

# **EXPRESSION OF INTEREST**

**FOR**

**SELECTION OF AGENCY FOR PROVIDING**  
**SOFTWARE BASED AUDIO-CONFERENCING**  
**SOLUTION**

Date: 16.04.2022

PUBLISHED BY

**DEPARTMENT OF INFORMATION TECHNOLOGY,  
ELECTRONICS & COMMUNICATION  
GOVERNMENT OF HARYANA**

## **Table of Contents**

|   |           |
|---|-----------|
| <b>1. DATA SHEET .....</b>                    | <b>3</b>  |
| <b>2. ABBREVIATIONS AND DEFINITIONS .....</b> | <b>4</b>  |
| <b>3. NOTICE INVITING EOI .....</b>           | <b>5</b>  |
| <b>4. INTRODUCTION.....</b>                   | <b>6</b>  |
| <b>5. SCOPE OF WORK.....</b>                  | <b>7</b>  |
| <b>5.1 INDICATIVE SCOPE OF WORK .....</b>     | <b>7</b>  |
| <b>5.2 DURATION OF PROJECT.....</b>           | <b>7</b>  |
| <b>6. REQUIREMENT FROM THE BIDDER.....</b>    | <b>8</b>  |
| <b>7. EVALUATION PROCESS .....</b>            | <b>9</b>  |
| <b>7.1 SCOPE OF POC .....</b>                 | <b>10</b> |
| <b>7.2 BID SUBMISSION FORMAT.....</b>         | <b>10</b> |

## 1. DATA SHEET

The bids are invited under two-stage bid system i.e. Expression of Interest (EOI) followed by Request for Proposal (RFP) for engaging an agency for “**Supply, Installation, Testing, Commissioning & Maintenance of Digital Audio-Conferencing Solution**”. The bids are to be submitted by the companies/agencies dealing in Audio-Conferencing Solutions, only through physical submission.

Sealed proposals addressed to O/o Head SeMT, DITECH, 4<sup>th</sup> Floor, SCO 109-110, Sector – 17 B, Chandigarh as per the schedule given below. EOI proposals must be received at the address specified below latest by **25-05-2022**.

| S. No. | Item  | Description  |
|--------|---|--|
| 1.     | EOI Inviting Authority & Address              | Department of Information Technology, Electronics & Communication, Govt. of Haryana (DITECH)   |
| 2.     | Name of Work                                  | Selection of Agency for Supply, Installation, Testing, Commissioning & Maintenance of Audio-Conferencing Solution                                    |
| 3.     | EOI Reference No.                             | Admn/347/2SIT/17329  |
| 4.     | Place of Execution                            | Haryana  |
| 5.     | EOI Document Availability                     | Refer to <a href="https://haryanait.gov.in/">https://haryanait.gov.in/</a>   |
| 6.     | Cost of EOI Document/ Application fee         | INR 5000 /-  |
| 7.     | Starting Date of EOI                          | 16-04-2022   |
| 8.     | Presentation/POC Venue                        | O/o Head SeMT, 4 <sup>th</sup> Floor, DITECH, SCO 109-110, Sector – 17 B, Chandigarh.  |
| 9.     | Last date and time for submission of proposal | 25-05-2022; 02:00 PM   |
| 10.    | Date and time for opening of proposal         | 27-05-2022; 11:00 AM   |
| 11.    | Email address for communication               | <a href="mailto:bhanu.pratap@semt.gov.in">bhanu.pratap@semt.gov.in</a> ,<br><a href="mailto:headsemt-hry@semt.gov.in">headsemt-hry@semt.gov.in</a> ; |

## 2. ABBREVIATIONS AND DEFINITIONS

| S. No. | Item  | Description  |
|--------|---|--|
| 1.     | GoH   | Government of Haryana  |
| 2.     | DITECH  | Department of Information Technology, Electronics & Communication, Haryana   |
| 3.     | SeMT  | State e Governance Mission Team  |
| 4.     | INR   | Indian National Rupees   |
| 5.     | IT  | Information Technology   |
| 6.     | Expression of Interest (EOI)  | This document and its annexure and any other documents provided along with this EOI or issued during the course of the selection of bidder, seeking a set of solution(s), services(s), materials and/or any combination of them.   |
| 7.     | VoIP  | Voice over Internet Protocol   |
| 8.     | POC   | Proof of Concept   |
| 9.     | SLA   | Service Level Agreement  |
| 10.    | Purchaser   | DITECH   |
| 11.    | Bidder ( Agency/ Service Provider/ System Partner/ Software Vendor/ IT System Partner/ Implementation Partner (IP)) | Any firm offering the solution(s), service(s) and for materials as required in the EOI. The words Bidder/ Agency/ Service Provider/ System Partner/ Vendor/ IT System Partner/ Implementation Partner (IP) when used in the pre-award period shall be synonymous with parties bidding for this EOI, and when used after award of the Contract shall mean the successful party with whom DITECH signs the agreement for rendering of services for implementation of this project. |
| 12.    | Authorized Representative / Competent Authority   | Any person authorized by either of the parties i.e. Bidder and DITECH.   |
| 13.    | RFP   | Request for Proposal   |
| 14.    | TOR   | Terms of Reference   |

### 3. NOTICE INVITING EOI

- a) Department of Information Technology, Electronics & Communication (hereinafter called Purchaser) invites Expression of Interest from prospective Companies/ Agencies/Organizations (hereinafter called bidder for the remainder of this document) desirous of and having proven track record of providing **“Supply, Installation, Testing, Commissioning & Maintenance of Digital Audio-Conferencing Solution”**.
- b) The successful Bidder will carry out the scope of work in accordance with the specifications provided in a detailed Request for Proposal (RFP) document which will be brought out later in the 2<sup>nd</sup> stage by the Purchaser. Purchaser now seeks EOI from Bidders for Supply, Installation, Testing, Commissioning & Maintenance of Audio-Conferencing Solution.
- c) Interested bidder who possess the similar experience may furnish their Expression of Interest (EoI) with all the necessary documents in a sealed cover along with the covering letter duly signed by an authorized signatory and a Bid Security fee of Rs. 5,000/- (Rs. Five Thousand Only) through a crossed demand draft / banker’s cheque drawn in favor of “Society for Information Technology Initiative Fund for e-Governance” from any commercial bank and payable at Chandigarh.
- d) The EOI submitted by fax / e-mail etc shall not be considered. Purchaser shall not be responsible for any postal delay or non-receipt / non delivery of the documents. No further correspondence on the subject will be entertained.

## 4. INTRODUCTION

IT (Information Technology) has made revolutionary changes around the world. Over the last few years, the IT industry has grown at a remarkable pace covering most aspects of computing and technology. The success of Indian Firms & professionals in IT arena has been spectacular and with abundant pool of IT talent, connectivity and wide infrastructure, Haryana has emerged as a leader in utilizing its IT skills.

The Haryana State government has been a key driver for increased adoption of IT-based products and IT enabled services in Public like Government to Government (G2G) services, Government to Citizen (G2C) Services, Healthcare, Education and financial services, etc. Such initiatives have enabled increased IT adoption in the state through sectoral reforms and adopt Digital India program which have led to creation of large-scale IT infrastructure with corporate / private participation.

Governments never stops and in the time of uncertainty and threat of public health to each citizen by pandemic, its work increases. Citizen dependency on government also increases and every citizen is looking towards government in this situation. Presently Video Conferencing solutions are widely being used however, when it comes to calling feature phones, the VC solutions lose their importance.

There is a need of having an Audio-conferencing solution with web interface to manage the callers which shall be used by State government offices for seamless audio communication between various stakeholders like government officials, government officers or citizens etc. The solution is expected to connect the intended list of users (callers) by means of an audio bridge and multiple connections (say approx. 1-2 thousand) are connected by way of one-way communication. The 2-way communication with the intended users be opened/ closed by means of the web interface/ solution interface with a queue management mechanism. The 2-way communication can also be opened for one or multiple users at the same time. The solution is also expected to cater the requirement in case any user drops the call due to any unavoidable reason, he or she should be allowed to reconnect/rejoin the conference call by self-dialing the conference number.

The purpose of this Expression of Interest (EoI) is to seek the services of a reputed Company/ Agency/Organization having proven track record of providing Software Based Audio Conferencing Solution i.e. **“Supply, Installation, Testing, Commissioning & Maintenance of Audio Conferencing Solution”** required by the purchaser i.e. “Department of Information Technology, Electronics & Communication (DITECH)”

## 5. SCOPE OF WORK

### 5.1 INDICATIVE SCOPE OF WORK

DITECH intends to engage leading IT/ ITeS Companies/ Agencies/ Organizations (Bidder) having industry recognized credentials in the field of “**Supply, Installation, Testing, Commissioning & Maintenance of Digital Audio-Conferencing Solution**”. The purchaser intends to install an interactive audio-conferencing solution that enables large number of stakeholders to join simultaneously (in thousands) with following desired set of features in the solution;

|       |  |
|-------|--|
| i.    | Calls that work on both smart/ feature-smartphones by operating through standard cellular networks   |
| ii.   | One-way audio speech broadcast   |
| iii.  | Providing “queue” mechanism at the web interface for the users connected in the call for asking a query/ question i.e. request for 2-way communication/ interaction with the speaker |
| iv.   | 2-way interaction can be allowed with one, few or all the users simultaneously through web interface   |
| v.    | Recording Feature with controls like mute any or few or all participants through web interface   |
| vi.   | Solution to accept a list of numbers to be called in acceptable formats like excel to initiate call to the list simultaneously.  |
| vii.  | Quick access audio meeting controls like start audio meeting, mute line, switch to your choice of audio  |
| viii. | Keypad Functionality to trigger some events at the web solution level say; requesting to speak, or raising hand etc  |
| ix.   | Scheduling Audio Conferencing at preset time and feature to play recorded audio as well  |
| x.    | VoIP Support (Optional)  |

### 5.2 DURATION OF PROJECT

Duration of the project shall be for a period of one year and can be extended on mutually agreed terms & conditions and performance of the partner company for a further period of one year on same terms & conditions.

## 6. REQUIREMENT FROM THE BIDDER

Any Bidder submitting their response against this EOI shall be mandatorily required to submit the following documents:

| #  | Document Type  |
|----|--|
| 1. | Bidder should be a legal entity and the copy of Certificate of incorporation and Partnership/Deed/Incorporation Document & LLP Agreement to be provided  |
| 2. | Certificate by Company Secretary of the bidder's organization that certifies that the said company is operating for the last three years.  |
| 3. | The company/firm shall have experience of providing similar projects to Central Govt./ State Govt./ PSUs/ Govt. bodies/Large Enterprises in India/ Overseas. Copy of Work Order/ Contract can be provided. |
| 4. | Self-certification by the authorized signatory with clear declaration of number of full time IT/ITeS resources on its pay roll   |

**Note:**

- a) The bidder should submit all the relevant documents as stated above. In case of non-submission of any of the above, the applicant shall be liable to be disqualified without any notice and the application or proposal of the applicant may not be processed further.
- b) The endeavour of this EOI/1<sup>st</sup> Stage is to have serious Bidders, who can help the Purchaser in conceptualization of scope of work & other areas of the RFP for procurement of SI/Vendor
- c) Bidder should illustrate industry exposure and experience in the field of required specialization(s).
- d) Bidder should demonstrate their ability to execute such projects in a fast, effective and professional manner.
- e) Bidder should have the ability to analyze industry/ technology trends and incorporate proven technologies into practice.
- f) Bidder should have lawful possession of all commercial/ standard hardware and software tools applicable in different areas of their specialization.



## 7. EVALUATION PROCESS

- 1) All bidders need to submit the desired documents as prescribed in this document. Screening of EOIs shall be carried out as per the verification of testimonials submitted.
- 2) Any attempt by a bidder to influence the bid evaluation process may result in the rejection of its EOI proposal.
- 3) Purchaser will constitute a committee to evaluate the responses of the Bidders in response to this EOI document (Technical Evaluation Committee).
- 4) The Technical Evaluation Committee constituted by the Purchaser shall evaluate the responses to the EOI and all the documentary evidence. Inability to submit requisite documents, may lead to rejection of the Bidder's EOI proposal.
- 5) The decision of the Technical Evaluation Committee in the evaluation of responses to the EOI shall be final. No correspondence will be entertained outside the evaluation process conducted by the Technical Evaluation Committee.
- 6) The Technical Evaluation Committee may ask for a meeting with the bidders to evaluate its suitability for the assignment
- 7) Each bidder shall have to mandatorily participate in the presentation to a selection committee show-casing their proposals based on the scope of work as mentioned above. Presentation shall be made maximum of 15 minutes and to be examined by the Technical Evaluation Committee, appointed by Purchaser.
- 8) Each bidder shall have to mandatorily participate in the **Proof of Concept (PoC) demonstration** based on the scope of work. PoC demonstration shall be made maximum of 45 minutes only and to be examined by the Technical Evaluation Committee appointed by Purchaser.
- 9) Bidders shall demonstrate a minimum of 2 case studies from their past experience. Results and output from PoC demonstration shall form as inputs and used while finalization of the RFP/TOR
- 10) EOI will be evaluated for short listing inter alia based on their past experience of handling similar type of projects, strength of their manpower resources, POC and presentation/ proposal to the selection committee whose decision will be final.
- 11) Purchaser will take up references and reserves the right to pay due heed to the company's performance elsewhere and any experience with purchaser
- 12) Presentation should include detailed work plan / implementation plan alongwith following points;
  - i. Approach & methodology
  - ii. Understanding of scope
  - iii. Proposed Solution: The bidder may demonstrate following type of solutions
    - a. **Software as a Service:** End to end Audio-Conferencing solution inclusive of 3 years' comprehensive warranty along with O&M support.
    - b. **Software as a Solution:** Deploy Audio-Conferencing solution only and further to be managed by the Purchaser.

- iv. System architecture
  - v. Redundancy & scalability
  - vi. Security
  - vii. SLA
  - viii. Implementation Plan
  - ix. Risk & challenges
  - x. Technical features offered beyond requirements
- 13) The evaluation committee of purchaser shall call only the competent bidders for negotiations post Presentation, PoC and final evaluation
- 14) Preference will be given to the company having prior experience in respective field of specialization for any Central/ State Govt./Govt. Autonomous bodies/ Large Enterprises

## 7.1 SCOPE OF POC

- a) PoC for purpose of this EOI is defined as demonstration of capabilities for **Software based Interactive audio-conferencing solution** to prove the idea and feasibility as envisioned by the Purchaser.
- b) The demonstration could be done using a part of an existing solution and should provide a representative solution through a relatively small number of users acting in business roles to satisfy various aspects of the requirements.
- c) Bidder shall bear the cost associated with demonstrating the PoC.
- d) PoC shall be demonstrated in the Hindi or English language
- e) Bidders can demonstrate value added features and functionalities as part of their solution, which may be taken note of and included in the RFP which shall be released later by the Purchaser.

## 7.2 BID SUBMISSION FORMAT

The entire proposal shall be strictly as per the formats specified in this EOI and any deviation may result in the rejection of the Bidder's EOI proposal.

## Appendix I: Bid submission forms

The Bidders are expected to respond to the EOI by providing all the required documents as mentioned in this EOI. Proposal shall comprise of following forms:

**Form 1:** Covering letter with correspondence details

**Form 2:** Details of the Bidder's operations and IT implementation business

**Form 3:** Compliance sheet

**Form 1: Covering letter with correspondence details**

<Location, Date>

To  
Additional Chief Secretary,  
Department of Information Technology, Electronics & Communication Haryana (DITECH),  
Haryana Civil Secretariat, Sector-1, Chandigarh-160001

Dear Sir,

We, the undersigned, offer to provide **“Supply, Installation, Testing, Commissioning & Maintenance of Digital Audio-Conferencing Solution”**

Our correspondence details with regard to this EOI are:

| # | Information   | Details |
|---|---|---------|
| 1 | Name of the Contact Person  |         |
| 2 | Address of the Contact Person   |         |
| 3 | Name, designation and contact, address of the person to whom, all references shall be made, regarding this EOI. |         |
| 4 | Telephone number of the Contact Person.   |         |
| 5 | Mobile number of the Contact Person   |         |
| 6 | Fax number of the Contact Person  |         |
| 7 | Email ID of the Contact Person  |         |
| 8 | Corporate website URL   |         |

We are hereby submitting our Expression of Interest (EOI) in printed format. We understand you are not bound to accept any proposal you receive.

We understand and agree to comply that on verification, if any of the information provided here is found to be misleading the EOI process or unduly favours our company in the short-listing process, we are liable to be dismissed from the selection process or termination of the resultant contract during the project.

We hereby declare that our proposal submitted in response to this EOI is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

For and on behalf of <<Legal name of bidding entity>>

<<Authorised Signatory’s signature affixed with corporate seal>>

Name: <<Insert Name of Contact>>

Title: <<Insert Name of Contact>>

Signature: <<Insert Signature>>

**Form 2: Details of the bidder's operations and IT implementation business**

| #        | Information sought  | Details to be furnished |
|----------|---|-------------------------|
| <b>A</b> | Name and address of the bidder  |                         |
| <b>B</b> | Incorporation status of the firm (public limited / private limited, etc.) |                         |
| <b>C</b> | Year of establishment   |                         |
| <b>D</b> | Date of registration  |                         |
| <b>E</b> | Registrar of Companies (ROC) reference no.                                |                         |
| <b>F</b> | Details of company registration   |                         |
| <b>G</b> | Details of registration with appropriate authorities for service tax      |                         |
| <b>H</b> | Name, address, email, phone nos. and mobile number of contact person      |                         |

**Form 3: Check List**

| #  | Documents required   | Provided (Yes/No)  | Reference & page number |
|----|----------------------|--|-------------------------|
| 1. | Legal Entity         | Copy of Certificate of Incorporation; and Copy of Service Tax Registration Certificate   |                         |
| 2. | Technical capability | Completion certificates from the client;<br><b>OR</b><br>Work order + Self certificate of completion (Certified by the statutory auditor);<br><b>OR</b><br>Work order + Phase completion certificate from the client |                         |
| 3. | Manpower strength    | Self-certification by the authorized signatory   |                         |