

**Request for Proposal (RFP) For Selection of Agency/ Vendor for Installation & Supply Including
Annual Maintenance of Video Conferencing System in Special Courts
and Juvenile Justice Boards in Bihar**

Short Tender Notice

The State Child Protection Society (SCPS), a registered Society under the Directorate of Social Welfare, Govt. of Bihar intends to establish video conferencing system in the Special Courts (established under the POCSO Act, 2012) and Juvenile Justice Boards (established under the JJ Act, 2015) in different districts with an aim to make the infrastructure child friendly. Proposals are invited by the SCPS, Bihar through short tender notice from registered companies or proprietorship firms having requisite qualifications and experience as prescribed. The eligibility criteria for the bidders, specification of installations and services, terms and conditions and procedures for submission of the proposals may be referred under the 'Tenders' section on the website of the Department '<http://socialwelfare.bih.nic.in/>'. The Proposals should be sent through Speed Post/Registered Post or delivered by hand to 'The Director, Social Welfare-cum-Vice Chairperson, State Child Protection Society, 2nd Floor, Apna Ghar, Behind Lalit Bhawan, Bailey Road, Patna 800 023, in a closed envelope clearly marked "Proposal for VC System in Special Courts and JJBs" by 04:00 PM on 19.06.2019. Proposals received after the prescribed time or by E-mail shall be summarily rejected. SCPS shall have the right to reject any or all proposals received in response to this invitation, and its decision in this regard shall be final and binding.

Director, Social Welfare-cum-Vice Chairperson, State Child
Protection Society, Bihar, Patna

Request for Proposal
for Selection of Agency/Vendor for the Supply and
Installation including Annual Maintenance of
Video Conferencing System in the
Special Courts and Juvenile Justice Boards in Bihar

IMPORTANT INFORMATION

Short Tender Notice

Availability of the RFP Document	The RFP document can be downloaded from website of the Department of Social Welfare i.e. www.swd.bih.nic.in .
Last date for submission of bids	Up to 04.00 PM on 19.06.2019 in the office of the State Child Protection Society (SCPS), Bihar at 2 nd floor, Apna Ghar, Bailey Road, Patna- 800023 by registered post or by hand.
Earnest Money Deposit	Rs. 30,000/- in the form of Demand Draft in favour of Director, Social Welfare-cum-Vice Chairperson from a scheduled bank.
Opening of technical bids	04.30 PM on 19.06.2019 in the office of the SCPS, Bihar. <u>All bidders must be present at the time of opening of the technical bids.</u>
Demonstration of the system	All technically qualified bidders would demonstrate both online and offline VC system on 20.06.2019 in the office of the SCPS, Bihar.
Opening of the financial bids	On 20.06.2019 only for those agencies which qualify the technical bid and demonstration.
Language of the bid	This bid should be filed in English language only.

- 1. INTRODUCTION:** The Protection of Children from Sexual Offences Act, 2012 requires every State Government to set up Special Courts in every district for trial of cases registered under the Act. These Special Courts are meant to conduct hearing in a child friendly manner. Further, as per the mandate of the Juvenile Justice (Care and Protection of Children) Act, 2015, the Juvenile Justice Boards (JJBs) are also established in all districts to adjudicate matters related to children in conflict with law. In order to develop a child friendly infrastructure within the Special Court and the JJBs, the State Government has initiated the process of installation of Video Conferencing System within the Special Courts and the JJBs. While the establishment of VC system within the Special Court is underway in some districts, therefore the requirement will be for around 20 districts, the numbers of which may vary slightly at the time of final selection/empanelment. The VC system in Special court has to work online as well as offline mode. The requirement for installation of VC facilities within JJBs is for 37 districts except Arwal having online facility only. In this context, the State Child Protection Society, Bihar of the Social Welfare Department,

Government of Bihar is inviting proposals for the engagement of a vendor for installation and annual maintenance of the Video Conferencing Facility in these places in different districts in the State to make them child friendly.

2. SCOPE OF WORK:

2.1 Installation of Video Conferencing System

- (i) Hardware- Vendor will have to supply, install and configure as per the requirement of the Special Court in district Courts and JJBs. Installation of VC system within JJBs shall be installed inside the Observation Home buildings where the JJBs function. The video conferencing solution should be configured successfully so as to use the optimum bandwidth. The specifications suggested for the installation of the VC system may be referred at Annexure I for both the Special Courts and for the Juvenile Justice Boards.
- (ii) Training- A detailed technical training for 1 day on practical aspects of the operation of VC system including the basics, first level maintenance, troubleshooting and handling video conferencing equipment, LCD TV and video conference call management, shall be conducted for officials of the Special Court and JJBs, Prosecution department and of the District Child Protection Unit in the concerned district.

2.2 Annual Maintenance of the VC System- The agency shall be responsible for the comprehensive annual maintenance of the VC System for three years since its installation. The price quoted by the bidding agency shall be inclusive of the annual maintenance of the system for 3 years' period. During the warranty period, the vendor should extend the On Site Service Support. The scope of Warranty shall include:

- Fixing the video conferencing problems
- Upgradation, supply, installation and implementation of upgraded versions of firmware / software (updates /upgrades)
- Rectification of Bugs/defects if any
- Preventive Maintenance quarterly.
- Maintenance of Hardware/Software
- Co-ordination with Network provider for rectification of bugs/defects.
- Reinstallation of HD endpoints/firmware/software, whenever required

2.3 Responsibility of Selected Vendors- The vendor has to install, commission, integrate and demonstrate the working of video conferencing solution to the officials of the Special Court, JJBs and that of the District Child Protection Unit with its full capabilities. The vendor is responsible till the solution is installed and commissioned & tested successfully in all locations and the system is fully integrated and operational and only upon the same, the installation/acceptance procedure would

be deemed to have been completed. The selected vendors shall also be responsible for the annual maintenance of the VC system for three years since its installation.

3. Technical Eligibility Criteria of the Bidder

3.1. Eligibility of the Bidder

- (i) The bidder submitting the offers should be a Registered Company in India under the Companies Act, 1956 or a proprietorship firm having a turnover of Rs. 10 lakhs per year in the last two financial years. Copy of the certificate of incorporation should be enclosed as documentary proof.
- (ii) A copy of the relevant audit reports of the last two financial years should be submitted with the offer.
- (iii) The bidder should have their office or support centre in Bihar. A list of such support centre with contact persons, telephone numbers and address should be enclosed.
- (iv) If the bidder has executed orders for supply of video conferencing solution to any Government organization during the last five financial years, the work orders or details of the same shall also be provided. Agency having such experience shall be given preference.
- (v) The bidder should preferably have Udyog AADHAR No. and should also possess Manufacturing Authorisation Format/Certificate.
- (vi) The bidder should be registered under the GST and have a PAN Number.
- (vii) Bidder shall ensure that the products / models offered are proven products in Indian environmental conditions and not reaching end of life / support in next 4 years.
- (viii) The bidder should not have been blacklisted by any government organization / banks. Self-declaration to that effect should be submitted along with the technical bid.
- (ix) The bidder should submit two separate bids- One, technical and another financial. Both the bids shall be submitted in two separate envelopes sufficiently enclosed and sealed. In financial bid, the bidder should quote total amount of the installation of VC system in (i) one Special Court and (ii) one Juvenile Justice Board along with annual maintenance cost of the same for 3 years. A bidder would be considered for the 'Financial Bid' only when it is shortlisted on the basis of fulfilling eligibility criteria and supporting

documents and after successful demonstration. The minimum requirement of the establishment of Video-Conferencing Unit in Special Court and Juvenile Justice Board is as follows-

For Special Court	For JJB
<ul style="list-style-type: none"> • Codec Machine- 02 Nos. • Full HD Camera- 02 Nos. • Microphone- 02 Nos. • Router- 01 No. • 24 inch/40 inch LED TV- 02 Nos. 	<ul style="list-style-type: none"> • Codec Machine- 01 No. • HD VC Unit- 01 No. • Full HD Camera- 01 Nos. • Microphone- 01 Nos. • 24 inch/40 inch LED TV- 01 Nos.

(NOTE: This is a minimum requirement. At the time of contract, there may be variations depending upon the requirement.)

- (x) The bidder shall also be required to give a demonstration of the system as proposed in its technical bid.
- (xi) Any modification in the RFP document shall be made by the State Child Protection Society, Bihar exclusively through the issuance of an Addendum/corrigendum on the website www.socialwelfare.bih.gov.in

NOTE: If any of the days in the above said schedule falls on any Gazetted Holiday, then next working day will be treated as schedule for that activity.

4. Terms and Conditions

4.1 Support Personnel- In addition to the regular support centres, the bidder should provide one contact person either own employee or through franchisee for providing services to each location of the Special Court/JJB where Video Conferencing is to be installed.

4.2 Technical Inspection and Performance Evaluation- The SCPS either by itself or through its district Unit, the District Child Protection Unit (DCPU) reserves its right to carry out a technical inspection and performance evaluation (bench-marking) of equipment offered by selected qualified bidders.

4.3 Payment Terms- The payment for installation shall be made by the District Child Protection Unit to the vendor selected for installation. Full payment of the order value will be paid on completion of installation and commissioning at the site and acceptance of all equipments ordered. The DCPU will make this payment 30 days after configuration and acceptance of the installation at the respective site.

4.4 **Delivery, Installation and Commissioning-** The vendor selected for installing the facilities at a particular site shall be responsible for delivery and installation of the equipment ordered at such sites and for making them fully operational within 3 weeks of receiving the purchase order.

4.5 If the vendor fails to deliver and/or install all the equipment ordered within the stipulated time schedule or by the date extended by the DPCU, it will be considered a breach of contract and the DPCU would be free to award the contract to another vendor from the empanelment.

4.6 In case of serious discrepancy in hardware/software supplied, the DPCU may cancel the entire purchase order and return the equipment back to the vendor at vendor's costs and risks.

4.7 **Completeness of Installation**

(i) The installation will be deemed as incomplete if any component of the hardware, software, video conferencing devices etc., or any documentation/media is not delivered or is delivered but not installed and/or not operational or not acceptable to the DPCU after acceptance testing/examination.

(ii) In such an event, the supply & installation will be termed as incomplete and it will not be accepted and warranty period will not commence. The entire site will be accepted after complete commissioning of equipment and satisfactory working of the entire equipment for a minimum period of 10 days.

4.8 **Order Cancellation-** The DPCU reserves its right to cancel the order in the event of one or more of the following situations:

(i) Delay in delivery beyond the specified period for delivery.

(ii) Delay in installation beyond 5 weeks from the date of purchase order.

4.9 At the discretion of the DPCU, acceptance test will be conducted by the bidder at the site in the presence of the officials of the DPCU. The tests will check for trouble-free operation of the complete system for ten consecutive days apart from physical verification and testing. There shall not be any additional charges payable by the DPCU for carrying out this acceptance test. The DPCU will take over the system on successful completion of the above acceptance test.

4.10 The Video Conferencing equipments will have to be supplied with essential software.

4.11 **Video Conferencing Equipments Warranty**

The offer must include a minimum three years comprehensive on-site warranty. The Warranty period in respect of a location would start from a

single and uniform date i.e. from the date of the equipment installed. In no case, there would be multiple warranty dates.

The vendor shall be fully responsible for the warranty in respect of proper design, quality and workmanship of all equipment, accessories etc. covered by the tender. The vendor must warrant all equipment, accessories, spare parts like mike, remote, motherboard of camera, Motherboard, Fan etc. against any manufacturing defects during the warranty period. During the warranty period, vendor shall maintain the systems and repair/replace at the installed site all defective components, at no charge to the DCPU.

4.12 If the Bidder on account of the defects and/or repairs replaces certain items by changing the design or materials, such change shall not reduce the performance of the equipment as per the technical specification.

4.13 The period of 3 years' warranty required from the vendor shall not apply on the equipments with a warranty period of 3 years or more.

5. Spare Parts

The vendor will make the spare parts for the systems available for the warranty period of three years from the time of acceptance of the system.

6. Penalty for delay

After getting order from the DCPU for installation of the VC system, the agency must install it within 45 days of the issue of the order. For any delay in installation and commissioning of Video Conferencing, a penalty of Rs. 500/- may be charged by the DCPU from the agency as penalty on case to case basis.

7. Resolution of Disputes

The DCPU and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, the DCPU and the vendor are unable to resolve amicably a contract dispute; the matter shall be referred to the Director, Social Welfare-cum-Vice Chairperson, SCPS for resolution whose decision shall be final and binding on both the parties.

8. As this is a cost based selection of service providers/vendors, the SCPS will be at its discretion to select one or more vendors in case the rates quoted by agencies match with the lowest rate quoted. The distribution of districts among such vendors may happen accordingly and the decision of the SCPS shall be final and binding.

9. This RFP is issued only for the purpose of selection of the agency based on the lowest rate quoted by the bidder and after the fulfilment of other eligibility criteria.
10. Work order for the supply of Video Conferencing System will be issued by the concerned District Child Protection Unit based on the requirement. The State Child Protection Society shall issue letters to the concerned DCPUs for issuing work order accordingly.
11. The SCPS reserves all the rights to cancel or terminate at any stage of the bidding process/selection/work order.

(Specification for VC system)

	Name of Item	Required Technical Specification and Standards	Other Technical Specifications and Standards
1	Quantity	1 (One) Unit	
2	Video Standards	H.261 , H.263, H263+, H.263++, H.264 High Profile, H.264 Baseline Profile	
3	Video Frame Rate	Should support 60 fps with 1080p resolution from day one	
4	Video Features	Ability to send and receive two live simultaneous video sources in a single call, so that the image from the main camera and PC or document camera can be seen simultaneously. Should support H.239 and BFCP protocols with 1080p resolution	
5	Point to Point	Should have point to point connectivity on SIP/H.323 in 1080p/60fps conference feature enabled from day one.	
6	Video	Should support Minimum 1 monitor & upgrade to 2 Monitor for Self View, Remote View and Content all in separate Monitors.	
7	Video Output	Should have at least 1& upgradable to 2 nos. of HDMI / or equivalent (High Definition Multimedia Interface) output to connect Full High Definition display devices such as plasma and projectors for both Video and Content.(Single / Dual Monitor Support)	
8	Video Input	Should have at least 2 HD video Input to connect full HD cameras. Should have at least one additional video Input to connect auxiliary full HD camera. Should have VGA/DVI/HDMI port to connect PC/ Laptop directly to the Video conferencing system and display resolutions upto 1080p	
9	Audio : Audio standards supported	G.711, G.722,G.722.1, 64 kbps MPEG-4 AAC-LD or equivalent standard must be supported.	
10	Other Desirable features	Noise Reduction, Automatic Gain control, Acoustic Echo Canceller,	
11	Audio Inputs	Bidder should supply 1 tabletop microphone. The microphones must be standard based microphones. The pick up of the microphones should be at least 10 feet from the microphone Echo Cancellation for every input must be available	
12	External devices	Should have USB port and should have recording facility	
13	Network Interfaces	1 LAN /Ethernet-10/100/1000 Mbps full duplex. Should have support for IPV4 & IPV6 networks	
14	Bandwidth	IP at least 6 Mbps and upto 18 Mbps	
15	Security : Menu Control	Password protected system menu	
16	Encryption of video call	<ul style="list-style-type: none"> ITU-T standards based Encryption of the video call Call should be encrypted end-to-end on IP Should support Standards-based: SRTP (AES 128 bit), H.235 (AES 128 bit) 	
17	PC Peripheral Option for Skype	VC unit should be capable of high quality microphone and camera as PC peripherals ,and as a microphone and camera for Skype Calls	
18	Camera	3x optical zoom cameras with 1920x1080p 60 frames per second.	
19	Specifications	Pan range: +/- 100 degrees, Tilt range: +/-20 degrees	
20	Warranty	Minimum 3(Three) year warranty should be provided for this unit from the date of successful commissioning	
21	Display Panel	24"/40" LED TV	