

District Magistrate cum Deputy Commissioner, Ramgarh

(District Planning Office, Ramgarh)

Chamber of Deputy Commissioner,

1st Floor, Block A, Collectorate Building, Chatarmandu-825101

Email: dporamgarh@gmail.com, website: www.ramgarh.nic.in

Tender Reference No :-

Date:-21.02.2019

Expression of Interest For SMART Classrooms

Sl.	Information	Details
1	Name of the work	Setting up Smart Classrooms (in 10 Higher Secondary schools. Under District Innovative Fund, Ramgarh
2	Period of Work	3 years
3	Date of Publication of Bid on website	Date- 21.02.2019
4	Tender Cost	Rs 2,000.00 (In form of DD) in favour of Deputy Commissioner, Ramgarh
5	Earnest Money to be Deposited (EMD)	1. Rs 50,000 (In form of DD) in the favour of Deputy Commissioner, Ramgarh 2. In case of successful bidder, EMD shall be converted and adjusted against the security deposit. 3. EMD of all unsuccessful bidders will be refunded by the District Administration within 30 days of finalisation of contract with the successful bidder.
6	Last date and time of receipt of Tender	Date- 28.02.2019 till 01:00 PM
7	Bid submission Place	District Planning Office Block B, 1 st floor, district planning office, Collectorate Building, Chatarmandu
9	Bid Opening Place	Chamber of Deputy Commissioner, 1 st Floor, Block A, Collectorate Building, Chatarmandu-825101
10	Name & address of office inviting tender	Collectorate Office Ramgarh, 825101

IMPORTANT INFORMATION: Please note that VRSC (Virtual smart classes) was previously running in Ramgarh in the schools given in page number 2. The proposals invited here are for the same schools. The list of existing hardware in the school is also attached as appendix 9. Kindly **DO NOT INCLUDE** the hardware already exists in schools in the financial/technical proposal.

Collectorate Ramgarh, Jharkhand

(District Planning Office) Request for Proposal (RFP)

1. Background

District Administration Ramgarh invites Expression of Interest for Setting up Smart Classrooms in **Ten** Higher Secondary Schools. This is to provide computer aided education in government schools in order to ensure the benefit of digital era reaches to its students. The four identified Blocks for this project are Ramgarh, Mandu, Gola, Patratu.

2. Objective of setting up Smart classrooms

The main objective of setting up smart classrooms is as follow:

- To establish the Smart classrooms for improving the quality of learning among the students in the Maths and Science subjects at higher secondary schools and linking them to early stage job opportunity.
- To improve the learning curve of the students especially Maths and Science subjects as the teacher availability is not sufficient.

3. Scope of Work

A. List of Broad Activity

- To establish Smart Classrooms in 10 Higher Secondary schools
 - Supply and installation of hardware and smart classrooms software
 - Supply, development and management of manpower.
 - Teacher training of all the high schools and other allied activities
 - To provide 2 KV (offline) Power backup unit in each school location.
 - The bidder will be responsible for training of teachers (minimum 3) per school. 3 days within 3 Months of establishment in first year and 6 days per year in 2 subsequent years
 - Interior work of Classroom (*Wall Puti & Wall painting*)
 - To appoint one person as POC (point of contact) for Ramgarh district. This person will be responsible to send a monthly progress of the smart class rooms program in the district
 - To do impact assessment of the program at the end of every year.
- The name of the higher secondary schools and location of Studio Classroom are given below:-

#	Block	School's Name	Type of Lab
1	Ramgarh	KGBV, high school, Ramgarh	Smart Classrooms
2	Ramgarh	SS Girls High School	Smart Classrooms
3	Ramgarh	UPG High School, Kundrukala	Smart Classrooms
4	Gola	KGBV High School, Gola	Smart Classrooms
5	Gola	SS Girls High School , Gola	Smart Classrooms
6	Mandu	KGBV High School, Mandu	Smart Classrooms
7	Mandu	ST Residential School , Mandu	Smart Classrooms
8	Patratu	KK Sayal High School, Patratu	Smart Classrooms
9	Patratu	SS +2 High School	Smart Classrooms
10	Patratu	KGBV Patratu	Smart Classrooms

B. List of Specification of Equipment

For Classroom

- Computer set :Core i3, 4 GB RAM,500 GB HDD/ interactive computing device)
- Internet connectivity 4 MBPS(expected)
- Projector: Minimum (1024 x 768 , 3200 lumens)
- UPS – 2 Kv
- One TB Storage capacity for storing recorded content.
- To provide initial three months trained manpower for technical support service.
- Interior work – Wall Putti & Wall painting.

The above lists of equipment are not exhaustive items/products. It can be add on to provide the best facility in order to ensure the quality services.

4. Responses to Pre-Bid Queries and Issue of Corrigendum

- a. The Nodal Officer notified by the District Administration will endeavour to provide timely response to all queries. However, the District Administration makes no representation or warranty as to the completeness or accuracy of any response made in good faith, nor does the District Administration undertake to answer all the queries that have been posed by Bidders.
- b. At any time prior to the last date for receipt of bids, the District Administration may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by a corrigendum.
- c. The Corrigendum(s) & clarifications to the queries from all Bidders will be published in the District Official Website, Ramgarh and emailed to all prospective Bidders to whom the RFP was issued including participants of the pre-bid conference.
- d. Any such corrigendum(s) shall be deemed to be incorporated into this RFP.
- e. In order to provide prospective Bidders reasonable time for taking the corrigendum(s) into account, the District Administration may, at its discretion, extend the last date for the receipt of Proposals.

5. Key Requirements of the Bid

A. Right to Terminate the Process

The Administration may terminate the RFP process at any time and without assigning any reason. The Administration makes no commitment, expressed or implied that this process will result in a business transaction with anyone.

This RFP does not constitute an offer by the Administration. The bidder's participation in this process may result the Administration selecting the bidder to engage towards execution of the contract.

B. RFP Document Fees

The RFP documents have been made available to the bidders with cost of Application/Tender Fee of Rs. 2,000 (two thousand rupees) in the form of an account payee Demand Draft in the favour of 'Deputy Commissioner, Ramgarh payable at Ramgarh

C. Earnest Money Deposit (EMD)

- a. Bidders shall submit, along with their Pre-Qualification Proposals, an EMD of Rs 50,000 (Rupees fifty thousand only) in the form of an account payee Demand Draft OR Banker's Cheque OR Bank Guarantee. The payment transfer related information is as follows:
 - i. BG for EMD in the format specified in Appendix – 4 issued by a financial bank in favour of 'Deputy Commissioner, Ramgarh payable at Ramgarh
 - ii. Demand Draft/Banker's Cheque: in favour of 'Deputy Commissioner, Ramgarh' payable at Ramgarh.
 - iii. The EMD instrument should remain valid for a period of 45 days beyond the bid validity period of 90 days.
- b. EMD of all unsuccessful bidders will be refunded by the District Administration within 30 days of finalisation of contract with the successful bidder. The EMD, for the amount mentioned above, of successful bidder would be returned upon submission of Performance Bank Guarantee as per the format provided in Appendix – 4
- c. The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- d. The bid / proposal submitted without EMD, mentioned above, shall be summarily rejected.
- e. The EMD may be forfeited:
 - i. If a bidder withdraws its bid during the period of bid validity.
 - ii. In case of a successful bidder, if the bidder fails to sign the contract in accordance with this RFP.

D. Submission of Proposals

- a. The bidders should submit their responses as per the format given in this RFP in the following manner.
- b. The responses (Pre-Qualification, Technical Proposal and Financial Proposal should be covered in three separate sealed envelopes super-scribing "**A-Pre-Qualification Proposal**", "**B-Technical Proposal**" and "**C-Financial Proposal**" respectively. Each copy of each bid should also be marked as "**Original**" OR "**Copy**" as the case may be.
- c. Please note that prices should be indicated in the Financial Proposal only.
- d. The three separate envelopes containing Pre-Qualification Proposal with EMD, Technical Proposal and Financial Proposal should be put in another single sealed envelope clearly marked "**Response to RFP for Setting up the Smart Classrooms in Higher Secondary Schools, Ramgarh District**"- <RFP reference no.>and the wordings "**DO NOT OPEN BEFORE 3:00 PM on 28.02.2019**".
- e. The outer envelope thus prepared should also indicate clearly the name, address, telephone number, E-mail ID and fax number of the bidder to enable the Bid to be returned unopened in case it is declared "Late".
- f. All the pages of both original and copy of the proposals must be serially numbered (page <.> of <.>) and must contain an index with page numbers. Any deficiency in the documentation may result in the rejection of the Bid.
- g. All pages of the original and copy of the bid documents shall be signed and stamped by the person or persons authorised to sign the bid.

E. Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal.

F. Preparation and submission of Proposal

i. Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the RFP process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional information required by the Administration to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. The Administration will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

ii. Language

The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, true and verbatim translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

iii. Venue & Deadline for Submission of proposals

Proposals, in its complete form in all respects as specified in the RFP, must be submitted to the District Administration at the address specified below: Addressed to	Deputy Commissioner, Ramgarh
Address	Collectorate Office Ramgarh, 829103
Telephone	06553-261537
Email ID	dporamgarh@gmail.com
Last Date & Time of submission	01.00 PM on 28.02.2019

G. Evaluation Process/ Selection Procedure

- a. The Administration will constitute a Smart Classrooms **Evaluation Committee** to evaluate the responses of the bidders.
- b. The Smart classrooms Evaluation Committee constituted by the Administration shall evaluate the responses to the RFP and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- c. The decision of the Smart classrooms Evaluation Committee in the evaluation of the responses to the RFP shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- d. The Smart classrooms Evaluation Committee may ask for meetings and presentations with the Bidders and/or seek clarifications on their proposals.
- e. The Smart classrooms Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f. Each of the responses shall be evaluated as per the criteria and requirements specified in this RFP.

H. Tender Opening

The Proposals submitted up to 01.00 PM on 28.02.2019 will be opened at 3:00 PM on 28.02.2019 by the Nodal Officer or any other officer(s) authorized by the Administration, in the presence of such of those Bidders or their representatives who may be present at the time of opening. The representatives of the bidders should carry the identity card or a letter of authority from the bidding firms to identify their bonafide for attending the opening of the proposal.

I. Bid Validity

The financial offer submitted by the Bidders should be valid for minimum period of 90 days from the closing date of submission of the bid.

J. Bid Evaluation

- a. Bid evaluation will be held in two stages. Initial Bid scrutiny will be held after opening the Pre-Qualification Proposals and also after opening of Technical Proposals. Following defects of bids detected during initial scrutiny will be treated as non-responsive, if proposals;
 - are not submitted as specified in the RFP document
 - are received without the Letter of Authorization (Power of Attorney)
 - are with incomplete information, subjective, conditional offers and partial offers
 - are submitted without the documents requested in the checklist
 - have non-compliance of any of the clauses stipulated in the RFP
 - are with lesser validity period
 - are without required EMD
- b. All responsive Bids will be considered for further processing as below.

The Administration will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the RFP. All eligible bids will be considered for further evaluation by the Committee according to the Evaluation process defined in this RFP document. The decision of the Committee shall be final in this regard.

K. Consortiums/Joint Venture

Any consortium or Joint Venture of bidders is not permissible. Bidders are required to respond to the RFP and participate in the bidding process as individual entity.

6. Eligibility Criteria (Pre-qualification Criteria)

#	Qualification Criteria	Documentary Evidence Required
1	Should be registered firm as Proprietorship/ Partnership firm/ LLC/Pvt. Ltd. Company and should have at least two years of old entity. Consortium in any form is not allowed.	Agency should provide the AoA(in case of registered firm), Bye Laws and certificate of registration (incase of Pvt Ltd. and LLC) and Partnership Deed (in case of partnership deed)
2	The Bidder/Agency should be registered with the GST/PAN/ TAN Number.	Provide the copy of PAN TAN and GST registration number.
3	The Bidder/Agency should be minimum total number of Annual Turnovers. 50 Lacs (on an average). From IT services for the last 2 financial years at the time of filing quotation.	Provide the copy of the audited P&L statement/Balance sheet/Net worth of the company and certified from the CA clearly stating the turn over from the IT Services.

	The Bidder/Agency should have to pay Cost of Application Document of Rs. 2000/-	Provide the DD at the time of Technical and Financial Bid Submission.
4	The Bidder/Agency should be deposited an Earnest Money (EMD) of Rs. 50,000/- (Fifty thousand only) in form of a Demand Draft/BG/FDR, DD must be drawn from a nationalized bank, in favour of “ Deputy Commissioner, Ramgarh , payable at Ramgarh . And it should be valid at least minimum one year from the date of tender opening.	Provide the DD at the time of Technical and Financial Bid Submission.
5	The Bidder/Agency should be positive net worth for each of the last 2 financial years (FY 2016-17, 2017-18)	Provide the copy of the audit balance sheet of the company and certificate from the chartered Accountant clearly stating the turnover from IT services.
6	The Bidder/Agency shall be specialized in IT enabled education delivery/ ICT and should have experience in the areas of implementing similar project in last two years	Relevant Project implementation experience with work orders have to be submitted.
7	The Agency must have the experience of running and maintenance of ICT/ CAL project in India during the last two years.	Relevant running and maintenance experience with work orders have to be submitted.
8	The Agency should be ISO series of Standard for maintenance/ services	Copy of self-attested certificate to be attached.
9	The Agency should have valid service tax return returns for at least last 2 financial years (FY 2016-17, 2017-18) issued by Service Tax Department	Provide Documentary proof of Service Tax returns for the last three financial years.
10	The Agency should have office in Jharkhand. In case of agency has no presence in Jharkhand, agency shall furnish an undertaking that an office shall be opened in Jharkhand with sufficient personnel and inventory of spares within a month of selection as Successful Bidder.	Copy of Electricity Bill, Tax Bill or Copy of the Agreement to be attached.
11	The Agency shall not be under a declaration of ineligibility for corrupt or fraudulent practices, and should not be blacklisted by any state Govt./ Central Govt./ PSU for any reason.	The Agency should provide affidavit in original for non-engagement in fraudulent corrupt practice, non-blacklisting in any Govt./PSU in the last three financial years.

7. Late BID

Any bid received by the district planning office after the stipulated time and date for the receipt of bids prescribed in this document will be rejected and be returned unopened to the Agency.

8. Performance Security

- i. 10% as performance security of the total bid/ Contract value will have to be deposited in the form of bank guarantee/ demand Draft in favour of **Deputy Commissioner, Ramgarh** payable at Ramgarh, by the lowest evaluated responsive bidder before the award of work. The performance security will be refunded only after the expiry of Guarantee/ Warranty/ maintenance period as specified in the bid document/ agreement.

- ii. The performance security deposited shall be forfeited in case any terms and condition of the contract/ agreement are infringed or the bidder fails to complete the work in time.

9. Annual Maintenance Contract (AMC)&Liquidated Damages/ Penalties

- i. A 3 (three) years Comprehensive Annual Maintenance Contract (AMC) for all installed products/accessories defined in the proposal and for products already existing in the schools which are used for the project implementation shall be entered into by the Agency and the agency shall also be responsible for repairs of already existing hardware if need be . The AMC shall be valid for a period of three years from the **date of project commissioning. The Defect Liability Period** of the Products/items shall be covered from the commissioning day to a period of three years.
- ii. During the Defect Liability Period, vendor will have to rectify any defects during the warranty free of cost within 4 working days of the receipt of complaint. After lodging complaint for each delayed days following penalty will be deducted @200/- delayed days from the **Performance Security**. The bidder shall have responsibility to communicate with Company regarding any sort of warranty defect related services during the AMC period.
- iii. The agency shall indicate a separate price for the Annual Maintenance Contract in his bid in respective form enclosed with the Price Schedule.
- iv. The AMC Charges quoted in Commercial Bid Format (Appendix – 5) shall be inclusive of all the charges for Transportation, Lodging, Boarding, all insurances including third party insurance, income tax etc. and all other incidental charges, spares and replacement of damaged parts. Owner will not have any liability, whatsoever, over and above the quoted prices.
- v. Internet facility and its maintenance cost shall also be covered under the AMC.
- vi. **Availability of the infrastructure & Penalty for Non Performance**
 - a. Onsite maintenance of all hardware and software equipment for smart classrooms.
 - b. H/W & S/W trouble shooting training for teachers/staffs of the responsible person for operations
 - c. Help desk service for hardware and software related problems.
- vii. **Responsibilities**
 - a. The agency shall ensure repairing/ replacement of all faulty material within the shortest possible time thus ensuring minimum downtime, falling which applicable penalty will be imposed.
 - b. The Agency shall be responsible for maintaining the desired performance and availability of the system/services.
 - c. If any equipment gives continuous trouble, say six time in one month during the contract period, the agency shall replace the hardware equipment with new one without any addition cost to the purchaser.

viii. **Maintenance Service:**

Free maintenance service shall be provided by the Agency during the period of contract. During the contract period, if the complaint is not attended and resolved within 4 school working days, after lodging complaint for each delayed days following penalty will be deducted @200/- delayed days from the **Performance Security**.

10. Duration of Work.

- i. Agency must complete the task of installation of Smart Classrooms in 10 distinct places within 45 days from the date of awarding of work order. All 10 Different Location details are given in **‘SCOPE OF WORK’**

S No.	Phase	Particulars	Expected quantity	Unit	Unit Rate	Total Amount in Figure	
A	B	C	D	E	F	G	
1	Phase - 1	Supply and Installation of Product.					
2		Computer set (Core i3, 4GB RAM, 500GB HDD, Windows 8 or more)/ interactive computing device.	10				
5		Audio device with amplifier	10				
6		Internet Connectivity Installation	10				
7		Multimedia content mapped to NCERT curriculum from class 1-12 th in Hindi and English	10				
8		1 TB Storage (External or Cloud)	10				
9		Power backup 2 KV	10				
10		Site preparation: Wall Putti, Basic electrical work for devices with earthing. All items to be ISO/ISI certified	10				
11		Projector :Minimum (1024 x 768 , 3200 lumens)	10				
12		White board : 6*4 Mat finished	10				
		Phase – 2	Operation and Maintenance (Including Internet Connectivity)				
			1 st Year				
		2 nd Year					
		3 rd Year					

11. Terms of Payment

- i. The payment will be made to the agency within 30 days of the successful bidder’s invoice which is issued only upon the District Planning office acceptance of work specified in the contract.
- ii. Payment against the invoice referred to above will reflect any discount shown under the payment terms provided payment is made within the period shown in the payment terms contract.
- iii. The Price shown in the contract cannot be increased except by expressing written approval provided by DC Ramgarh against the request submitted by the agency.

12. Evaluation

Evaluation shall be on the basis of following three areas of scores. The weightage shall be accordingly.

Evaluation Segments	Score percentage
Technical Quality and Service	60%
Financial/Commercial Bid	30%
Presentation	10%

a. Technical Bid: Marks - 60

Technical Proposal will be assessed on the basis of given criteria and look at document thoroughly on - proper signature, eligibility requirement as specified, confirm the terms, condition and specification of system technology for and internet connectivity facility.

S. No.	Evaluation Criteria	Parameters	Max. Marks	Supporting Documents
COMPANY PROFILE			15	
1.	Average annual turnover from services related to ICT/CAL services and MIS Performance Monitoring services in India (i.e. revenue should be on account of IT consulting and MIS performance monitoring rather than related to supply of hardware/IT infrastructure and their associated maintenance services, packaged software etc. in last 2 financial years (Turnover in Rupees in crores)	>=Rs.2 crore: 5 marks, >=Rs.1.5 crore but <Rs.2 crore: 4 marks >=Rs.1 crore but <Rs.1.5 crore: 3 marks, >=50 lacs but <Rs.1 crore: 2 marks	5	Extracts from the audited Balance Sheet and Profit & Loss; OR Certificate from the statutory auditor for last 3 financial years
2.	Number of full-time professional staff engaged in ICT/CAL/IT Educational Software Installation, monitoring and maintenance services	>=50 : 5 marks, >=30 but <50: 3 marks, >=20 but <30 : 2 marks, >=10 but <20 : 2 marks <10 : 0 mark	5	A self certification from authorized signatory
3.	Geographical Presence of the Consulting organization (Number of company offices located in State, Divisional Head Quarter, District based offices,)	If office available in Ramgarh district: 5 marks; If office available in North Chotanagpur division : 4 marks If office available in State (Ranchi): 3 If office available in other state: 2 mark	5	A self certification from authorized signatory
RELEVANT PAST EXPERIENCE			15	

4.	<p>Experience of relevant project/similar project in India that have either been completed or ongoing projects where similar deliverables or milestones have been successfully achieved. The work order should have been issued within the last 5 years as on the date of issue of this RFP.</p> <p>(‘Relevant project / Similar Project’ means:- (i) consultancy services on running and maintenance Smart Classrooms, Computer Aided Learning, data analytic of recorded subject based content .in India; (ii) Education Software designing and installation; (iii) Setting up live video conference communication and internet connectivity based project etc. of Departments of Central/State Government, Public Sector Undertakings, Nationalized Banks, Universities, Statutory Bodies/ Autonomous Bodies under Central/State Government)</p>	<p>>=5 projects: 15 marks, 4 Projects: 12 marks, 3 Projects: 10 marks, 2 Projects: 5 marks, <2 Projects: 0 mark</p>	15	<p>Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) OR Work Order + Phase Completion Certificate (for ongoing projects) from client</p>
APPROACH & METHODOLOGY			20	
	<p>Approach and Methodology to perform the work in this assignment:</p> <p>i. Understanding of the objectives of the assignment: The extent to which the Consulting Agency’s approach and work plan corresponding with the objectives indicated in the RFP</p> <p>ii. Completeness and responsiveness: The extent to which the proposal responds exhaustively to all the requirements of all the Scope of Work</p>		5	A note
6.	<p>Demonstration of understanding of the Project Component’s requirements</p>	<p>Assessment to be based on:</p> <ul style="list-style-type: none"> ○ Product Equipment & Specification ○ Challenges likely to be encountered ○ Mitigation proposed ○ Client references 	10	A note
7.	<p>Project work break down structure</p>	<p>Assessment to be based on:</p> <ul style="list-style-type: none"> ○ Overall Timelines ○ Resource assignments (relevance to the task assigned) ○ Dependencies 	5	A note

RESOURCE PROFILE:		10
<p>Resume of all consultants proposed for the assignment</p> <p>1. Project Manager (Overall in-charge): 1</p> <p>2. Data Analyst /Consultants (IT Projects): 5</p> <p>[The requirement is indicative and for technical evaluation purpose only. CV of maximum 5 key positions (at least one for each position, viz Data Analyst /Consultant) will be evaluated for technical evaluation of bids]</p> <p><i>The Project Manager and the Consultants should have experience of providing consultancy in. (i) running and maintenance Smart Classrooms, Computer Aided Learning, data analytic of recorded subject based content .in India; (ii) Education Software designing and installation; (iii) Setting up live video conference communication and internet connectivity based project etc. of Departments of Central/State Government, Public Sector Undertakings, Nationalized Banks,</i></p>	<p>List of key persons whose CV and experience would be evaluated needs to be provided. Marks will be awarded on the basis of the period of relevant experience of the proposed Staff.</p> <p>1. Project Manager:</p> <p>(a) 12 years or more- 6 marks</p> <p>(b) 8 years to <12 years-4 marks</p> <p>(c) Less than 8 years-2 marks</p> <p>2. Analyst/Consultant:</p> <p>(a) 6 years or more- 4 marks</p> <p>(b) 3 years to <6 years-3 marks</p> <p>(c) Less than 3 years-2 marks</p> <p>(years for the above purpose shall be reckoned as twelve completed months)</p>	<p>10</p> <p>CVs of persons proposed for the assignment</p>

Bidders, whose bids are responsive and who score at least 36 marks in the technical evaluation criteria would be considered technically qualified.

b. Financial Bid Evaluation: Marks -30

- i. The Financial Bids of technically qualified Bidders will be opened in the presence of Bidder's representatives.
- ii. If an Agency quotes NIL charges / consideration, the bid shall be treated as unresponsive and will not be considered.
- iii. The Agency/Bidder with lowest qualifying financial bid (L1) will be awarded 100% score (amongst the bidders which did not get disqualified on the basis of point (b) above). Financial Scores for other than L1 bidders will be evaluated using the following formula:

Financial Score of a Bidder (Fn) =
{(Financial Bid of L1/Financial Bid of the Bidder) X 30} (Rounded off to two decimal places)

- iv. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
- v. The **bid price will include all taxes and levies** and shall be in Indian Rupees.

- vi. Any conditional bid would be rejected.
- vii. Errors & Rectification: Arithmetical errors will be rectified on the following basis:
“If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between words and figures, the amount in words will prevail”.

c. Presentation: Marks- 10

The Bidder’s presentation will be assessed on the basis on the following criteria:-

- 1. Understanding of scope of work and their methodology to execute the project in the given timeline.
- 2. Their strategic plan on providing the maintenance services and grievance redresses on time.
- 3. Ensuring the real time data transfer for live classes in rural areas and its feasibility.
- 4. Realistic approach and prior experience to handle such educational program on ICT/CAL based projects.
- 5. Demonstration of Proposed Solution – It can be live demonstration or Video presentation of Proposed equipment’s solution with real classroom session footage from the previous completion of similar project.

13. Appointment of Consulting Agency

a. Award Criteria

The District Administration will award the Contract to the successful Bidder whose proposal has been determined to be substantially responsive and has been determined as the most responsive bid, i.e, has secured highest overall score as per the process outlined.

b. Right to Accept Any Proposal and To Reject Any or All Proposal (s)

The District Administration reserves the right to accept or reject any proposal, and to annul the tendering process / Public procurement process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected Bidder or Bidders or any obligation to inform the affected Bidder or bidders of the grounds for the District Administration’s action.

c. Notification of Award

Prior to the expiration of the bid validity period, the District Administration will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case, due to some unforeseeable circumstances, the tendering process is not completed within the bid validity period, the District Administration may like to request the bidders to extend the validity period of the bid.

The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of Performance Bank Guarantee, the District Administration will notify each unsuccessful bidder and return their EMD.

d. Performance Guarantee

The District Administration will require the selected Bidder to provide a Performance Bank Guarantee (PBG), within 15 days from the Notification of award, for a value equivalent to 10% of the total cost of the assignment. The Performance Guarantee should be valid for a period of **36 months** initially. The Performance Guarantee shall be renewed as and when required and kept valid for a period of three months beyond the completion of the project and Warranty period. The Performance Guarantee shall contain a claim period of three months from the last date of validity. The selected Bidder shall be responsible for extending the validity date and claim period of the Performance Guarantee as and when it is due on account of non-completion of the project and Warranty period. In case the selected bidder fails to submit performance guarantee within the time stipulated, the District Administration at its discretion may cancel the order placed on the selected bidder without giving any notice.

The District Administration shall invoke the performance guarantee in case the selected Agency/Vendor fails to discharge their contractual obligations during the period or the District Administration incurs any loss due to Agency/Vendor's negligence in carrying out the project implementation as per the agreed terms & conditions.

e. Signing of Contract

Post submission of Performance Bank Guarantee by the successful bidder, the District Administration shall enter into a contract with the successful bidder incorporating necessary details of scope of work, deliverables, timeline, payment schedule, pre-bid clarifications, and resource person's deployment, the financial proposal of the bidder and other clauses as necessary.

f. Failure to Agree with the Terms and Conditions of the RFP

Failure of the successful bidder to agree with the proposed Contract Terms and Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event the District Administration may award the contract to the next best value Bidder or call for new proposals from the interested Bidders. In such a case, the District Administration shall invoke the PBG of the most responsive bidder.

g. Force Majeure

i. Definition of Force Majeure

In this Clause "**Event of Force Majeure**" means an event beyond the control of the District Administration and the Consulting Agency, which prevents either Party from complying with any of its obligations under the Contract, including but not limited to:

- Acts of God (such as, but not limited to, fires, explosions, earthquakes, drought, tidal waves and floods); war, hostilities (whether war be declared or not), invasion, act of foreign enemies, mobilisation, requisition, or embargo;
- Rebellion, revolution, insurrection, or military or usurped power, or civil war;
- Riot, commotion, strikes, go slows, lock outs or disorder, unless solely restricted to employees of the Consulting Agency; or Acts or threats of terrorism.

ii. Consequences of Force Majeure Event

- Neither the District Administration nor the Bidder/Agency shall be considered in breach of the Contract to the extent that performance of their respective obligations

(excluding payment obligations) is prevented by an Event of Force Majeure that arises after the date of signing of contract.

- The affected Party prevented from carrying out its obligations under the contract shall give notice to the other Party of an Event of Force Majeure upon it being foreseen by, or becoming known to, the affected Party.
- If and to the extent that the Bidder/Agency is prevented from executing the Services by the Event of Force Majeure, the Bidder/Agency shall be relieved of its obligations to provide the Services but shall endeavour to continue to perform its obligations under the Contract so far as reasonably practicable and in accordance with Good Operating Practices, [PROVIDED that if and to the extent that the Consulting Agency incurs additional Cost in doing so, the Bidder/Agency shall be entitled to the amount of such Cost[COST BEING DEFINED AS HAVING NO PROFIT COMPONENT] (the Consulting Agency having taken reasonable steps to mitigate the Cost)].
- If and to the extent that the Bidder/Agency suffers a delay in execution of the contractual services beyond the timeline fixed for each phase as a result of an Event of Force Majeure then it shall be entitled to an extension of the time for completion as may be mutually decided by both the parties.
- The Bidder/Agency shall be entitled to payment as per payment schedule mentioned in Section 10 after grant of extension of timeline for phase completion prescribed in Section 9 read with 5.7.2.iv due to the period of interruption caused by the Event of Force Majeure.]
- The Contract Period shall be extended by a period of time equal to the period of interruption caused by an Event of Force Majeure.

iii. **Optional Termination, Payment and Release**

Irrespective of any extension of time, if an Event of Force Majeure occurs and its effect continues for a period of 365 days, either the District Administration or the Consulting Agency/Bidder may give to the other a notice of termination of contract, provided that if the District Administration is paying fee during Force Majeure, then Consulting Agency will not have a termination right, which shall take effect 30 days after the giving of the notice. If, at the end of the 30-days period, the effect of the Force Majeure continues, the Contract shall terminate. After termination of contract under this Sub-Clause, the Bidder/Agency shall comply with such termination provisions as may be prescribed in the contract and the District Administration shall pay the Consulting Agency an amount calculated and certified in accordance with relevant clauses of termination of contract.

13. Local Conditions

14.1 Each Bidder is expected to become fully acquainted with the local conditions and factors, which may affect the performance of the Contract and/ or the cost.

14.2 The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the Contract after issue of letter of Award. The District Administration shall not entertain any request for clarification from the Bidder regarding such local conditions.

14.3 It is the Bidder's responsibility that such factors have been properly investigated and considered before submitting the Bid. No claim, what-so-ever, including that for financial adjustment to the Contract awarded under the bidding document will be entertained by the District Administration. Neither any change in the time schedule of the Contract nor any financial adjustments arising there-of shall be permitted by the District Administration on account of failure of the Bidder to

know the local laws/ conditions. The Bidder is expected to visit and examine and study the location of Govt. offices and its surroundings and obtain all information that may be necessary for preparing the Bid at its own interest and cost.

14. Monitoring and Evaluation

- a. The district administration shall designate an officer to monitor and evaluate the project. The designated officer reserves the right to inspect and monitor the quality of services at any given point.
- b. The designated officer shall be the point of contact for the smart classrooms Agency for any assistance during the period of contract.
- c. The designated officer shall also have the right to conduct, either itself or through another agency as it may deem fit, an audit to monitor the performance by the smart classrooms Agency of its obligations/functions in accordance with the standards committed to or required by the District Administration
- d. Any deviations or contravention identified as a result of such audit/ assessment would need to be rectified by the smart classrooms classes Agency failing which the designated officer may, without prejudice to any other rights that it may have, issue a notice of default.
- e. Adherence to the guidelines of the education department shall be ensured by the District Education Officer, Ramgarh.

15. Confidentiality

- a. The district administration may share certain confidential information with the Coaching Agency and the Coaching Agency shall maintain the highest level of secrecy, confidentiality and privacy with regard to such confidential information. The Coaching Agency shall use its best efforts to protect the confidentiality and proprietary of confidential information.
- b. Additionally, the smart classrooms classes agency shall keep confidential all the details and information with regard to the Project. The smart classrooms Agency shall use the information only to execute the Project.
- c. The district administration shall retain all rights to prevent, stop and if required take the necessary punitive action against the smart classrooms Agency regarding any forbidden disclosure.
- d. The smart classrooms Agency may share the confidential information with its employees but only strictly on a need to know basis. The smart classrooms Agency shall execute a corporate non-disclosure agreement with the district administration in the format provided by district administration and shall ensure that all its employees, agents and any other personnel execute individual non-disclosure agreements, which have been duly approved by district administration with respect to this Project.
- e. It is however clarified that confidential information does not include information which is lawfully available in the public domain
- f. Any breach of confidentiality as per the terms and conditions in this RFP shall result in immediate termination of Contract.

16. Publicity

- a. The smart classrooms Agency shall not make or permit to be made a public announcement or media release about any aspect of this Contract unless the District administration first gives its written consent.

17. Dispute redressal and Power of amending the RFP Document before opening of bids

- a. In the event of any dispute or difference arising under the contract or any special condition of the contract, the same will be referred to the district planning officer, District administration. The decision may be further appealed to the Deputy Commissioner (DC), Ramgarh for final decision and will be binding to all. The DC shall also have the power to amend any clause of the RFP before opening of the bids and the same shall be notified to the public via the website of the district administration.

17. Litigation

Any dispute arising out of this RFP or the contract signed by the District Administration with the successful bidder or any other bidder participating in this procurement process shall be subject to the jurisdiction of Jharkhand High Court.

Appendix -1: Compliance Sheet for Pre-Qualification Proposal

Sl. No	Basic Requirement	Required	Provided	Reference & Page Number
1.	Power of Attorney	Copy of Power of Attorney in the name of the Authorized signatory	Yes/No	
2.	Particulars of the Bidder	As per Form 2	Yes/No	
3.	Earnest Money Deposit (EMD)	Demand Draft/ Bank Guarantee/ Banker's Cheque	Yes/No	
4.	Sales Turnover in IT Consulting service	Extracts from the audited Balance Sheet and Profit & Loss; OR Certificate from the statutory auditor	Yes/No	
5.	Technical Capability	Completion Certificates from the client; OR Work order + Self Certificate of Completion (Certified by the Statutory Auditor); OR Work Order + Phase Completion Certificate from the client	Yes/No	
6.	Certifications	As relevant	Yes/No	
7.	Consortiums	Not allowed	Yes/No	
9.	Legal Entity	Copy of Certificate of Incorporation; and Copy of Service Tax Registration Certificate	Yes/No	
10.	Manpower Strength	Self-Certification by the authorized signatory	Yes/No	

Appendix -2: Particulars for the Bidder/Agency/Vendor

Sl. No.	Information Sought	Details to be Furnished
1.	Name and address of the bidding Company	
2.	Incorporation status of the firm (public limited/private limited, etc.)	
3.	Year of Establishment	
4.	Date of Registration	

5.	ROC Reference No.	
6.	Details of company registration	
7.	Details of registration with appropriate authorities for service tax (GST)	
8.	Name, Address, E-mail, Phone Nos. and Mobile Number of Contract person	

Appendix -3: Compliance Sheet for Technical Proposal

Sl. No.	Specific Requirements	Documents Required	Compliance	Reference & Page Number
1.	Covering Letter for Technical Proposal	As per Appendix – 5		
2.	Average annual turnover from services related to ICT/CAL services and MIS Performance Monitoring services in India (i.e. revenue should be on account of IT consulting and MIS performance monitoring rather than related to supply of hardware/IT infrastructure and their associated maintenance services, packaged smart classrooms software etc. in last 2 financial years (Turnover in Rupees in crores)	Extracts from the audited Balance Sheet and Profit & Loss; OR Certificate from the statutory auditor	Yes/No	
3.	Full-time professional staff engaged (Number of Staff)	A self-certification from authorized signatory	Yes/No	
4.	Experience relevant to this engagement as listed below to be demonstrated in maximum of <Nos.> engagements that have either been completed or an ongoing project where a similar deliverable or milestone has been successfully achieved.	Completion Certificates from the client; OR Work Order + Self Certificate of Completion (Certified by the Statutory Auditor) OR Work Order + Phase Completion Certificate (for ongoing projects) from the client		
5.	Approach & Methodology, Understanding and work Plan (As per the requirements specified in Technical evaluation)	A note	Yes/No	
7.	Team Composition (As per requirement specified in Technical evaluation)	CV for key positions & a Note	Yes / No	
8.	Tools and Assets (as per requirement specified in Technical evaluation)	A note and demonstration of the Tools/Assets	Yes / No	

Appendix 4: Bank Guarantee for Earnest Money Deposit (EMD)

<Location, Date>

To,
Deputy Commissioner
Ramgarh, District

Tele: 06553-261555

Email: dcramgarh@rediffmail.com

Whereas <<name of the bidder>> (hereinafter called 'the Bidder') has submitted the bid for Submission of RFP <<RFP Number>> dated <<insert date>> for <<name of the assignment>> (hereinafter called "the Bid") to the Deputy Commissioner, Ramgarh.

Know all Men by these presents that we <<>> having our office at <<Address>> (hereinafter called "the Bank") are bound unto the Deputy Commissioner, Ramgarh(hereinafter called "the Purchaser") in the sum of Rs.<<Amount in figures>> (Rupees <<Amount in words>> only) for which payment will and truly to be made to the said Purchaser, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this <<insert date>>

The conditions of this obligation are:

1. If the Bidder having its bid withdrawn during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of validity of bid
 - (a) Withdraws his participation from the bid during the period of validity of bid document; or
 - (b) Fails or refuses to participate for failure to respond in the subsequent Tender process after having been short listed;

We undertake to pay to the Purchaser up to the above amount upon receipt of its first written demand, without the Purchaser having to substantiate its demand, provided that in its demand the Purchaser will note that the amount claimed by it is due to it owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to <<insert date>> and including <<extra time over and above mandated in the RFP>> from the last date of submission and any demand in respect thereof should reach the Bank not later than the above date.

NOTWITHSTANDING ANYTHING CONTAINED HEREIN:

- i. Our liability under this Bank Guarantee shall not exceed Rs. <<Amount in figures>> (Rupees<<Amount in words>> only)
- ii. This Bank Guarantee shall be valid upto<<insert date>>)
- iii. It is condition of our liability for payment of the guaranteed amount or any part thereof arising under this Bank Guarantee that we receive a valid written claim or demand for payment under this Bank Guarantee on or before <<insert date>>) failing which our liability under the guarantee will automatically cease.

(Authorized Signatory of the Bank)

Seal:

Date

Appendix – 5: **Compliance Sheet for Commercial Bid**

Commercial BID (Financial/ Price Chart)

Date:

To,

.....

Sub: Submission of Commercial BID

Having examined the BID Document No dated..... I/We the undersigned, offer to quote the following rate towards the scope of the work/TOR/ RFP.

S No.	Phase	Particulars	Expected quantity	Unit	Unit Rate	Total Amount in Figure	
A	B	C	D	E	F	G	
1	Phase - 1	Supply and Installation of Product.					
2		Computer set (Core i3, 4GB RAM, 500GB HDD, Windows 8 or more)/ interactive computing device.	10				
5		Audio device with amplifier	10				
6		Internet Connectivity Installation	10				
7		Multimedia content mapped to NCERT curriculum from class 1-12 th in Hindi and English	10				
8		1 TB Storage (External or Cloud)	10				
9		Power backup 2 KV	10				
10		Site preparation: Wall Putti, Basic electrical work for devices with earthing. All items to be ISO/ISI certified	10				
11		Projector :Minimum (1024 x 768 , 3200 lumens)	10				
12			White board : 6*4 Mat finished	10			
		Phase – 2	Operation and Maintenance (Including Internet Connectivity)				
			1 st Year				
	2 nd Year						
	3 rd Year						

Note:

1. Price quote for the product in phase 1 (Supply and Installation of product) should include the cost towards site visit , 1 day product training and maintenance of hardware and software.
2. The rate for product in phase – 2 (Operation and Maintenance (Including Internet Connectivity)) should be quoted for the three years separately on per school basis.
3. The rate quoted should also include all taxes, transport, insurance, printing, out of pocket expenses etc. as applicable for executing the define scope of work.
4. Conditional bids/ambiguous will be summarily rejected.

Signature & Seal of the bidder

Name of the Signing authority

Designation of authority:

Address:

Place:

Appendix -6: Compliance Sheet for Technical Proposal

To,
Deputy Commissioner
Ramgarh, District

Tele: 06553-261555
Email: dcramgarh@rediffmail.com

Subject: Submission of the Technical bid to establishing the Smart Classrooms.

Dear Sir/Madam,

We, the undersigned, offer to provide Consultancy Services to the District Administration, Ramgarh on Smart Classrooms Projects titled 'To establish the Smart Classrooms' with your Request for Proposal dated <insert date> and our Proposal. We are hereby submitting our Proposal, which includes this Technical bid and the financial bid sealed in a separate envelope.

We hereby declare that all the information and statements made in this Technical 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 consulting services related to the assignment not later than the date indicated in Fact Sheet.

We agree to abide by all the terms and conditions of the RFP document. We would hold the terms of our bid valid for 45 days as stipulated in the RFP document.

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

Yours sincerely,

Authorized Signature (In full and initials):

Name and Title of Signatory:

Name of Firm:

Address:

Location:

Appendix 7: Proposed Approach & Methodology

Technical approach, methodology and work plan are key components of the Technical Proposal. You are suggested to present Approach and Methodology divided into the following sections:

- Understanding of the project
- Potential initiatives given the priorities
- Technical Approach and Methodology
- Work Schedule and Project Plan

Technical Approach and Methodology.

You should explain your understanding of the objectives of the assignment, approach to the services, methodology for carrying out the activities and obtaining the expected output, and the degree of detail of such output.

You should highlight the problems being addressed and their importance, and explain the technical approach you would adopt to address them. You should also explain the methodologies you propose to adopt and highlight the compatibility of those methodologies with the proposed approach.

Appendix 8: Curriculum Vitae (CV) of Key Personnel

1. Proposed Position [*only one candidate shall be nominated for each position Expert*]: _____

2. Name of Firm [*Insert name of firm proposing the staff*]: _____

3. Full Name of Staff: _____

4. Date of Birth: _____ **Nationality:** _____

5. Education [*Indicate college/university and other specialized education of staff member, giving names of institutions, degrees obtained, and dates of obtainment*]: _____

6. Total No. of years of experience: _____

7. Total No. of years with the firm: _____

8. Areas of expertise and no. of years of experience in this area (as required for the Profile - mandatory): _____

9. Certifications and Trainings attended: _____

10. Details of Involvement in Projects (*only if involved in the same*): _____

11. Languages [*For each language indicate proficiency: good, fair, or poor in speaking, reading, and writing*]: _____

12. Membership of Professional Associations: _____

13. Employment Record [*Starting with present position and last 2 firms, list in reverse order, giving for each employment (see format here below): dates of employment, name of employing organization, positions held.*]: _____

From (Year): To (Year): _____

Employer/Purchaser: _____

Positions held: _____

Appendix : 9

SL. No	Name of equipment	Number
1	Computer set(Core i3, 4GB Ram, windows 8.1,500 GB HDD)	11
2	Inverter Set(Microtek 800 KV)	11
3	Projector Set (Hitachi 3200 lumens)	11
4	White Screen Board(4' x 6')	11
5	Speaker	20
6	MIC	20
7	Camera	10
8	Amplifier(AHUJA SSA 100 M)	10