

SCHEDULE TO EOI
GOVERNMENT OF INDIA
(Ministry of Home Affairs)
IT WING DIRECTORATE CRPF,
 BLOCK-1, CGO COMPLEX, LODHI ROAD, DELHI-110003

E.O.I No.	:	No. M.V-12/2021-22-ITW-DA-IV (SELO VC) dated 06/07/2021.
EOI Publish date	:	06/07/2021
Pre bid meeting	:	13/07/2021 from 1500 Hrs onwards
Clarification Submission end date	:	1700 Hrs on 21/07/2021
Last date and time of receipt of EOI through e-mail and CPPP	:	By 1500 Hrs on 28/07/2021
Time and date for opening of Online/Offline E.O.I	:	At 1500 Hrs on 29/07/2021

Description of task, submission format and procedure is provided in the EOI document available on CRPF Website: <https://crpf.gov.in> and eProcurement web portal <https://eprocure.gov.in/eprocure/app> (CPP PORTAL). Interested OEM/Service Providers/ System Integrators are advised to go through the clauses of this EOI carefully before filling.

S No	Name of Assignment
01	Providing of Software Based Video Conferencing Solution for CRPF to be hosted on premises at CRPF Datacentre

All documents attached with this invitation to EOI including the specifications are SACROSANCT.

It is therefore, important that EOI Acceptance Letter which is a written undertaking that all the terms and condition of the EOI are understood and accepted should be signed and submitted through e-Procurement site <https://eprocure.gov.in/eprocure/app>. Further, OEM/service provider/System Integrator may also send the same on e-mail i.d.itwing@crpf.gov.in or hardcopy to following address by 1400 Hrs on 28/07/2021:

Head Quarter: DIG(IT), IT Wing, 3rd Floor
 Block No 1, CRPF HQ, CGO Complex,
 Lodhi Road, New Delhi - 110003
[Tel: +91-11-24361992/24366387](tel:+91-11-24361992/24366387)
 E-Mail – itwing@crpf.gov.in

SD/-05/07/21
 (Harjinder Singh)
DIG (IT) CRPF

For and on behalf of the President of India

Expression of Interest for Software Based Video Conferencing Solution (on premises) for CRPF

1. Instruction to the service provider/System Integrators

1.1. STANDARD DEFINITIONS

1.	OEM/Service provider/System Integrator	Means any interested and eligible Original Equipment Manufacturer or Service Provider company registered under Companies Act 1956/2013 who submit their proposals against the EOI.
2.	Contract	Means the Contract signed by the Parties and all the attached documents listed therein, i.e. Terms of Reference, the General Conditions and the Appendices.
3	Project Specific Information	Means such part of the Instructions to OEM/Service provider/System Integrators used to reflect specific project and assignment
4.	Day	Means calendar day
6.	Government	Means the Government of India
7.	Instructions to Service	Means the document, which provides OEM/service provider/System integrator with requisite information to prepare their proposals
8.	Personnel	Means professionals and support staff provided by the OEM/service provider/System Integrator.
9.	Proposal	Means the Technical Proposal and the Financial Proposal Read separately
10.	EOI	Means the Expression of Interest prepared by the CRPF for short listing of OEM/Service provider/System Integrators.
11.	Assignment/Job	Means the work to be performed by the OEM/service provider/System Integrator to the Contract

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S.No.	Description	Remarks
1.	Name of Assignment	PROVIDING SOFTWARE (SVC) BASED VIDEO CONFERENCING SOLUTION FOR CRPF WHICH SHOULD BE HOSTED ON PREMISES AT CRPF DATACENTRE
2.	Tender Reference No.	No. M.V-12/2021-22-ITW-DA-IV (SELO VC) dated 05/07/2021
3.	EOI Type	Open
4.	EOI Submission Mode	Online / Email
5.	EOI Release Date	06 July 2021
6.	Last Date of Submission	28 July 2021 at 1500 Hrs
7.	Date of Opening of Proposals	29 July 2021 at 1500 Hrs
8.	Location of Proposal Opening	<u>Directorate General CRPF, Block-1, CGO Complex, Lodhi Road, New Delhi – 110003</u>
9.	Contact Details for Correspondence	DIG(IT) <u>CRPF HQ, Block-1, CGO Complex, Lodhi Road, New Delhi – 110003</u> <u>Tel – 011-24361992</u> <u>E-Mail – itwing@crpf.gov.in</u>
10.	EOI Category	Works/Services
11.	Period of Validity of EOI Terms & Condition	5 Years.

1.2.2. Important Notice to all the OEM/Service provider/System Integrators

- a) An incomplete or ambiguous or conditional or late proposal is liable to be summarily rejected.
- b) The OEM/ service provider/System Integrator must attest the original EOI document with authorized signature and stamp as an acceptance of the EOI terms and conditions and submit the same along with the EOI response. In case of non-compliance, the proposal is liable to be summarily rejected.

Note:

- i) As a part of pre-bid if there are changes in submission format, then all the proposals submitted till that time will be null and void. The OEM/service provider/System Integrator has to resubmit the proposals again as new. CRPF will not take any responsibility for any lapse what so ever on account of this issue.

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- ii Compliance to registration requirements and payment regarding the same etc. and timely uploading of the proposals will be responsibility of the OEM/service provider/System Integrator.

1.3. TERMS & CONDITIONS OF THE EOI

1.3.1 Conditions under which this EOI is issued

- a. This EOI is not an offer and is issued with no commitment. CRPF reserve the right to withdraw the EOI and change or vary any part thereof at any stage. CRPF also reserve the right to disqualify any OEM/service provider/System Integrator, should it be so necessary at any stage. CRPF may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this EOI. These amendments will be notified officially on CRPF website/CRPF Portal.
- b. This EOI supersedes and replaces any previous public documentation & communication with regard to the subject, and OEM/service provider/System Integrators should place no reliance on such communications.
- c. CRPF reserve the right to withdraw this EOI, alter/modify the conditions mentioned in this EOI document at any state of the bidding process.
- d. Timing and sequence of events resulting from this EOI shall ultimately be determined by CRPF
- e. No oral conversations or agreements with any official or employee of CRPF shall affect or modify any terms of this EOI and any alleged oral agreement or arrangement made by a OEM/service provider/System Integrator with any department, entity, official or employee of CRPF shall be superseded by the definitive contract the at results from this EOI process. Oral communications by CRPF to OEM/service provider/System Integrators shall not be considered binding on CRPF, nor shall any written materials provided by any person other than CRPF.
- f. Neither the OEM/service provider/System Integrator nor their representatives shall have any claims what so ever against CRPF or any of their respective officials, agents, or employees arising out of, or relating to this EOI or these procedures (other than those arising under a definitive service contract with the OEM/service provider/System Integrator in accordance with the terms thereof).
- g. OEM/service provider/System Integrators who are found to canvass, influence or attempt to influence in any manner the qualification or selection process, including without limitation, by offering bribes or other illegal gratification, shall be disqualified from the process at any stage.
- h. In case of any dispute arising, the decision of the CRPF will be final.
- i. The jurisdiction in case of disputes shall be the Courts of Delhi/New Delhi.

1.3.2 Rights to the content of the proposal

For all the proposals received before the last date and time of proposal submission, the proposals and accompanying documentation of the qualification proposal will become the property of CRPF and will not be returned after opening of the qualification proposal. CRPF is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the OEM/service provider/System Integrators. CRPF shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.

1.3.3 Acknowledgment of understanding of terms

- a. By submitting a proposal, each OEM/service provider/System Integrator shall be deemed to acknowledge that he has carefully read all sections of this EOI, including all forms, schedules

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and annexure here to, and is fully informed and agrees to accept as to all existing conditions and limitations.

- b. All information supplied by OEM/service provider/System Integrators may be treated as contractually binding on the OEM/service provider/System Integrators, on successful award of the assignment by the CRPF on the basis of this EOI.

1.3.4 Issue of Clarifications

a) Responses to Clarification and issue of Corrigendum

- i. At any time prior to the last date for receipt to proposals, CRPF may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective OEM/service provider/System Integrator, modify the EOI Document by a corrigendum.
- ii. The Corrigendum (if any) & clarifications to the queries from all OEM/service provider/System Integrators will be posted on the website. Any such corrigendum shall be deemed to be incorporated into this EOI.
- iii. In order to provide prospective OEM/service provider/System Integrators reasonable time for taking the corrigendum into account, CRPF may, at its discretion, extend the last date for the receipt of Proposals.
- iv. As a part of pre-bid if there are changes in submission format, then all the proposals submitted till that time will be null and void. The OEM/service provider/System Integrator has to re-submit the proposals. CRPF will not take any responsibility for any lapse what-so ever on account of this issue.

1.3.5 Clarifications and Amendments of EOI document

- a. OEM/service provider/System Integrators may request a clarification on any clause of the EOI document. Any request for clarification must be sent in writing, or by standard electronic means to the CRPF address mentioned in EOI. CRPF will respond in writing, or by standard electronic means and will send written copies of the response (including an explanation of the query raised but without identifying the source of inquiry) to all OEM/service provider/System Integrators. If CRPF deem it necessary to amend the EOI as a result of a clarification, it shall do so following the procedure under para (b) below.
- b. At any time before the submission of proposal, CRPF may amend the EOI by issuing an addendum in writing or by standard electronic means. The addendum will be binding to all the prospective OEM/service provider/System Integrators. To give OEM/service provider/System Integrators reasonable time in which to take an amendment into account in their proposals CRPF may, if the amendment is substantial, extend the deadline for the submission of proposals.

1.3.6 Preparation of the Proposal

At the time of submission of proposal, the OEM/service provider/System Integrator has to ensure that each page is numbered and is duly signed by the interested OEM/service provider/System Integrator or his duly authorized representative. In case the proposal is signed by the authorized representative, a letter of authorization should be enclosed with the proposal.

a) Proposal Content

All the forms provided in the annexure should be submitted with relevant information and documents as asked in the EOI document. Proposal must be submitted in the form of all the forms as per Annexure of EOI duly signed & other undertakings. Proposal should be a complete document. A compliance statement offering the compliance to various clauses of the EOI should be signed and attached with the proposal.

b) Proposal Preparation Cost

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The interested OEM/service provider/System Integrator shall bear all its cost associated with or relating to the preparation and submission of its proposal, including, but not limited to preparation, copying postage, delivery fees, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/ presentations, in providing any additional information required by CRPF to facilitate the evaluation process, and in negotiating a definitive contractor all such activities related to the bid process. CRPF will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process

c) Language of the Proposal

The Proposal all the correspondence and documents should be filled by the interested OEM/service provider/System Integrators in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Agencies. For purposes of interpretation of the documents, the English translation shall govern.

1.3.7 Submission of the Proposal

The interested OEM/service provider/System Integrators are advised to study the EOI document carefully. Submission of Proposal shall be deemed to have been done after careful study and examination of the EOI document with full understanding of its implications. OEM/service provider/System Integrators shall submit their responses latest by 28 July 2021 1500 Hrs.

1.4. GENERAL CONDITIONS OF THE EOI

1.4.1 Confidentiality

Information relating to evaluation of proposal and recommendations concerning awards shall not be disclosed to the interested OEM/service provider/System Integrators who submitted the proposal or to other persons not officially concerned with the process, until the publication of the award of contract. The undue use by any OEM/service provider/System Integrator of confidential information related to the process may result in the rejection of its proposal and may be subject to the provisions of CRPF's antifraud and anti-corruption policy.

1.4.2 Conflict of Interest

- a) CRPF requires that OEM/service provider/System Integrators provide professional, objective, and impartial advice and at all times and hold the Government Departments/Any Government Organization's Interests paramount, strictly avoiding conflicts with other Assignment/jobs or their own corporate interests and act without any consideration for future work.
- b) Without limitation on the generality of the foregoing, OEM/service provider/System Integrators, and any of their affiliates, shall be considered to have a conflict of interest and shall not be engaged, under any of the circumstances set forth below:
 - i. **Conflicting activities**: A OEM/service provider/System Integrator that has been engaged by the Government Departments/Any Government Organization to provide goods, works or assignment/ job other than consulting assignment/ job for a project and any of its affiliates, shall be disqualified from providing consulting assignment/job related to those goods, works or Assignment/job. Conversely, a OEM/service provider/System Integrator hired to provide consulting assignment/job for the preparation or implementation of a project and any of its affiliates, shall be disqualified from subsequently providing goods or works or assignment/job other than consulting assignment/job resulting from or directly related to the OEM/service provider/System Integrator's consulting assignment/job for such preparation or implementation. For the purpose of this paragraph, assignment/job other than consulting assignment/job a redefined to those leading to a measurable physical output.

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- ii. **Conflicting Assignment/job**: A OEM/service provider/System Integrator (including its Personnel and Sub- contractors) or any of its affiliates shall not be hired for any Assignment/job that by its nature, may be in conflict with another assignment/job of the OEM/service provider/System Integrator to be executed for Government Departments/Any Government Organization.
 - iii. **Conflicting relationships**: A OEM/service provider/System Integrator(including its Personnel and Sub- contractors)that has a business or family relationship with a member of the Government Departments/ Any Government Organization's staff who is directly or in directly involved in any part of(i)the preparation of the Scope of Work related to the assignment/ job,(ii)the selection process for such assignment/ job, or(iii)supervision of the Contract, may not be awarded a Contract, unless the conflicts terming from this relationship has been resolved in a manner acceptable to the Government Departments/Any Government Organization throughout the selection process and the execution of the Contract.
- c) OEM/service provider/System Integrators have an obligation to disclose any situation of actual or potential conflict that impacts their capacity to serve the best interest of Government Departments/Any Government Organization, or that may reasonably be perceived as having this effect. Any such disclosure shall be made as per the Standard forms of technical proposal provided herewith. If the OEM/service provider/System Integrator fails to disclose said situations and if the Government Departments/ Any Government Organization comes to know about any such situation at any time later, it may lead to the disqualification of the OEM/service provider/System Integrator during bidding process or the termination of its Contract during execution of assignment.

1.4.3 Right to accept or reject any or all proposals

- a) Notwithstanding anything contained in this document, CRPF reserves the right to accept or reject any proposal and to annul the Selection Process and reject all proposals, at any time without any liability or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof.
- b) CRPF reserves the right to reject any proposal if: (i)at any time, a material misrepresentation is made or discovered, or(ii)the OEM/service provider/System Integrator does not provide, within the time specified by the CRPF, the supplemental information sought by the CRPF for evaluation of the proposal. Misrepresentation/improper response by the OEM/service provider/System Integrator may lead to the disqualification of the OEM/service provider/System Integrator.

1.4.4 Fraud and corrupt practices

- a) The OEM/service provider/System Integrators and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the Selection Process. Notwithstanding anything to the contrary contained in this document, CRPF shall reject a proposal without being liable in any manner what so ever to the OEM/service provider/System Integrator, if it determines that the OEM/service provider/System Integrator has, directly or indirectly or through an agent, engaged incorrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice(collectively the "Prohibited Practices")in the Selection Process.
- b) Without prejudice to the rights of the CRPF herein above and the rights and remedies which the CRPF may have under the contract, if OEM/service provider/System Integrator is found by CRPF to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the Selection Process, or after the execution of the contract, such OEM/service provider/System Integrator shall not be eligible to participate in any tender or EOI or RFP issued by CRPF during a period of five years

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from the date such OEM/service provider/System Integrator, as the case may be, is found by CRPF to have directly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice.

1.4.5 General Terms and Conditions

- a. This EOI does not constitute and will not be deemed to constitute any commitment or confirmation on part of CRPF for any purchase/work order to the OEM/service provider/System Integrator'(s).
- b. The OEM/service provider/System Integrator shall bear all costs associated with the preparation and submission of its response to this EOI, including cost of Demo/Presentation for the purpose of clarification of the offer, if so desired by CRPF. CRPF will in no case be responsible for these costs. The EOI document duly completed, numbered and signed by the authorized signatory.
- c. At any time prior to the last date for receipt of offers, CRPF may for any reason, whether at its own initiative or in response to a clarification requested by a prospective OEM/service provider/System Integrator, modify the EOI document and all formats including annexure by issuing clarification(s) and/or amendment (s). In order to provide prospective OEM/service provider/System Integrators reasonable time to take the amendment into account in preparing their offers, CRPF may, at its sole discretion, extend the last date for receipt of offers and/or make other changes in the requirements set out in the invitation for EOI.
- d. While this EOI has been prepared in good faith, neither CRPF nor its employees make representation or warranty, express or implied, or accept any responsibility or liability, whatsoever, in respect of any statements or omissions herein, or the accuracy, completeness or reliability of information, and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this EOI, even if any loss or damage is caused by any act or omission on their part.
- e. CRPF reserves the right to cancel this EOI without assigning any reasons. CRPF will not be under obligation to give clarifications for doing the aforementioned.
- f. Upon verification, evaluation / assessment, if in case any information furnished by the OEM/service provider/System Integrator is found to be false/ incorrect, their bid can be rejected and no correspondence on the same shall be entertained. Based on the previous experience, performance & capability, eligible OEM/service provider/System Integrators will be categorized/ shortlisted.

1.4.6 RECIPROCITY CLAUSE:-

Indian suppliers of this service are not allowed to participate and/ or compete in procurement by some foreign governments. OEM/service provider/System Integrators / products from such countries are not eligible / not allowed to participate in the bid in terms of clause 1 (d) of Public Procurement (Preference to Make in India) Order, 2017 after finalization of subject EOI .

1.4.7 Preference to Make In India products :

Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time

1.4.8 Purchase preference to Micro and Small Enterprises (MSEs):

Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry.

1.4.9 On boarding of GeM:-

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As per MoF, DoE, Procurement Policy Division OM No. No. 6/9/2020-PPD dated 24/08/2020, all contracts of more than Rs.25 Lakhs (Including taxes etc), It is mandatory for sellers providing Goods and Services to Central Govt Organisations to be registered on GeM and obtain a unique GeM Seller ID. An undertaking in this regard should be submitted by the OEM/service provider/System Integrator at the time of participation to this effect as per Annexure- 5

2. A. PURPOSE OF EOI & BROAD SCOPE OF WORK

The purpose of this EOI is to explore the availability & functionalities of Software Based Video Conferencing Solution which can fulfil requirement of CRPF V C solution.

2.1. BACKGROUND

2.2. CRPF

Over the years, CRPF has consciously groomed and implemented various technologies in the field of IT. Currently we have our own Intranet Project named as “SELO” on which most of the offices of CRPF are connected through dedicated MPLS lines (2 / 4 / 8 /16 / 34 mbps). Datacentre is located in CRPF HQ having MPLS bandwidth of 1 Gbps.

Currently we are using Microsoft Skype for Business VC solution for in house VC sessions. CRPF is looking to upgrade same with latest SVC based video conferencing system having capabilities as enumerated in the brief scope of work.

2.3. Brief Scope of Work

Video Conferencing Capabilities		Compliance (Y / N) or any deviation
1	VC Solution should support up to 250 users participating in a single video conference either by laptops, desktops or mobile devices.	
2	VC Solution should support atleast 15 live concurrent group conferences from day 1 where the total number of participants does not exceed 250.	
3	Solution must support minimum 36 speaker-cum-participant videos simultaneously displayed on screen, i.e. in continuous presence (CP) mode, on every participant's screen in Multipoint Group Conference.	
4	Solution should allow unlimited Virtual Rooms creation for holding conferences	
5	Live Streaming Integration: Every Live Conference should be able to be streamed to viewers through integration with YouTube/Facebook for unlimited stream viewers.	
6	Meetings with Guest Participants: Logged in user shall be able to invite up to 200 participants who may join such a conference via a secure link through a Meeting ID without logging-in.	
7	Supplied hardware must support the above load capacity. (If hardware based)	
8	Dynamic Optimization of VC Quality: Video streams resolution, compression ratio and frame rate must be adjusted dynamically and independently for every participant.	

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9	Proposed solution should be available on On-Premises and all the data should be locally available and under the control of the end customer using the solution and not the System Integrator/OEM.	
10	Proposed solution should provide for High Availability / Failover support along with Auto Scaling feature to support for additional users.	
11	Proposed video web conferencing solution shall be integratable with the email system and to its other sub-components. End users shall be able to schedule meeting through any email client.	
12	Host should have option to lock any participants video for view of every participants (same output in stream too)	
13	Option to assign role like Host / Cohost from the participants in a VC should be available	
14	Host should have privilege to mute / unmute any participants	
Video Conferencing Solution Endpoint: Client-Side Capabilities		
1	BYOD: Solution to include client apps compatible with all major Operating Systems prevailing. Solution should have client applications for all platforms namely Windows, Mac OS X, iOS, Android.	
2	User can download the client from a server and login to the VC system. Client accounts should not be tied to specific devices, they should be login id-password based so that it can be used from any device.	
3	Client should support Layout Switching from day 1 & should support Layout Control from within App.	
4	Client app should have built-in echo cancellation, noise suppression features.	
5	There should be a facility to mute all Participants who have joined the conference	
6	Solution should have Conference Scheduling facility with auto-dial facility to send call to all participants automatically.	
7	Video Resolution (minimum): Point-to-Point video calls: 2160p30, 1080p, 720p60, 720p30, 480p, 360p, 180p. For multipoint conferences: 720p30, 480p, 360p, 180p per stream.	
Webinar Capability in VC Solution		
1	WebRTC Compatible: It should support Https WebRTC connections in same conference as desktop & mobile apps.	
2	Browser based conference should have an option for Guest to join in without prerequisite of login id and password i.e just by using conference ID, guest should be able to join with audio and video with a valid email ID.	
3	Conference link must work in Mobile Browser of Android devices and iOS devices from Day1.	
4	The Proposed solution should also support a Lecture Style meeting where participants camera and audio is not enabled. It should have a provision for enabling audio / video of participants selectively for them to ask questions	

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5	Option to create Events / Webinar where there are selected Speakers and audiences	
Recording Facility in VC Solution		
1	Server-side Recording should be available with an option to switch on and off this functionality.	
2	It should have client-side video conferencing recording with the ability to switch it on and off at admin level	
3	Host should have the option to record the VC	
Video Conferencing Collaborative Tools		
1	Dual Video Support: i.e. Person's Video along with Screen Shared must be supported simultaneously.	
2	Personal and group instant messaging must be available. All the messages should be saved in internal database.	
3	All chats must be saved in a Database from Day 1	
4	Address book with user groups and participants list must be available.	
5	Solution should provide access to user's directory, search and calls history.	
6	Availability of PowerPoint Presentation, PDF, Desktop & Application Sharing	
7	Slide shows must be supported	
8	Screen and Application sharing must be supported including video audio playing during conference. Sharing of Audio / Video clips must be available	
9	Content Resolution: Content sharing: identical to source up to 1080p or better. Slide shows up to 1280x1024 must be supported.	
10	The Proposed Solution should be seamless integrated with a Persistent Chat solution which should also allow for all the chat which is done in a meeting to be continued in a Chat Room without any action to done by the user. All the participants in the meeting should be part of that chat room automatically.	
11	The proposed solution should support a unique meeting generator which cannot be repeated for security purposes	
12	The Proposed solution should support Single, Multiple, Group Chats all through multiple clients accessible from desktop, web and mobile.	
13	Creating rooms / lobby where only selected participants is allowed inside the room	
Video Conferencing Management & Control		
1	VC Solution should be designed to be used in private networks (LAN/VPN) as well as over Internet if allowed by the System Administrator.	
2	To ensure highest level of fidelity and security within private networks from day 1	
3	Solution should be suitable for dedicated i.e. physical and virtualized infrastructures (vCPU) equally well in performance terms.	
4	The Solution shall support unlimited deployment of Desktop clients /Mobile Clients.	
5	There should be no hardware lock on client apps.	

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6	Admin Panel must be provided to manage tasks such as Server registration, start, stop and state monitoring.	
7	VC Server should be manageable remotely via web browser.	
8	For security of installation, access to admin console can be enabled only from select IPs or localhost.	
9	Moderators & Operator rights for user groups: Members of the group with operator rights automatically become moderators when entering any conference on the server. Several moderators can be assigned while creating a group conference in control panel.	
10	Server log viewing both simple and advanced/detailed logging should be featured.	
11	Registration of new users, activation and deactivation must be available.	
12	Group conferencing of different modes must be available to create permanent or semi-permanent Rooms.	
13	Protocol(s) Supported: WebRTC, SIP at the minimum.	
14	Encryption AES-128 or better, TLS. Via WebRTC: SRTP DTLS at the minimum.	
15	Server should support integration with LDAP/Active Directory	

Moodle Integration Capability		
1	The VC Solution must support hosting of Live Virtual Lectures in synchronization with Moodle.	
2	For the purpose of integration with Moodle, API support & detailed API documentation as well as easy integration with third-party websites should be available from Day 1.	

Technical Response:

1. As a part of EoI, OEM/service provider/System Integrator will have to submit a detailed technical proposal of offered solution which should at least include following:
 - Technical solution write-up
 - Components of the solution
 - Make & models of items along with technical specifications
 - Technical Literature/brochures of offered solution along with Data Sheets.
 - Details of any Previous installation of proposed solution (if any), Documentary Proof, Work Orders etc.
2. CRPF may ask for a demonstration before evaluation / POC:
 - OEM/service provider/System Integrator may have to give detailed presentation of offered solution.
 - CRPF shall provide / allot location for presentation cum demonstration of offered solution.
 - OEM/service provider/System Integrator may have to demonstrate the offered solution by installing the required components. The cost of the preparation of EoI as well as arranging presentation cum demonstration should be borne by the OEM/service provider/System Integrator/OEM on No Cost No Commitment basis.
 - An board of officers committee will be formed by CRPF to study/evaluate the proposed models and to select the best and cost effective technology platform/products etc. from all proposed solution.
 - .CRPF reserves the right to accept or reject any or all proposals without assigning any reasons whatsoever. CRPF decision in this matter will be final.

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PRE-QUALIFICATION CRITERIA & PROPOSAL EVALUATION

2.4. QUALIFICATION CRITERIA

Apart from the General Qualifications and Functional Requirements listed against each category of the solutions, the OEM/service provider/System Integrators/OEM who meet ALL of the following qualification criteria need only apply. The OEM/service provider/System Integrator shall fulfill all of the following qualification criteria independently on the date of submission of proposal or as specified in the criteria:

2.4.1 Pre-Qualification Evaluation Criteria-Financial

S No.	Criteria	Compliance (Yes/No)	Supporting Documents To Be Submitted
1	OEM/service provider/System Integrator Should be company registered under Companies Act 1956/2013. The OEM/service provider/System Integrator should be an experienced Video Conferencing solution provider registered in India. The registered OEM/service provider/System Integrator should be operating in India for a minimum of 3 years,		Signed and Stamped Form With copies of supporting Documents.
2	Having Mandatory registered Certificates/Undertakings office in India.		
	OEM/service provider/System Integrator/OEM should not have been blacklisted by any of the Central Government or State Government or any organization under Central/ State Government. Should not have been found guilty of any criminal offence by any court of law in India or abroad.		Self-Declaration/Certification on letter head
	OEM/service provider/System Integrator/OEM and its directors and officers should not have been convicted of any criminal offence related to their professional conduct or the making of false statement or misrepresentations as to their qualifications to enter into procurement contract disqualified pursuant to debarment proceedings.		Self-Declaration/Certification on letter head
	OEM/service provider/System Integrator/OEM should not have a conflict of interest in the procurement in question as specified in the EOI documents. Comply with the code of integrity as specified in the bidding Document		Self-Declaration/Certification
3	Tax Registration: The Service provider/System Integrator should Submit ITR of Last 3 years with		Signed and Stamped Form as per Annexure-2
	a. GSTN		
	b. PAN		
	c. Company Registration Certificate		

Expression of Interest for Software Based Video Conferencing Solution for CRPF

4.	Business Turnover: The OEM/OEM/service provider/System Integrator should have a cumulative turnover of the last three audited financial years of 10 crores. (Financial years: 2018-19, 2019-20, 2020-21) with minimum 3 crores of turnover every year in the area of Video Conferencing. .		Certificate from CA signed and stamped.
5	Business Profitability:		
	The OEM /OEM/service provider/System Integrator should have positive net worth and have not occurred loss in last 3 years ending FY 2020-21 duly certified by a chartered accountant.		Certificate from CA signed and stamped.

Other Conditions:

1. OEM/service provider/System Integrators/OEM are neither allowed to join hands to participate in the EOI nor allowed to submit multiple responses. In case of detection of such, their bid(s) is/are liable to be rejected. No consortium will be entertained by CRPF.
2. OEM/service provider/System Integrator/ OEM should ensure they satisfy General terms and condition, Technical Compliance and Prequalification criteria for bid, Incomplete / partially complete bids are liable to be rejected.

2.4. PROPOSAL EVALUATION

- a) The OEM/service provider/System Integrators' proposals will be evaluated as per the requirements specified in the EOI and adopting the qualification criteria as spelt out in this EOI. The OEM/service provider/System Integrators are required to submit all required documentation as per qualification criteria as specified in EOI.
- b) It will be OEM/service provider/System Integrator's responsibility to furnish sufficient and relevant information / documents in support of their claim that they meet the requirements in the qualification criteria fully.
- c) EOI proposals received by the prescribed date and times shall only be considered and evaluated by evaluation committee constituted by competent authority.
- d) Evaluation of proposals shall be based on:
 - i. Information contained in the proposal, the documents annexed there to and clarifications provided, if any.
 - ii. Experience and Assessment of the capability of the OEM/service provider/System Integrator based on past record.
 - iii. Comments on ToR/Scope of Work as per annexure provided in EOI document.
- e) CRPF reserves right to seek any clarifications on the already submitted bid documents; however no fresh documents shall be accepted in support of proposals.
- f) Conditional proposals shall NOT be accepted on any ground and shall be rejected straight way. If any clarification is required, the same should be obtained before submission of the proposals.
- g) Even though OEM/service provider/System Integrators satisfy the necessary requirements they are subject to disqualification if they have:
 - i. Made untrue or false representation in the form, statements required in the EOI document.
 - ii. Records of poor performance such as abandoning work, not properly completing contract, financial failures or delayed completion.

Expression of Interest for Software Based Video Conferencing Solution for CRPF

3 **ANNEXURES**

3.1 ANNEXURE 1: PROPOSAL COVERING LETTER (ON SERVICE PROVIDER/SYSTEM

INTEGRATOR'S LETTERHEAD)

To,

DIG(IT)

CRPF HQ, Block-1, CGO Complex, Lodhi Road, New Delhi – 110003

E-Mail – itwing@crpf.gov.in

Subject:: Submission of the Proposal for <insert EOI Name><EOI No.>

Dear Sir,

1. We, the undersigned, offer to provide services to CRPF with reference to your Expression of Interest <insert EOI Name> dated <insert EOI date>and our Proposal. We are hereby submitting our proposal.
2. We hereby declare that all the information and statements made in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.
3. We agree to abide by all the terms and conditions of all the volumes of this EOI document. We would hold the terms of our proposal valid for the number of days as stipulated in the EOI document.

Yours sincerely,

(Authorized Signatory) Signature:

Name: Designation:

Address:

Seal: Date:

Expression of Interest for Software Based Video Conferencing Solution for CRPF

3.2 ANNEXURE 2: OEM/SERVICE PROVIDER/SYSTEM INTEGRATOR'S GENERAL INFORMATION (ON OEM/SERVICE PROVIDER/SYSTEM INTEGRATOR'S LETTER HEAD) OEM/service provider/System Integrator need to fill in the details (with supporting documents attached).

1.	Name of OEM/service provider/System Integrator	
2.	Type of Service provider/System Integrator(registered company under Indian Companies Act, 1956/2013	
3.	Year of establishment	
4.	Address of registered office with telephone no. and fax no.	
5.	Address of office/sin National Capital Region of Delhi	
6.	A profile of the OEM/service provider/System Integrator clearly declaring the domain specific expertise/experience of the OEM/service provider/System Integrator	
7.	No. of years of Experience in in Video Conferencing	
8.	PAN No.	
9.	GSTN Reg. No.	
10.	Whether the firm has been blacklisted By any Central Govt. /State Govt./PSU/ Govt. Bodies/Autonomous? If yes, de- tails thereof.	
11.	Status and details of disputes/litigation/arbitration, if any.	
12.	Name, Designation and address of the Officer to whom all references shall be made regarding this EOI	
13.	Contact details of Authorized signatory In reference to this EOI	

(Authorized Signatory) Signature:

Name: Designation:

Address:

Seal: Date:

Expression of Interest for Software Based Video Conferencing Solution for CRPF

3.3. ANNEXURE 3: DECLARATION LETTER (ON OEM/SERVICE PROVIDER/SYSTEM INTEGRATOR'S LETTERHEAD)

DECLARATION

- i. I, <Name & Designation>solemnly affirm that the facts stated above are correct and nothing has been withheld. If any information submitted above, is found to be false or fabricated, I may be liable to be debarred from Engagement.
- ii. I permit CRPF to inspect my records to ascertain the above facts. iii. I permit CRPF to cross check the above facts from any other source.
- iv. I or my authorized representative, if required by CRPF, would make a presentation before the duly constituted Committee at my own cost.
- v. I will abide by the decision of CRPF regarding Engagement.
- vi. I have read & understood the EOI document and agree to all the terms & conditions stated there in.

(Authorized Signatory) Signature:

Name: Designation: Address:

Seal: Date

Expression of Interest for Software Based Video Conferencing Solution for CRPF

3.4. ANNEXURE 4: ACCEPTANCE LETTER (ON OEM/SERVICE PROVIDER/SYSTEM INTEGRATOR'S LETTERHEAD)

To,

DIG(IT)
CRPF HQ, Block-1, CGO Complex, Lodhi Road, New Delhi – 110003
E-Mail – itwing@crpf.gov.in

Subject: **Acceptance of EOI Terms & Conditions of <EOI No.>**

Dear Sir,

1. I/We hereby certify that I/We have understood and clarified the entire terms and conditions of the EOI documents and I/We shall abide by the conditions/clauses contained therein.
2. The corrigendum(s) issued from time to time by your department/ organizations too have also been taken into consideration, while submitting this acceptance letter.
3. I/We hereby unconditionally accept the EOI conditions of EOI document in its entirety for the above work.
4. The contents of clauses of the EOI documents have been noted where in it is clarified that after unconditionally accepting the EOI conditions in its entirety, it is not permissible to put any remarks/conditions in the EOI and the same has been followed in the present case. In case, this provision of the EOI is found violated after opening the proposal. I/We agree that the EOI shall be rejected.

Yours sincerely,

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

Expression of Interest for Software Based Video Conferencing Solution for CRPF

**3.5 ANNEXURE 5: UNDERTAKING TO ON BOARDING OF GeMPLATFORM:-
(To be submitted on the Letterhead of the System Integrator)**

(Place)

(Date)

To,

DIG(IT)

CRPF HQ, Block-1, CGO Complex, Lodhi Road, New Delhi – 110003

E-Mail – itwing@crpf.gov.in

Subject: UNDERTAKING RELATED TO ON BOARDING OF GeM PLATFORM

Dear Sir,

We, M/S _____ (Name of the OEM/service provider/System Integrator) we undertake to certify that, we will on board GeM portal for getting the order/acceptance of contract on successful vetting of EOI for software based Video Conferencing Solution (On Premises) and inability to do so will disqualify me from participation in bid and getting supply order of the project.

Yours sincerely,

(Authorized Signatory)

Signature:

Name:

Designation:

Address:

Seal:

Date:

Expression of Interest for Software Based Video Conferencing Solution for CRPF

4 SUBMISSION OF BIDS

The bids shall comprise of two parts with following items and others as listed in the Annexure to this document.

- Part-1: Technical Bid.
- Part-2: Financial Estimation.

The OEM/service provider/System Integrators shall have to submit their bid documents in online mode through CPP Portal/email mentioned in the EOI

Part 1 {Technical bid} and Part 2 {Financial Estimation.} in the Department as per the dates mentioned in the Key Events & Dates. All the bids should be properly indexed.


Part-1: Technical Bid

- a) Technical Bid should contain the qualification criteria and supporting documents (Datasheets/Brochures etc.).
- b) Technical Compliance to the specifications

Part-2: Financial Estimation

The OEM/service provider/System Integrator are requested to submit their Financial Estimation offer and their business model like solution they proposing is based on per user license or based on concurrent users or perpetual licenses. OEM/service provider/System Integrator have to clearly mention the budget estimation for five years and per year AMC cost thereafter.

The financial estimation may be placed in separate cover or passcode protected. The passcode of the documents shall be given by the OEM/service provider/System Integrator only to the authorized person in CRPF. All the bids submitted on email must only be sent to the authorized email and NO COPY/CC/BCC otherwise bid will be automatically disqualified. The passcode will be sent just prior to opening of bids.

Government eProcurement System		eProcurement System Government of India					
		Tender Details					
		Date : 06-Jul-2021 12:53 PM					
		 Print					
Basic Details							
Organisation Chain	DG,CRPF,MHA Works and Communication,CRPF,MHA Communication Sector,CRPF,MHA EDP or IT Branch,CRPF,MHA						
Tender Reference Number	M.V-12/2021-22-ITW-DA-IV(SELO VC)						
Tender ID	2021_CRPF_637057_1						
Tender Type	Open Tender	Form of contract	EOI				
Tender Category	Services	No. of Covers	1				
General Technical Evaluation Allowed	No	ItemWise Technical Evaluation Allowed	No				
Payment Mode	Not Applicable	Is Multi Currency Allowed For BOQ	No				
Is Multi Currency Allowed For Fee	No	Allow Two Stage Bidding	No				
Cover Details, No. Of Covers - 1							
Cover No	Cover	Document Type	Description				
1	Fee/PreQual/Technical/Finance	.pdf	Compliance to Technical specification				
		.pdf	Compliance to Prequalification Criteria				
		.pdf	Annexures of the EOI				
		.pdf	Price estimation for the offered service				
Other Important Documents							
S.No	Category	Sub Category	Sub Category Description	Format/File			
1	Financial Details	Annual Turn Over Details	Annual Turn Over Details				
Tender Fee Details, [Total Fee in ₹ * - 0.00]				EMD Fee Details			
Tender Fee in ₹	0.00			EMD Amount in ₹	0.00	EMD through BG/ST or EMD Exemption Allowed	No
Fee Payable To	Nil	Fee Payable At	Nil	EMD Fee Type	fixed	EMD Percentage	NA
Tender Fee Exemption Allowed	No			EMD Payable To	Nil	EMD Payable At	Nil
Work /Item(s)							
Title	Invitation of Expression of Interest and budget estimation for Software Based						
Work Description	Invitation of Expression of Interest and budget estimation for Software Based Video Conferencing Solution (On Premises)						
Pre Qualification Details	As per EOI document						
Independent External Monitor/Remarks	NA						
Show Tender Value in Public Domain	No						

Tender Value in ₹	0.00	Product Category	Info. Tech. Services	Sub category	VIDEO CONFERENCING SOLUTION
Contract Type	Tender	Bid Validity(Days)	90	Period Of Work (Days)	30
Location	DELHI	Pincode	110003	Pre Bid Meeting Place	DELHI
Pre Bid Meeting Address	DIG(IT) CRPF, 3rd Floor, Block-1, CGO Complex, Lodhi Road, New Delhi-110003	Pre Bid Meeting Date	13-Jul-2021 03:00 PM	Bid Opening Place	DELHI
Should Allow NDA Tender	No	Allow Preferential Bidder	No		

Critical Dates

Publish Date	06-Jul-2021 01:00 PM	Bid Opening Date	29-Jul-2021 03:00 PM
Document Download / Sale Start Date	06-Jul-2021 01:00 PM	Document Download / Sale End Date	28-Jul-2021 03:00 PM
Clarification Start Date	06-Jul-2021 01:00 PM	Clarification End Date	21-Jul-2021 05:00 PM
Bid Submission Start Date	06-Jul-2021 01:00 PM	Bid Submission End Date	28-Jul-2021 03:00 PM

Tender Documents

NIT Document	S.No	Document Name	Description	Document Size (in KB)
	1	Tendernotice_1.pdf	Invitation of Expression of Interest and budget estimation for Software Based Video Conferencing Solution (On Premises)	1766.88

Work Item Documents	S.No	Document Type	Document Name	Description	Document Size (in KB)
	1	Tender Documents	EOI_VC.pdf	Invitation of Expression of Interest and budget estimation for Software Based Video Conferencing Solution (On Premises)	907.68

Bid Openers List

S.No	Bid Opener Login Id	Bid Opener Name	Certificate Name
1.	devbanyal@gmail.com	Devender Singh	DEVENDER SINGH
2.	esk921@gmail.com	Satheesh Kumar	E. Satheesh Kumar
3.	digit@crpf.gov.in	SHANKAR DUTT PANDEY	SHANKAR DUTT PANDEY
4.	riskyraosab@gmail.com	KARMVEER SINGH YADAV	KARMVEER SINGH YADAV

GeMARPTS Details

Reason for non availability of GeMARPTS ID	Urgent nature of Procurement
Remarks	This is EOI only but not tender
Document Name	NIT.pdf
Document Size (in KB)	670.40

Tender Inviting Authority

Name	DIG(IT) CRPF
Address	DIG(IT) CRPF, 3rd Floor, Block-1, CGO Complex, Lodhi Road, New Delhi-110003

Tender Creator Details	
Created By	KARMVEER SINGH YADAV
Designation	Dy. Comdt.
Created Date	05-Jul-2021 05:43 PM