of all Confidential Information, and copies thereof, that is in documentary or other tangible form, except:

For the purpose of a disclosure permitted by item 5 above; and

To the extent that we reasonably require to retain sufficient documentation that is necessary to support any advice, reports, or opinions that we may provide.

This undertaking shall not apply to Confidential Information that: Is in the public domain at the time it is acquired by us;

Enters the public domain after that, otherwise than as a result of unauthorized

disclosure by us; Is already in our possession prior to its disclosure to us; and is

independently developed by us.

This undertaking shall continue perpetually unless and to the extent that you may release it in writing.

We warrant that we are acting as principal in this matter and not as Agent or broker for any person, company, or firm.

We acknowledge that no failure or delay by you in exercising any right, power or privilege under this undertaking shall operate as a waiver thereof nor shall any single or partial exercise thereof or the exercise of any other right, power, or privilege.

This undertaking shall be governed by and construed in accordance with Indian law and any dispute arising from it shall be subject to the exclusive jurisdiction of the Guwahati courts.

Yours sincerely

Name of Authorized Representative: ___________________________

Signature of Authorized Representative: ________________________

Verified above signature Place:

Date: Seal and signature of the bidder

Annexure 5: Technical Bid Cover Letter

(Company letter head)

To,
Chief General Manager
Customer Relation, Marketing &
Safety Assam Power Distribution
Company Limited 4th Floor, Bijulee
Bhawan,
Guwahati-781001, Assam,

Sub: Cloud PBX solution for contact center– Technical Bid

Submission Sir,
We, the undersigned, offer to provide **Supply, Installation, Testing, Commissioning & Maintenance of on-premises PBX Contact Centre Solution** in response to the RFP No.: ___________________________.
We are hereby submitting our Proposal, which includes the Techno-Commercial bid and the Financial Bid. We hereby declare that all the information and statements made in this Techno-Commercial bid are true and accept that any misinterpretation contained in it may lead to our disqualification.

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

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

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

Thanking you,

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

ANNEXURE-6

(Technical Specification)

Item No1: High-end Server

Qty: 4 Nos

Sl	Specification	Description	Compliance(Y/N)
1.	Form Factor	Rack mount server with front locking bezel, cable manager, sliding rails & accessories	
2.	Processor	Intel Xeon Silver 4410Y 2G, 12C/24T, 16GT/s, 30M Cache, Turbo, HT (150W) DDR5-4000	
3.	Memory	128GB (4 x 32GB) DDR5 5600MT/s RDIMM	
4.	Disk controller	12Gbps PCIe 4.0 controller, 8GB non-volatile cache, supporting RAID 1, 5, 6, 10, of same OEM as server	
5.	Hard disks	2 x 480GB SSD SATA hot-plug hard disks in RAID1, 4X 2.4TB Hard Drive SAS 12Gbps 10K 512e 3.5in Hot-Plug	
6.	I/O Slots	4 x PCIe x16 slots	
7.	Ethernet	6 x 1GbE (RJ-45) ports	
8.	Intel Fortran	Should support Intel Fortran Compiler natively, fully optimized, without any limitations, checks, caveats, or performance degradation	
9.	OS certification	Certification for Red Hat Enterprise Linux, SUSE Linux Enterprise Server, Microsoft Windows Server, Ubuntu & VMWare to be submitted	
10.	Cyber Security certification	System's integrated remote management system should be minimum Evaluation Assurance Level (EAL) EAL2+ certified. MeitY recognized certificate from certifying agency to be submitted	
11.	Power supply	Redundant power supplies, min. 80 Plus Platinum certified or Govt. of India test laboratory tested for similar efficiency (test report from 80Plus portal or GoI test laboratory), verifiable from respective webpage. The Power supply should be of quoted server OEM.	
12.	Fans	Fully populated redundant hot-swap system fans	
13.	Other Interfaces	1 x 1Gbps system management port (RJ-45), 1 x video port, 3 x USB ports	
14.	System health	Monitoring fan, power supply, memory, CPU, RAID, NIC & proactive reporting for impending failure	

15.	BIOS	Server OEM should own the Intellectual Property rights for the BIOS. Bidder to submit OEM's binding declaration stating that the BIOS is original, untampered, not frozen & not customized in any way.	
16.	Security	Publicly available document links, verifiable evidence must be submitted against each of the feature below	
		Silicon-based Hardware Root of Trust	
		Automatic BIOS recovery	
		Firmware drift detection & alerting	
		Cryptographically signed firmware updates	
		Cryptographically verified trusted booting standards meeting NIST SP 800-147B, NIST SP 800-155, protection standards meeting NIST SP 800-193 standards & secure media sanitization standards meeting NIST SP 800-88	
		System lockdown support to lock down configuration and firmware, protecting the server from inadvertent or malicious changes	
		Secure default passwords during transit	
		Persistent event logging including user activity	
		Drive security, including secure system erase for HDD, SSD & NVMe	
		Dynamically enabled / disable USB ports to protect from USB-based attacks	
		Protection against compromised firmware execution	
		UEFI secure boot with custom certificates	
		Intrusion alert in case chassis being opened	
17.	System Management	Manufacturer's system management software supporting virtual media, virtual folders, remote file share & virtual console	
18.	Access & management	Integrated remote access controller & software should support advanced agent-free local and remote server administration & support for features like configuration, firmware updates, OS deployment, health monitoring & diagnostics, automation of routine management activities with perpetual license	
19.	Certifications & benchmarks	Product datasheets, certification, benchmark or references verifiable from publicly available data sources must be submitted along with bill of material. Links for certifications to be submitted.	

20.	Authorization	"Manufacturer Authorization Letter" specific to the tender must be submitted and should be subject to reverification from local OEM representative.	
21.	OEM presence & support	OEM should be incorporated in India & have a registered office in Eastern/NE region for local support. OEM declaration confirming OEM's onsite support for the quoted systems to be submitted.	
22.	Support portal	Portal should provide automatic diagnostics, drivers & downloads, documentation & service events for the specific installed system (specific service tag)	

<u>Item No2: Storage</u>

<u>Qty: 1 Nos</u>

Sl	Specification	Description	Compliance(Y/N)
1.	Operating System & Clustering Support	The storage array should support industry-leading Operating System platforms including: Windows 2022, 2019 and 2016 RHEL 8.2 and 7.8 SLES 15.2 and 12.5 VMware 7.0 and 6.7 Citrix XenServer 8.x and 7.x	
		Offered Storage Shall support all above operating systems in Clustering.	
2	Capacity & Scalability	ME5012: Up to 5.80PB (total with 3 ME484)	
		Storage shall be scalable to maximum of 264 number of drives.	
3	Front-end Ports & Bank-end Ports	Offered Storage system shall be supplied with 4 * 32Gbps FC ports per controller.	
		Offered storage system shall have 2 * 12G SAS ports for Back-end connectivity.	
4	Architecture	The storage array should support dual, redundant, hot-pluggable, active-active array controllers for high performance and reliability	
5	No Single Point of Failure	Offered Storage Array shall be configurable in a No Single Point of configuration including Cache memory, FAN, Power supply etc.	
6	Disk Drive Support	Storage system shall also support Enterprise SAS spinning drives, SSD and near line SAS / 7.2K RPM drives.	
		Offered storage array shall also have support for self-encrypted SSD, SAS and near line SAS / 7.2K RPM.	

7	Cache	Offered Storage Array shall be given with Minimum of 16GB cache per controller in a single unit 32GB Cache across Array	
		Cache shall be backed up in case of power failure for indefinite time either using batteries or capacitors or any other equivalent technology.	
8	RAID Support	Offered Storage Subsystem shall support Raid 1, 5, 6, 10, & Adapt	
		All Raid Sets shall support thin provisioning. Vendor shall offer the license of thin provisioning for complete supported capacity of the array.	
9	Point in time and clone copy	Offered Storage array shall support at-least 512 points in time copies (Snapshots)	
10	Replication	Offered storage shall support storage-based replication.	
11	Thin Provisioning	Offered Storage shall be offered and configured with Thin Provisioning capability.	
12	Data Tiering	Offered Storage shall also be configured Data tiering across different type of drives within a given pool like SSD, SAS, NL-SAS etc.	
13	Global and dedicated Hot Spare	1. Offered Storage Array shall support Global hot Spare for offered Disk drives. 2. Atleast 1 Global hot spare drive shall be configured for every 30 drives. 3. Offered storage array shall have the support for distributed hot spare	
14	Logical Volume & Performance	1. Storage Subsystem shall support minimum of 1000 Logical Units. Storage Array shall also support creation of more than 100TB volume at controller level. 2. Offered Storage shall have inbuilt performance management software. Configuration Dashboard shall show overall IOPS and MB/sec performance.	
15	Virtualization Integration	Storage should support Virtualization integration with VMware vSphere (ESXi) vCenter; SRM Microsoft Hyper-V	
16	Drive Support	Storage should support following drives: - NLSAS 7.2K 3.5” – 4TB, 8TB, 12TB, 16TB, 16TB FIPS, 20TB • SAS 10K 2.5” – 1.2TB, 2.4TB, 2.4TB FIPS • SSD – 960GB RI, 1.6TB MU, 1.92TB, 1.92TB SED, 3.84TB, 3.84TB FIPS, 7.68TB RI	

17	Large Pool Support	Storage system should support pool capacity of upto 4000 TB Raw capacity	
18	Licenses	All requested features license should be supplied from day 1 for complete supported capacity	
19	Warranty	5 Years with Next Business Day Support	
20	Deployment	Deployment should be done by OEM.	
21	Authorization	"Manufacturer Authorization Letter" specific to the tender must be submitted and should be subject to reverification from local OEM representative.	
22	OEM presence & support	OEM should be incorporated in India & have a registered office in Eastern/NE region for local support. OEM declaration confirming OEM's onsite support for the quoted systems to be submitted.	
23	Support portal	Portal should provide automatic diagnostics, drivers & downloads, documentation & service events for the specific installed system (specific service tag)	

Item No 3: KVM Switch

Qty: 1 Nos

Sl	Specification	Description	Compliance(Y/N)
	KVM Console		
1.	Display Type	KVM Console/TFT active matrix	
2	Aspect Ratio	16:9	
3	Color Support	16.7 million colours	
4	Native Resolution	WXGA 1366x768	
5	Backlight Technology	LED Backlight	
6	Built-in Devices	USB 3.0	
7	Pixel Pitch	300mm	
8	Connectivity	2xUSB3.0, 1xVGA (DB-15)	
9	Power Consumption	20 Watts	
	KVM Switch		
10	Device Type	KVM Switch 8Port	
11	Remote Management Protocol	Telnet, SSH	
12	Encryption Algorithm	DES, Triple DES, AES, 128-bit SSL	
13	Keyboard/Mouse Interface	USB	
14	Max Resolution	1600x1200	
15	Expansion/Connectivity	8xKVM RJ-45, 4xUSB2.0 Type A, 1xVGA HD15, 2xGiga Ethernet RJ45, 1xModem	
16	Power Consumption	18 Watt	

17	Operating Temperature	0 to 50degC	
18	Storage Temperature	-20 to 70 degC	
19	Cable, Rack mounting bracket & accessories	Cable for USB keyboard, mouse supports virtual media, CAC & SUB2.0	
20	Authorization	"Manufacturer Authorization Letter" specific to the tender must be submitted and should be subject to reverification from local OEM representative.	
21	OEM presence & support	OEM should be incorporated in India & have a registered office in Eastern/NE region for local support. OEM declaration confirming OEM's onsite support for the quoted systems to be submitted.	

Item No4: Layer 3 Network Switch

Qty: 1 Nos

	Layer 3 Managed Switch with 24 Port SFP + 2x40G QSFP+ Ports		**Compliance(Y/N)**
Sl. No	**Specification Required**		
1	Type of Switch	Non-PoE Layer 3 Switch with full IPv6 support along with IPV4 & Dual Stack configurable.	
2	Port Density	a. 10G SFP+: At least 12 Nos. (but should meet the requirement)	
3		b. 1000 BaseT (RJ45): At least 04 Nos RJ45 Port	
4		c. 40G At least 2 Nos QSFP Port.	
5	Switching capacity	360 Gbps or better, non-blocking	
6	Stacking bandwidth/MC-LAG/Multi-Chassis Trunking (MCT)	40 Gbps or better	
7	Forwarding performance	260 Mpps or better	
8	Supported Power supply Options	AC+AC, AC+DC, DC+DC however Dual AC supply to be consider for BOM preparation.	
9	Console Port	Available	
10	MAC Address Table Size	minm. 32000 entries	
11	Operating Temperature Range (Degree C)	'-20ºC to +65ºC (or better)	

12	Operating Humidity (RH %)	10% to 90% (non condensing)	
13	Cooling fan	3+1	
14	Dedicated Stacking (port/Slot) or MC-LAG capability	min. 2 Nos	
15	Features	a) Supports 9 KB Jumbo frames.	
16		b) 1000 Active VLANs (802.1Q), VLAN tagging.	
17		c) Supports at least 8 MSTP Groups/Instances.	
18		d) IEEE (802.1D) STP, RSTP (802.1w), MSTP (802.1s).	
19		e) IEEE 802.3ad LACP- Link Aggregation.	
20		f) IEEE 802.1AB LLDP.	
21		g) Static Routing and Dynamic Routing (RIP v1 & v2 Present) from Day 1 with 32K Routes	
22		h) Support OSPF, VRRP, ECMP, BGP from Day1	
23		i) Support for Multicast, IGMPV1/V2, IGMP V3 Snooping.	
24		j) IEEE 802.1p prioritization, DiffServ/COS.	
25		k) Broadcast and Multicast Suppression.	
26		l) ACLs/filters.	
27		m) Support for Rate limiting/Queue Shaping.	
28		p) DHCP Snooping, DHCP Relay for IPv4 and IPv6 (RFC- 3315).	
29	Management	a) Console Management Port on the front panel.	
30		b) SMMP V1,V2 and V3 Support.	
31		c) SSH V2 Support.	
32		d) Telnet Support, TFTP.	
33		e) Port Mirroring.	
34		f) Industry Standard CLI with built in Scripting tool.	
35	Quality of Service	a) IEEE 802.1p Priority.	
36		b) Diff. Serv Marking /Classification, Diff Serv	
37		c) 8 Nos. QOS Queues per Port	
38		d) IPv6 traffic identification, prioritization, redirection.	

39	Security Feature	a) 802.1x port-based network access control & Authentication Protocols.	
40		b) RADIUS / TACACS+ Authentication support	
41		c) MAC Based Port limiting	
42		d) SSH Remote Login	
43		e) ACLs	
44		f) SNMPV3	
45	Form Factor	Rack Mountable	
46	Installation	Complete installation/ configuration with supply of suitable mountings, power supply/power injector/power adapter/ power cable/ patch cords and other accessories as required.	
47	Certification	ISO9001, 27701:2019 or similar, CMMI Level III or equivalent, NSCS TL9000	
48	MII Class-I	OEM should be MI Class-1 Category as per Govt Procurement process	
49	Technical Compliance	Must be provided on OEMs letterhead with due details (Name, Email, Contact No & Signature of Authorised Signatory)	
50	Service Centre	Quoted Products OEM should have own support Centre in India	
51	Authorization	"Manufacturer Authorization Letter" specific to the tender must be submitted and should be subject to reverification from local OEM representative.	

Item No5: Layer 2 Network Switch

Qty: 2 Nos

Sl. No	Specification Required	Compliance Yes / No
1.0	**Product details- Please specify**	
1.1	Please mention Make, Model No. and Part Code	
2.0	**Architecture & Port Density**	
2.1	Switch should offer Wire-Speed Non-Blocking Switching Performance at Layer 3 Access Switch.	
2.2	Switch should have Twenty Four (24) 10/100/1000 Base-T RJ45 ports and Four (4) 1/10GbE SFP/SFP+ Ports	
3.0	**Performance**	
3.1	Switching Bandwidth: Should provide Non-Blocking switch fabric capacity of 128Gbps or more.	
3.2	Forwarding Capacity: Should provide wire-speed packet forwarding of 95 Mpps or more.	

3.3	Layer 2 Switch with full IPv6 support along with IPv4 & IPv6 Dual Stack configurable.	
3.4	The switch should have Minimum 1GB RAM and 128MB Flash.	
4.0	**<u>Layer 2 features</u>**	
4.1	Switch should support 4K VLANs and 802.1Q VLAN tagging.	
4.2	Switch should support 32K MAC addresses or more.	
4.3	Switch should support IP multicast snooping with support for IGMP v1, v2, v3 and MLD v1/v2.	
4.4	Switch should support Jumbo Frames (up to 9K bytes)	
4.5	The switch should support Minimum Following IEEE Protocol: (802.1D) STP, RSTP (802.1w), MSTP (802.1s), IEEE 802.3ad LACP- Link Aggregation and IEEE 802.1AB LLDP.	
4.6	The Switch should support ACLs/filters, Support for Rate limiting/ Queue Shaping, Dynamic VLAN Assignment, DHCP Client, NTP (IPv4 and IPv6), Configuration backup and restoration, Port Mirroring, Private VLAN	
5.0	**<u>Layer 3 features</u>**	
5.1	Switch should support Basic IPv4 and IPv6 Static Routing.	
5.2	Switch Should support Inter-VLAN Routing from Day one.	
5.3	Switch should have Advance Dynamic Routing protocol (OSPF v2/v3 and RIP v1/v2)	
5.4	Switch should have Minimum 16K IPv4 Route and 8K IPv6 Route.	
6.0	**<u>QoS and Security</u>**	
6.1	Switch should support RADIUS, TACACS/TACACS+ and username/password for Authentication, Authorization and Accounting (AAA) with Local User Accounts and Local User Passwords.	
6.2	Switch should support secure communications to the management interface and system through SSL, Secure Shell (SSHv2), Secure Copy and SNMPv3	
6.3	Switch should support IP Source Guard, DHCP snooping and Dynamic ARP Inspection.	
6.4	Switch should have Minimum 3K ACL support for IPv4 and IPv6.	
6.5	Switch should support Byte and packet based broadcast, multicast, and unknown-unicast limits with suppression port dampening.	
6.6	Switch should support IPv6 Router Advertisement (RA) Guard.	
6.7	Switch should support Flexible Authentication with 802.1x Authentication and MAC Authentication.	
6.8	Switch should IEEE 802.1p Priority, 8 Nos. QoS Queues per Port, Shaping and Policing and DiffServ Marking/ TOS/ Classification.	
7.0	**<u>Manageability</u>**	
7.1	Switch should support manageability using Network Management Software with Graphical User Interface (GUI), it also support web Based Management through EMS/NMS/Switch based HTTP Host.	
7.2	Switch should provide Integrated Standard based Command Line Interface (CLI), Telnet, TFTP, HTTP /HTTPS access to switch management/monitoring	
7.3	Switch should support following File Transfer Protocols: SCP, TFTP.	

7.4	The Switch should have Industry Standard CLI.	
8.0	**Physical Attributes, Power Supply, temperature and Humadity Details**	
8.1	Mounting Option: 19" Universal rack mount ears	
8.2	Minimum 1.5 Meter Indian Standard Power cable/cord.	
8.3	The Switch should support Operating Temperature Range (Degree C): 0ºC to +50ºC	
8.4	The Switch should support Operating Humidity (RH) (%) : 5% to 95% (non condensing)	
8.5	The Switch should supplied with Integrated AC Power Supply (100V - 240V AC) and Minimum 1.5 Meter Indian Standard Power cable/cord.	
9.0	**Warranty and brochure**	
9.1	The switch, including 24/7 phone, email, and chat support from your TAC team, along with 3-year warranty covering hardware and Software replacement.	
9.2	The Switch Should not be Bound to any License for any feature; the entire asked feature set should be available from day one.	
9.3	Vendor should provide printed technical catalogues/brochures for the quoted model containing technical specifications and features.	
10.0	Authorization: "Manufacturer Authorization Letter" specific to the tender must be submitted and should be subject to reverification from local OEM representative.	

Item No 6: Next-Generation Firewall

Qty: 2 Nos

S/N	Minimum Specification	Compliance (Y/N)	Cross Reference
1	**OEM Selection Criteria:**		
	Proposed Firewall manufacturer should be recommended in Gartner leaders' quadrant of Enterprise/Network firewall for last three years and OEM must have atleast 96% or more protection rate test done Cyber Rating ORG as per latest report.		
2	**Physical Requirement:**		
	NGFW should be hardware-based purpose build appliance with security license enabled. The NGFW Device must have the hardens physical networking appliances by generating, storing, and authenticating cryptographic keys to protect against malicious software and phishing attacks.		
3	**ISP Connectivity:**		
	Firewall should be capable of terminating minimum 4 nos. of ISP links, Load balance between ISPs based on users defined		

	rule like user/group wise, application based, max band width etc. automatic ISP failover should be there for uninterrupted user experience for internet usage.		
4	**Ports:**		
	10x 1G RJ45 and 2x 1G SFP slots for data communications form day one. 1 RJ45 Console port for direct connectivity and 1x USB port from day one		
5	**Storage:** The NGFW should have 120GBor more SSD as local storage		
6	**Performance:**		
	The proposed firewall should have at least 650 Mbps of SSL inspection throughput.		
	800Mbps of Threat protection Throughput with all security modules enabled		
	1000 Mbps of IPS throughput		
	Solution should be capable to handle minimum 40K new sessions per second and 600K concurrent sessions from day one		
7	**Features:**		
	The NGFW should have SDWAN capability from day one, if any license is required bidder must consider the same from day one		
	Web filtering feature: Category based, URL based, custom category creation		
	Category based application filter, custom application category creation		
	IPS, Anti DDoS, Anti BOT		
	Perimeter level Anti-virus, Anti Malware		
	Firewall can be logically separated in to multiple virtual systems for more granular secured environment and each partition should be capable of performing all security features		
	Firewall Should have minimum 5 Gbps of VPN throughput		
	150 IPSEC VPN license for Client-Site connectivity from day one.		
	The firewall must have capable to integrate with SDN platforms - Kubernetes, VMware ESXi and NSX, OpenStack, Cisco ACI, Nuage Networks and Nutanix		
	Integrated IPS must have 15,000+ up-to-date signatures, capable of detecting protocol anomaly, creation of custom signatures, manual, automatic pull or push signature update, threat encyclopaedia integration.		

	The Firewall shall be able to support various form of user Authentication methods simultaneously, including: Local Database, LDAP, RADIUS, TACACS+, Windows AD, Citrix & Terminal Server Agent support for Single Sign On		
	The proposed solution should support Virtualization (Virtual NGFW, Security zones and VLAN). Minimum 6 Virtual license should be provided from Day1.		
8	**Accessibility:**		
	Firewall should have simple web-based management console in addition with Telnet, SSH. Fire wall should have functionality for creating multiple administrative accounts with different access privileges		
9	**Security Modules:**		
	Web Security Essentials / URL & Web Filtering, PS License, Application Visibility License, APT (Advance Persistant Threat) License (Anti Malware Protection, C& C attacks, Geo IP Protection, Zero Day Threat Protection), Gateway Anti-virus, Gateway Anti-spam		
10	**Management & Logs:**		
	The solution should have simple web-based management GUI and also support for CLI, SSH to manage the appliance. Solution should include the options for cloud-based logs retention and analytics.		
11	Authorization: "Manufacturer Authorization Letter" specific to the tender must be submitted and should be subject to reverification from local OEM representative.		

Item No 7: Fiber Rackmount LIU loaded Drawer Type 6/12/24 Port

Sl. No	SPECIFICATION / QUALITATIVE REQUIREMENT	Compliance (Y/N)
1	The Fiber Rackmount LIU loaded having Adapter panel fixed on drawer base frame, with Adapters and with Pigtails and assembled with splice tray as per the Loaded fiber port requirement and their applicable accessories.	
2	Suitable to mount at different positions (depth wise) on standard 1U 19 inch racks. Drawer type to pull out for easy maintenance when assembled in racks.	
3	Cold Rolled Steel material with black powder coating	
4	Three types of cable entry holes for different size cables through cable glands, covered with rubber cable grommets/covers.	

Sl. No	SPECIFICATION / QUALITATIVE REQUIREMENT	Compliance (Y/N)
5	Splicing of 24 fibers in each plastic fiber splicing trays with integrated cable spool design.	
6	Non removable top cover and no rear cover. Drawer type to pull out for better access of interior.	
7	As per the Loaded fiber port requirement, Loaded 6/12/24 (SC Simplex) adapters with SC SIMPLEX Pigtails on rackmount ports.	
8	As per the Loaded fiber port requirement Accessories kit consists of Cable management rings/Cable saddles, Cable glands (PG13.5, 2 nos), Splice rods, Blanking clips, Velcro ties, Cable ties, Cable inlet/outlet hole covers (2 types, 2 nos each)	
9	Cable management rings/Cable saddles can be mounted inside the rackmount, no provision to mount outside in front of the adapter panel.	
10	Suitable for storing up to 3 meter of 900 µm tight buffered fiber pigtail per adapter.	
11	Panel Dimensions: 482 x 220 x 44.3 mm (Length x Width x Height)	
12	Splice Tray Dimensions: 220 x 90 x 15 mm (Length x Width x Height)	
13	Port identification numbers printed on the Adapter panel	
14	Standards: Comply as per ANSI/TIA-568-C.3, ISO/IEC 11801, RoHS Compliant.	
15	Operating Temperature: -20 °C to +70° C Installation Temperature : -20 °C to +70° C	
16	Authorization: "Manufacturer Authorization Letter" specific to the tender must be submitted and should be subject to reverification from local OEM representative.	

Item No 8: Fiber Rackmount LIU loaded Drawer Type 6/12/24 Port

Sl. No	SPECIFICATION / QUALITATIVE REQUIREMENT	Compliance (Y/N)
1	Fiber optic patch cord with two core (Duplex) fiber cable terminated with LC connector at one end and SC connector at other end	
2	The terminated connectors in assemblies are designed and are compatible with industry standards (ANSI/TIA-568-C.3, ISO/IEC 11801).	
3	Have good geometrical characteristics of apex offset & radius of curvature & fiber height	

Sl. No	SPECIFICATION / QUALITATIVE REQUIREMENT	Compliance (Y/N)
4	100% factory terminated and tested for optical characteristics & fiber end face finish.	
5	Fiber type G. 652D standard. OS2 (9/125 µm),	
6	Buffer Diameter : 0.9 ± 0.05 mm, Jacket Thickness : 0.35 ± 0.05 mm, Strength Member as Aramid yarn	
7	Cable Diameter : 2.0 x 3.8 ± 0.2 (Duplex)	
8	Jacket color : Yellow, Jacket Material : LSZH, Length : 3 Mtr	
9	Connector Ferrule : Ceramic, Apex Offset should be <50um, Fiber height should be ±100nm	
10	Connector Repeatability ≤ 0.2dB with 1,000 times mating cycles.	
11	Connector cable retention: 50 N (11.24 lbs), Crush resistance : 100N/100mm, Bend Radius: 20xDiameter of cable	
12	Attenuation : ≤ 0.36 dB/km (@1310 nm), ≤ 0.25 dB/km (@1550 nm)	
13	Chromatic Dispersion : ≤ 3.5 ps/nm.km (@1285 - 1330 nm), ≤ 18 ps/nm.km (@1550 nm)	
14	Zero Dispersion Wavelength : 1300 - 1324 nm	
15	Cut-off Wavelength : ≤ 1260 nm	
16	Mode Field Diameter : 9.2 ± 0.4 µm (@1310 nm) , 10.4 ± 0.5 µm (@1550 nm)	
17	Insertion Loss (@1310 &1550nm) : SM (UPC/PC) Type : SC/LC/ST/FC : ≤ 0.3 dB Return Loss (@1310 &1550nm) : SM (UPC/PC) Type : SC/LC/ST/FC : ≥ 50 dB	
18	Insertion Loss (@1310 &1550nm) : SM (APC) Type : SC/LC/ST/FC : ≤ 0.3 dB Return Loss (@1310 &1550nm) : SM (APC) Type : SC/LC/ST/FC : ≥ 60 dB	
19	Standards: IEC 60332-1, ANSI/TIA-568-C.3, ISO/IEC 11801 RoHS Compliant	
20	Installation Temperature : -20 °C to +70° C, Operating Temperature : -20 °C to +70° C	
21	Authorization: "Manufacturer Authorization Letter" specific to the tender must be submitted and should be subject to reverification from local OEM representative.	

Item No9: Singlemode Unitube Armoured Fiber Cable

Sl. No	SPECIFICATION / QUALITATIVE REQUIREMENT	Compliance (Y/N)
1	06/08/12/24-Core, Singlemode 9/125 micron primary coated buffers, 10G Ethernet OS2, Armoured Loose Tube, ECCS (Electrolytic Chrome Coated Steel) Tape, Jelly Filled Loose Tube.	
2	Two Steel Wires/Rods embedded in outer periphery of the jacket as strength members. UV Stabilised jacket and protected from Rodent attacks	
3	Complying to ANSI/TIA-568-C.3, ISO/IEC 11801, Telecordia GR-20 Core, ITU-T REC G.652D, IEC 60793-1/60794-1, EN 50173, RoHS Compliant	
4	Suitable for use in indoor/outdoor ducts, direct burial and backbone cabling	
5	Loose tube material : Polybutylene Terephthalate (PBT) with Natural/White Colour having Inner Diameter/Outer Diameter 1.7/2.5 ± 0.1 mm	
6	Peripheral strength member as two steel wires/rods having dimensions as 0.6 ± 0.05 mm	
7	Moisture Barrier as Water Swellable Tape, Armouring ≥ 0.150 mm (ECCS Tape), Number of Ripcords as 01 no polyester based yarns.	
8	Outer sheath material as HDPE/LSZH with diameter as 7.5/8.5 ± 0.5 mm having thickness of 1.5mm nominal	
9	Weight of the cable for 04/06/08/12 core (HDPE/LSZH): 65.0/75.0 ± 10 kg/km, for 24 core (HDPE/LSZH): 75.0/95.0 ± 5 kg/km	
10	Fiber colour and Loose tube colour as per ANSI/TIA standards.	
11	Tensile Strength : 1000 N, Crush Resistance : 4000 N/100mm	
12	Minimum bend radius : 20 x Diameter (during installation), Minimum bend radius : 10 x Diameter (during full load)	
13	Fiber Type : G. 652D (OS2)	
14	Attenuation : ≤ 0.38 dB/km (@1310 nm), ≤ 0.25 dB/km (@1550 nm)	
15	Chromatic Dispersion : ≤ 3.5 ps/nm.km (@1285 - 1330 nm), ≤ 18 ps/nm.km (@1550 nm)	
16	Zero Dispersion Wavelength : 1300 - 1324 nm	
17	Zero Dispersion Slope : ≤ 0.092 ps/nm².km	
18	Polarisation Mode Dispersion : ≤ 0.2 ps/√km	

Sl. No	SPECIFICATION / QUALITATIVE REQUIREMENT	Compliance (Y/N)
19	Cut-off Wavelength : ≤ 1260 nm	
20	Mode Field Diameter : 9.2 ± 0.4 µm (@1310 nm) , 10.4 ± 0.4 µm (@1550 nm)	
21	Core Cladding Concentricity Error : ≤ 0.8 µm	
22	Cladding Diameter : 125 ± 1 µm , Coating Diameter : 245 ± 10 µm	
23	Cladding Non-circularity : ≤ 1 %	
24	Installation Temperature : -20 °C to +70° C, Operating Temperature : -20 °C to +60° C	
25	Cable Size and Standard Length: 4F to 12F : 4.0 kms ± 10% 24F : 2.0 kms ± 10%	
26	Authorization: "Manufacturer Authorization Letter" specific to the tender must be submitted and should be subject to reverification from local OEM representative.	

8.1 Annexure 7: Bidder's Past Experience

RFP No: **APDCL/CGM(CR,M&S)/PBX/24-25/01/** **Date:**

To,
Chief General Manager
Customer Relation, Marketing & Safety
Assam Power Distribution Company
Limited 4th Floor, Bijulee Bhawan,
Guwahati-781001, Assam

Sub: **Past experience**

Dear Sir,

Please find below the list of experience :

Sr. No.	Client's Name	Scope of Work	Number of Users/ Operators	Client Contact Details alongwith contact person name, designation,phone number &email id	Remarks	Supporting Document attached (PO & Credential Letter etc.) Yes/No

Place:

Date: Seal and signature of the bidder

(This letter should be on the letterhead of the bidder duly signed by an authorized signature.

8.2 Annexure 8: Authorization Letter to Attend - Bid Opening

To,
Chief General Manager
Customer Relation, Marketing & Safety
Assam Power Distribution Company
Limited 4th Floor, Bijulee Bhawan,
Guwahati-781001, Assam,

Dear Sir,

Sub: Authorization Letter to Attend - Bid Opening

Mr./Ms.................................. has been authorized to be represent opening of above RFP due on ....
at .... on my/our behalf.

Yours faithfully

Place:

Date:

Seal and Signature of the Bidder

Copy to: Mr/Ms.. for information and for production before the RFP Opening Committee at the time of opening of Bids.

Annexure-9: NON-DISCLOSURE AGREEMENT

This Non-Disclosure Agreement is made on this ___ day of ________, 2025.
By and between:

Assam Power Distribution Company Limited, a company incorporated under the laws of India, having its registered office at **4th Floor, Bijulee Bhawan, Paltan Bazar, Guwahati-781024** (hereinafter referred to as the "Purchaser" which expression shall unless repugnant to the context or meaning thereof, includes its successors, administrators and permitted assigns) of the first part.

AND

[Successful Bidder Name], a company incorporated under the laws of India, having its registered office at [Address] (hereinafter referred to as the "Bidder" which expression shall unless repugnant to the context or meaning thereof, includes its successors, assigns, administrators, liquidators and receivers) of the second part,

Each individually referred to as a "Party" and collectively as the "Parties".
The Purchaser and the Bidder are collectively referred to as the "Parties" and individually as a "Party."

WHEREAS:

A. The Purchaser is engaged in the business of power utility services and requires the services of the Bidder for the provision of PBX contact centre solutions.

B. In connection with the provision of such services, the Bidder may have access to certain confidential information and intellectual property of the Purchaser.

C. The Parties desire to protect the confidentiality of such information and intellectual property rights during the term of this Agreement and thereafter, as set forth herein.

NOW, THEREFORE, in consideration of the foregoing and the covenants and agreements contained herein, the Parties agree as follows:

1. PURPOSE

The Parties acknowledge that during the course of their business relationship, the Bidder may receive or have access to confidential and proprietary information belonging to the Purchaser in connection with the provision of PBX contact center solutions for a period of **three (3) years** from the effective date of this Agreement.

2. Definition of Confidential Information

For the purposes of this Agreement, "Confidential Information" shall mean any information, whether oral, written, or in any other form, disclosed by the Purchaser to the Bidder, including but not limited to:

- Technical, commercial, financial, operational, or strategic information;
- Business plans, customer data, pricing, and marketing strategies;
- Intellectual property, including patents, trademarks, copyrights, trade secrets, and know-how;
- Any other information designated as confidential by the Purchaser.

Confidential Information shall not include information that:

- Is or becomes publicly available without breach of this Agreement by the Bidder;
- Was known to the Bidder prior to disclosure by the Purchaser;
- Is independently developed by the Bidder without reference to the Purchaser's Confidential Information; or
- Is disclosed to the Bidder by a third party legally entitled to make such disclosure.

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3. OBLIGATIONS OF THE BIDDER

3.1 The Bidder agrees to:

- Use the Confidential Information solely for the purpose of performing its contractual obligations under the service agreement with the Purchaser;
- Restrict disclosure of Confidential Information only to employees, agents, or subcontractors who need to know such information and who are bound by similar confidentiality obligations;
- Implement reasonable security measures as per the Information Technology Act, 2000 and relevant amendments to protect Confidential Information from unauthorized access, disclosure, or use.

3.2 The Bidder shall not:

- Disclose, distribute, or use the Confidential Information for its own benefit or for any third party's benefit without prior written consent from the Purchaser;
- Reverse-engineer, decompile, or create derivative works based on the Confidential Information.

4. INTELLECTUAL PROPERTY RIGHTS

4.1 All intellectual property rights, including but not limited to patents, copyrights, trademarks, and trade secrets, relating to the Purchaser's Confidential Information shall remain the exclusive property of the Purchaser, in accordance with the Indian Copyright Act, 1957 and the Patents Act, 1970.

4.2 Any software, documentation, reports, or work products developed by the Bidder in connection with the contract shall be deemed **works made for hire** and shall be the sole property of the Purchaser, unless otherwise agreed in writing.

4.3 The Bidder shall not use or claim any rights to the Purchaser's intellectual property beyond the scope permitted under this Agreement.

5. TERM AND TERMINATION

5.1 This Agreement shall remain in effect for the duration of **two (2) years** from the date of execution.

5.2 Either Party may terminate this Agreement upon **thirty (30) days' prior written notice** to the other Party. However, confidentiality obligations shall survive for a period of **five (5) years** from the date of termination.

5.3 Upon termination, the Bidder shall promptly return or destroy all Confidential Information and certify the same in writing.

6. REMEDIES

6.1 The Parties acknowledge that breach of confidentiality obligations may cause irreparable harm to the Purchaser, and the Purchaser shall be entitled to seek injunctive relief in addition to any other legal remedies available under Indian law.

6.2 The Bidder shall indemnify and hold the Purchaser harmless from any loss, damage, or expense arising from unauthorized disclosure or misuse of Confidential Information.

7. GENERAL PROVISIONS

7.1 **Governing Law & Jurisdiction:** This Agreement shall be governed by and construed in accordance with the laws of India, including but not limited to the Indian Contract Act, 1872. Any disputes arising out of or in connection with this Agreement shall be subject to the exclusive jurisdiction of the courts in Guwahati, Assam.

7.2 **No Waiver:** Failure to enforce any provision of this Agreement shall not constitute a waiver of any rights.

7.3 **Severability:** If any provision of this Agreement is found to be invalid or unenforceable, the remaining provisions shall continue to be in full force and effect.

7.4 **Entire Agreement:** This Agreement constitutes the entire understanding between the Parties and supersedes all prior discussions or agreements related to confidentiality and intellectual property.

IN WITNESS WHEREOF, the Parties hereto have executed this Non-Disclosure Agreement as of the date first written above.

For and on behalf of Purchaser	For and on behalf of Bidder
CGM(CR,M&S), APDCL Assam Power Distribution Company Limited	[Authorized Signatory] [Designation] [Company Name]

Annexure-10 Service Level Agreement (SLA)

1. Service Scope

The bidder shall deliver the following services:

- **1.1 PBX Contact Center Software:** Ensure availability, functionality, and performance of the PBX software.
- **1.2 Server Maintenance:** Regular upkeep, updates, and troubleshooting of on-premise servers.
- **1.3 Firewall Management:** Configuration, monitoring, and security of firewalls.
- **1.4 On-Site Support:** Immediate technical assistance for critical issues requiring physical presence.

2. Service Availability

- **2.1 Uptime Guarantee:**
  - **2.1.1** PBX Contact Center Software: 99.9% uptime.
  - **2.1.2** Servers and Firewalls: 99.9% uptime.
- **2.2 Maintenance Window:** Scheduled maintenance shall occur during non-peak hours (e.g., 12:00 AM to 4:00 AM) with prior notice of at least 48 hours.

3. Response and Resolution Times

- **3.1 Critical Issues (System Down):**
  - Response Time: 30 minutes.
  - Resolution Time: 4 hours.
- **3.2 High-Priority Issues (Performance Degradation):**
  - **3.2.1** Response Time: 1 hour.
  - **3.2.2** Resolution Time: 8 hours.
- **3.3 Medium-Priority Issues (Non-Critical Errors):**
  - **3.3.1** Response Time: 2 hours.
  - **3.3.2** Resolution Time: 24 hours.
- **3.4 Low-Priority Issues (General Queries):**
  - **3.4.1** Response Time: 4 hours.
  - **3.4.2** Resolution Time: 48 hours.

4. On-Site Support

- **4.1 On-Site Response Time:**
  - **4.1.1** Critical Issues: 2 hours (within business hours).
  - **4.1.2** High-Priority Issues: 4 hours (within business hours).
- **4.2 On-Site Availability:**
  - **4.2.1** Business Hours: 9:00 AM to 6:00 PM, Monday to Friday.
  - **4.2.2** After-Hours Support: Available for critical issues with no additional charges.

5. PBX Contact Centre Software Maintenance

- **5.1 Tasks Included:**
  - **5.1.1** Regular software updates and patches.
  - **5.1.2** Monitoring of call quality and system performance.
  - **5.1.3** Troubleshooting and resolving software-related issues.
- **5.2 Frequency:**

5.2.1 Weekly performance checks.
5.2.2 Monthly updates and patches.

6. Server Maintenance

6.1 Tasks Included:

6.1.1 Regular server health checks.
6.1.2 Software updates and patches.
6.1.3 Backup management and disaster recovery.

6.2 Frequency:

6.2.1 Weekly health checks.
6.2.2 Monthly updates and patches.

7. Firewall Management

1.1 Tasks Included:

1.1.1 Configuration and rule management.
1.1.2 Real-time monitoring and intrusion detection.
1.1.3 Regular firmware updates and security audits.

1.2 Frequency:

1.2.1 Daily monitoring.
1.2.2 Quarterly security audits.

2. Penalties for Non-Compliance

2.1 Uptime Guarantee Failure:

2.1.1 For every 0.1% below 99.9% uptime, the bidder shall issue a credit of 5% of the monthly service fee.

2.2 Response/Resolution Time Failure:

2.2.1 For every hour exceeding the agreed resolution time, the bidder shall issue a credit of 2% of the monthly service fee.

2.3 On-Site Support Delay:

2.3.1 For every hour exceeding the agreed on-site response time, the bidder shall issue a credit of 3% of the monthly service fee.

2.4 Maximum Penalty Cap:

2.4.1 Total penalties shall not exceed 20% of the monthly service fee.

9. Reporting and Communication

9.1 Monthly Reports:

9.1.1 The bidder shall submit a monthly report detailing system performance, incidents, and resolutions.

9.2 Incident Communication:

9.2.1 The bidder shall notify the client immediately of any critical issues and provide regular updates until resolution.

10. Exclusions

10.1 Issues caused by client-side modifications or third-party software/hardware.
10.2 Delays due to force majeure events (e.g., natural disasters, power outages).

11. Review and Amendments

11.1 This SLA shall be reviewed annually or as needed to reflect changes in business requirements or technology.

11.2 Amendments require mutual agreement and must be documented in writing.

Signatures

Client:	**Bidder:**
Name: ______________________________	Name: ______________________________
Signature: ___________________________	Signature: ___________________________
Date: _______________________________	Date: _______________________________