

Request for Proposal (RFP)
For
Selection of Hardware Maintenance Service Provider
(HMSP) for Operation and Maintenance (O&M)

Of

Existing I.T. Infrastructure (Hardware, UPSs and System Software etc.) in
2324 Government Schools of ICT phase-I, II&III and 486 Government School of
ICT Phase-IV in rural and urban areas across the State for

3-Year Duration

Under

Information and Communication Technology (ICT) Education Project

PUNJAB ICT EDUCATION SOCIETY
O/o Director General School Education

5th Floor, Vidya Bhawan,E-Block

Phase-8, S.A.S. Nagar (Mohali)

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1.0

DOCUMENT CONTROL SHEET

S.No.	Particular	Details
1.	Document Reference Number	PICTES/HW/AMC/Ph-3 rd &4 th /2015/1
2.	Start date & time of sale of tender (Only available in downloadable form at website mentioned)	11 th August 2015 09:00 Hrs
3.	Last Date and Time for submission of Queries	18 th August 2015 till 16:00 Hrs
4.	Date and Time for Pre-Bid Meeting	19 th August 2015 at 11:00 Hrs
5.	Last date & time of sale of tender	1 st September 2015 till 16:00 Hrs
6.	Last date and time for submission of bids	1 st September 2015 till 23:59 Hrs
7.	Date and time of opening of Pre-Qualification cum Technical bids	2 nd September at 11:00 Hrs
8.	Date of Opening of Commercial bids	To be intimated later
9.	Address for Communication	PUNJAB ICT EDUCATION SOCIETY 5th Floor, Vidya Bhawan, E-Block Phase-8, S.A.S. Nagar (Mohali) Contact No. – 0172- 5212328, 5212311 Email: hoicttech@gmail.com
10.	Location of tender document	Tender document can be downloaded from the website www.etender.punjabgovt.gov.in
11.	Cost of RFP document & Mode of Payment	Rs.5,000/- (Rs. Five Thousand Only) through online mode.
12.	Earnest Money Deposit (EMD) through online mode	Rs.50,00,000/- (Rs. Fifty Lakh Only)
13.	Contact details	Mr Yadwinder Singh (Assistant Manager) Mobile : 0172-5212328 Email: hoicttech@gmail.com
14.	Website for RFP Reference	etender.punjabgovt.gov.in and www.ssapunjab.org

For participating in the above e-tendering process, the Vendors shall have to get themselves registered with etender.punjabgovt.gov.in and get user ID and Password. Class-3 Digital Signature is mandatory to participate in the e-tendering process. For any clarification/difficulty regarding e-tendering process please contact on 9257209340/ 8045628821/0172-3934667.

CONDITIONS:

1. Interested bidders can purchase the tender document online from website.
2. Tender processing fee to ITI shall be strictly paid through online mode (IPG/ Net Banking). Other mode of payment will not be considered.
3. Bidders/ Contractors, who wish to submit online tender can access tender document from the website, fill them and submit the completed tender document into Electronic Tender on the website itself. Bidders / Contractors shall attach scanned copies of all the paper, i.e. Earnest Money deposited, Tender Form Cost, Processing Fee & the certificates as required in Eligibility criteria.
4. Corrigendum / Addendum / Corrections, if any will be published on the website only.
5. If the date of opening of tender happens to be a holiday then the tender will be opened on the next working day.

Note: -

The prospective bidders have the option to download the tender document from www.etender.punjabgovt.gov.in. They have to pay non-refundable fee of **Rs.5000/- (Five Thousand only)** and Processing Fees through online mode only (**IPG/ Net Banking**). The payments of Tender form fee and EMD through online mode should be submitted before 1st September 2015 till 2359 hrs failing to which bid of respective bidders would not be opened.

If cost of the Tender Document & EMD are not paid as per above, the bid will be rejected out rightly.

Aspiring bidders who have not obtained the User ID and Password for participating in e-tendering may obtain the same by registering in e-procurement portal (<http://etender.punjabgovt.gov.in>).

Authorized Signatory

2.0 BACKGROUND OF THE ICT PROJECT

In 2005, the Punjab ICT Education Society (PICTES) constituted under aegis of Department of School Education had launched Information and Communication Technology (ICT) Education Project for providing compulsory computer education for the students of class 6th to class 12th in all government upper primary schools.

- In phase I, 1306 Government schools were covered.
- In phase II, 1573 Government schools were covered.
- In Phase III, 2085 Government schools were covered.
- In Phase IV, 486 Government schools were covered
- In Phase V, 1068 new Government Schools were covered
- The entire IT Infrastructure including Personal Computers, UPS's, printers, networking of computer lab and system software has been taken on five year Lease, Maintain & Transfer (LMT) basis. After five years, ownership of complete infrastructure would remain with the Department of School Education.

2.1. Invitation For Bid (IFB)

Punjab ICT Education Society (PICTES) intends to outsource the Operation and maintenance (O&M) including insurance of the existing hardware & software at 2810 government upper primary schools (Phase-I:- 37 schools, Phase-II:- 202 schools, Phase-III:- 2085 schools & Phase-IV:- 486 schools = Total: 2810 schools) under ICT project for a period of three (3) years. Two separate L1 bidders will be selected, one for 2324 schools of ICT Phase-I, II&III and another for 486 schools of ICT Phase-IV. The selected Hardware Maintenance Service Provider(s) (HMSP) will be paid total service cost in six-equal six monthly instalments for providing operational and maintenance support for the IT infrastructure of PICTES during 3-year period.

Detail of 2810 schools is mentioned as below:-

- 2.1.1 **37 Schools of ICT Phase-I:-** In the first phase of the project, 1307 Government Upper Primary Schools in urban & rural areas across the State were covered. Infrastructure such as computers, UPSs, voltage stabilizers, Dot matrix printers, networking of computer lab and system & application software was installed in each lab of these Schools. The hardware was procured on five-year lease from M/s HCL Infosystems Ltd. and software from M/s Microsoft under Partners-In-Learning (PIL) programme. The term of contract with HCL Infosystems Ltd expired on 14th Oct, 2009, which continued to provide the services till 25th March 2010. After this, Hardware maintenance contract of three years was signed with M/s HCL Infosystems on 9th Nov 2010. Presently, the hardware installed in these schools is being maintained by schools through local vendors. Now Punjab ICT Education Society (PICTES) intends to outsource the Operation and maintenance (O&M) including insurance of the existing hardware & software at 37 government upper primary schools (out of total 1307 schools) covered under ICT project phase-I for a period of three (3) years. A detail of IT Infrastructure is given in the following table (Detailed technical specifications are given in section 5.0.1):

Phase-I:- Number of Government Schools – 37		
Sr.N	Item Description	Qty
a.	Server computers (HCL make)	40
b.	Desktop Computers (HCL make)	413
c.	1 KVA Line interactive UPSs (APC make)	11
d.	2 KVA Line interactive UPSs (APC make)	17
e.	3 KVA Line interactive UPSs (APC make)	33
f.	Stabilizer (Installed before UPS systems)	32
g.	Local Area Network (LAN) including Networking components	39
h.	System Software – MS Visual Studio.Net, Encarta, MS Office Professional	All computers

2.1.2 **202 Schools of ICT Phase-II:-** Under Phase II of ICT project, the Infrastructure for 1573 new schools was procured on five-year lease from M/s HCL Infosystems Ltd. Term of the contract with HCL Infosystems Ltd expired on 9th Jan, 2011. After this, Maintenance contract for the period of three years was signed with M/s HCL on 9th Jan 2011 and further extended for next six month. The maintenance contract expired on 8th July 2014. After this, the hardware of these schools is being maintained by schools through local vendors. Now, Punjab ICT Education Society (PICTES) intends to outsource the Operation and maintenance (O&M) including insurance of the existing hardware & software at 202 government upper primary schools (out of total 1573) under ICT project phase-II for a period of three (3) years. Infrastructure such as computers, UPSs, voltage stabilizers, networking of computer lab and system & application software was installed in each lab of these Schools.

A detail of IT Infrastructure is given in the following table (Detailed technical specifications are given in 5.0.2):

Number of Government Primary Schools – 202		
Sr. No	Item Description	Qty
a.	Server computers (HCL Server)	202
b.	Desktop Computers (HCL Server)	1346
e.	2.2 KVA Line interactive (APC make)	114
f.	3 KVA Line interactive (APC make)	94
h.	4 KVA Stabilizer installed before 2.2 KVA UPS system	114
i.	5 KVA Stabilizer installed before 3 KVA UPS system	94
j.	Local Area Network (LAN) including Networking components	202
k.	System Software – MS Visual Studio.Net, Encarta, MS Office Professional, MS Windows	All Computers

2.1.3 **2085 Schools of ICT Phase-III:-**Phase III of ICT project, the Infrastructure was procured on five-year lease from M/s Gemini Communication Ltd. Term of the contract with M/s GCL has expired on 24th May, 2012. After this, maintenance contract for the period of 3 years was signed with M/s Wipro on 10th Sept. 2012. Term of the contract with M/s Wipro Ltd will expire on 9th September, 2015. Infrastructure such as computers, UPSs, voltage stabilizers, Dot matrix printers, networking of computer lab and system & application software was installed in each lab of these Schools. Now Punjab ICT Education Society (PICTES) intends to outsource the Operation and maintenance (O&M) including insurance of the existing hardware & software at 2085 government upper primary schools under ICT project phase-III for a period of three (3) years.

A detail of IT Infrastructure is given in the following table (Detailed technical

specifications are given in section 5.0.3):

Number of Government Upper Primary Schools–2085		
Sr. No.	Item Description	Qty
A	Server Computers(Acer make)	2085
b.	Desktop Computers (Acer make)	9819
c.	2KVA Line interactive UPS	2068
d.	3KVA Line interactive UPS	23
e.	4KVA Stabilizer installed before 2KVA UPS system	2068
f.	5KVA Stabilizer installed before 3KVA UPS system	23
g.	Local Area Network (LAN) including Networking components	2085
h.	System Software–MS Visual Studio .Net, Encarta, MS Office Professional, MS Windows	All Computers

2.1.4 **486 Schools of ICT Phase-IV:-**Under Phase IV of ICT project, the Infrastructure was procured on Lease, Maintain & Transfer basis from M/s HCL Infosystems Ltd. Term of the contract with M/s HCL will expire on 9th October 2015. Infrastructure such as Computers, N-Computing devices, UPSs, Dot matrix printers, networking of computer lab and system & application software was installed in each lab of these Schools. Now Punjab ICT Education Society (PICTES) intends to outsource the Operation and maintenance (O&M) including insurance of the existing hardware & software at 486 government upper primary schools under ICT project phase-IV for a period of three (3) years.

A detail of IT Infrastructure is given in the following table (Detailed technical specifications are given in section 5.0.4):-

Number of Government Upper Primary Schools–486		
Sr. No.	Item Description	Quantity
a.	Personal Computers (HCL Make) (with N-computing card)	490
b.	Shared (dummy) Computers (with N-computing device)	1960
c.	Line interactive 1 KVA UPS with 2400 VAH(On full load) – 150 minutes battery backup (BPE Make)	490
d.	2 KVA Stabilizer (To be placed before 1 KVA UPS)	490
e.	Patch Cords (5 / 8 mtr.)	1960

2.2. General Instructions.

- 2.2.1 There may be some hardware complaints pending in 239 Schools covered under ICT Phase-I& II (mentioned in above 2.1.1 & 2.1.2) as hardware installed in these schools is being maintained at schools level. The bidder will be responsible for making all hardware functional within 30 days from date of agreement. No extra cost will be given to vendor to make all the hardware functional even in all those conditions where hardware is non-functional before contract. The interested bidders may conduct a survey to find the percentage of non-functional hardware installed in these 239 schools and price may be quoted accordingly
- 2.2.2 In case of Schools covered under Phase- III & IV (mentioned above at 2.1.3 & 2.1.4), the existing service provider shall be responsible for making it functional before handing over the same to the new Hardware Maintenance Service Provider (HMSP) in case of different vendor. New HMSP shall take over all hardware items within 10 days from the date of signing of contract agreement.
- 2.2.3 Replacement of hardware in case of theft, fire, physical damages through Insurance cover for the entire infrastructure during the contract period of three (3) Years.
- 2.2.4 Keeping the infrastructure including Hardware, software, networking up & in running condition as per the service levels prescribed by providing the required support and services.
- 2.2.5 Deploying support engineers to ensure the service level/ uptime agreed in the Service Level Agreement (SLA) at appropriate locations for maintenance, trouble-shooting and repair purposes.
- 2.2.6 Stocking of required spares of hardware items at appropriate locations in the State for quick response and resolution time.

Battery replacement/Refresh

- 2.2.7 Old UPS batteries of School covered under ICT Phase-I, II and III (Total no. of schools – 2324) shall be replaced with new batteries of same capacity (like Ah, volt etc.) under buy-back arrangement within 5 months after the signing of the contract agreement. The HMSP will be responsible for supply, installation and Operations & Management (O&M) of new batteries. The HMSP will submit the installation and acceptance report to the client.
- 2.2.8 The HMSP shall quote rates for new batteries to be installed and the buyback cost of old batteries.
- 2.2.9 The contract value include maintenance of all UPS batteries installed in 2810 schools and replacement any number of times when these become unserviceable.

System Software

- 2.2.10 HMSP will ensure smooth functioning, support & installation/reinstallation of system software installed in the labs.
- 2.2.11 Installation or reloading of system software products as decided by the client shall be carried out by the selected HMSP.
- 2.2.12 Use of System software licenses will be arranged by the PICTES.

3.0 Instructions to Bidders (ITB)

3.1. Definitions

Unless the context otherwise requires, the following terms whenever used in this tender and contract have the following meanings:

3.1.1 “Client” or “PICTES” means Punjab ICT Education Society.

3.1.2 “Department” or “DSE” means Department of School Education.

3.1.3 “Bidder” or “Vendor” means firm / company / business entity who submits bid in response to this tender.

3.1.4 “HMSP” means Hardware Maintenance Service Provider

3.1.5 “Committee” means the committee constituted by DSE and/or PICTES for evaluation of bids.

3.1.6 “Contract” means the contract entered into by the parties with the Client formaintenance of hardwarewith the entire documentation specified in the tender.

3.1.7 “State” means State of Punjab.

3.1.8 “GCC” mean General Contract Conditions.

3.1.9 “Proposals” or “Bids” means proposal or bid submitted by bidders in response to this tender issued by the Client for selection of HMSP.

3.1.10 “INR” means currency in Indian Rupees.

3.1.11 “Tender” means tender floated by Client for maintenance & operation of Computer hardware items installed in upper primary govt. schools.

3.2. General Bid conditions

- 3.2.1 This invitation to the Bidders is for selecting the Hardware Maintenance Service Provider (HMSP) for 3-year Operation & Maintenance Contract of existing IT infrastructure.
- 3.2.2 Bidders are advised to study the Tender Document carefully. Submission of Tender shall be deemed to have been done after careful study and examination of the Tender Document with full understanding of its implications.
- 3.2.3 Bid document prepared in accordance with all the conditions laid down should be submitted online not later than the date and time at the website <http://e-tender.punjabgovt.gov.in>.
- 3.2.4 The Bidder must furnish Earnest Money Deposit (EMD) of Rs.50,00,000/- (Rs. Fifty lac) through online mode.
- 3.2.5 This Tender document is not transferable. Only bidder, in whose name this Tender document has been purchased shall submit the bid.
- 3.2.6 PICTES reserves the right to reject or accept or withdraw the tender in full or part without assigning any reasons thereof and revising quantity as per requirement of department. No dispute of any kind can be raised against the rights of PICTES in any court of law or elsewhere. The bidder will accept all conditions of the Bid Document unconditionally or depending upon the decisions of the Tender Evaluation committee.
- 3.2.7 Tender Evaluation Committee reserves the right not to accept the Lower Price bid without assigning any reason whatsoever and the bidder will not challenge such decision on any forum what so sever.
- 3.2.8 PICTES may, at its own discretion, extend the date for submission of bids. In such a case all rights and obligations of the PICTES and bidders previously subject to the deadline will thereafter be subject to the deadline as extended.
- 3.2.9 This Tender Document does not constitute an offer by PICTES. The bidder's participation in this process may result in PICTES selecting the bidder to engage towards execution of the contract.
- 3.2.10 PICTES reserves the right to increase/decrease the quantity of hardware/no. of schools or cancel the whole contract at any time during the contract period. The HMSP will not challenge such decision on any forum what so sever

3.3. Validity of Bids

- 3.3.1 Bids shall remain valid for a period of 180 (one hundred and eighty) days from the date of opening of Commercial Bid. The PICTES reserves right to reject a bid valid for a shorter period as non-responsive.
- 3.3.2 Prior to the expiration of the validity period, PICTES will notify the successful bidder in writing or by fax or email, that its bid has been accepted. In case the tendering process is not completed within the stipulated period, PICTES may like to request the bidders to extend the validity period of the bid. The request and the response thereto shall be made in writing. Extension of validity period by the bidder shall be unconditional. A bidder granting the request will not be permitted to modify its Bid.

3.4. Right to Terminate the Process

- 3.4.1 The PICTES reserves the right to annul the Tender process, or to accept or reject any or all the Bids in whole or part at any time without assigning any reasons and without incurring any liability to the affected bidder(s) or any obligation to inform the affected bidder(s) about the grounds for such decision.

3.5. Deviations

- 3.5.1 Bids submitted with any deviations to the contents of the Tender Document will be considered as non-responsive. No deviation(s) / assumption(s) / recommendation(s) shall be allowed with the bid. Bidders must ensure that pre-bid meeting is attended by their concerned senior people so that all clarifications and assumptions are resolved before bid submission

3.6. Pre Bid Meeting & Clarifications

- 3.6.1 PICTES shall convene a pre-bid meeting as prescribed in document control Sheet to address any Tender Document related queries.
- 3.6.2 The prospective bidder or its official representative/s (maximum 2) is/are invited to attend the pre-bid meeting.
- 3.6.3 The queries shall be accepted only in the following format:

S.No	Tender Document Reference (Section & Page No.)	Content of Tender Document requiring clarification	Points of Clarification
1.			
2.			

- 3.6.4 Any requests for clarifications post the indicated date and time shall not be entertained by the PICTES.

3.7 Clarification and Amendments of Bid Document.

- 3.7.1 At any time up to the last date for receipt of bids, PICTES may for any reason, whether at his own initiative or in response to a clarification requested by a prospective Bidder, modify the Bid Document by an amendment.
- 3.7.2 The amendment will be notified through the website and no separate communication either in writing or through email will be made with any bidder.
- 3.7.3 In order to afford prospective Bidders reasonable time or otherwise for any other reason, in which to take the amendment into account in preparing their bids, the Client may, at his discretion, extend the last date for the receipt of Bids.

3.8 Cost of Tender Document:-

- 3.8.1 The Bidder shall bear all costs associated with the preparation and submission of its Bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the Client and Client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the Bidding process.

3.9 Earnest Money Deposit(EMD)

- 3.9.1 The bidder shall furnish, as part of the Pre-qualification Bid cum Technical bid, an Earnest Money Deposit (EMD) as mentioned in document control sheet.
- 3.9.2 The EMD shall be in Indian Rupees and shall be submitted online.
- 3.9.3 EMD of all unsuccessful bidders would be released by PICTES after award of contract to the successful bidder. EMD of the successful bidder will be released after the submission of Performance Bank Guarantee (PBG) & signing of Contract.
- 3.9.4 The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- 3.9.5 The EMD lying with the PICTES in respect of other tender/ Tender Document/ RFP/ Expression of Interest etc. awaiting approval or rejected or on account of contracts being completed, will not be adjusted towards EMD for this Tender Document.
- 3.9.6 The Earnest Money will be forfeited on account of one or more of the following reason:-
- i. Bidder withdraws its Bid during the validity period specified in Tender Document.
 - ii. Bidder does not respond to requests for clarification of its bid.
 - iii. Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
 - iv. In case of a successful bidder, the said bidder fails to sign the Agreement in time; or furnish Performance Bank Guarantee.

3.10 Preparation of Bid

The Bidder must comply with the following instructions during preparation of Bid:

- 3.10.1 The Bidder is expected & deemed to have carefully examined all the instructions, guidelines, forms, requirements, appendices and other information along with all terms and condition and other formats of the bid. Failure to furnish all the necessary information as required by the bid or submission of a proposal not substantially responsive to all the requirements of the bid shall be at Bidder's own risk and may be liable for rejection.
- 3.10.2 The Bid and all associated correspondence shall be written in English and shall conform to prescribed formats. 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 Bidders. Any interlineations, erasures or over writings shall be valid only if they are authenticated by the authorized person signing the Bid.
- 3.10.3 The bid shall be signed by the bidder or duly authorized person(s) to bind the bidder to the contract. The authorization shall be indicated by written power of attorney/Board resolution and shall accompany the Bid.
- 3.10.4 No bidder shall be allowed to modify, substitute, or withdraw the Bid after its submission.
- 3.10.5 The bidder shall be responsible for all costs incurred in connection with participation in the Bid process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of bid, in providing any additional information required by PICTES to facilitate the evaluation process, in negotiating a definitive HMSP and all such activities related to the bid process. PICTES will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- 3.10.6 Every page of the documents submitted by the bidder must be duly signed by the authorized signatory of the bidder along with the Organization seal.
- 3.10.7 Bid document must contain an Index Page and each page of the bid document must be serially numbered and in accordance with the index page. The page numbering pattern should have "**Serial Number / Total Number of the Bid Document e.g. 1/100**". No page should be left without page number and signature.
- 3.10.8 Failure to comply with the below requirements shall lead to the Bid Rejection:-
 - 3.10.8.1 Comply with all requirements as set out within this tender.
 - 3.10.8.2 Submit the forms and other particulars as specified in this tender and respond to each element in the order as set out in this tender.
 - 3.10.8.3 Include all supporting documentations specified in this tender, corrigendum or any addendum issued.

3.11 Disqualifications

PICTES may at its sole discretion and at any time during the evaluation of Bid, disqualify any Bidder, if the Bidder has:

- 3.11.1 Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- 3.11.2 Exhibited a record of poor performance such as abandoning works, not properly completing the contractual obligations, inordinately delaying completion or financial failures, etc. in any project in the preceding three years;
- 3.11.3 Submitted a bid that is not accompanied by required documentation or is non-responsive;
- 3.11.4 Failed to provide clarifications related thereto, when sought;
- 3.11.5 Submitted more than one Bid (directly/in-directly);
- 3.11.6 Declared ineligible by the Government of India, any State/UT Government for corrupt and fraudulent practices or blacklisted.
- 3.11.7 Submitted a bid with price adjustment/variation provision.
- 3.11.8 Not submitted in the format as specified in the Tender Document.
- 3.11.9 Not submitted the Letter of Authorization (Power of Attorney/Board Resolution)
- 3.11.10 Suppressed any details related to bid
- 3.11.11 Submitted incomplete information, subjective, conditional offers and partial Offers submitted.
- 3.11.12 Submitted bid with lesser validity period.
- 3.11.13 Any non-adherence/ non-compliance to applicable Tender Document content.

3.12 Bid Opening

- 3.12.1 The Bids submitted will be opened at time & date as specified in the document control sheet by Committee or any other officer authorized by Committee, in the presence of Bidders or their representatives who may be present at the time of opening.
- 3.12.2 The representatives of the bidders are advised to carry the identity card or a letter of authority from the bidders to as a proof of their identify for attending the bid opening.

3.13 Submission of Bid: -

- 3.13.1 Bids are to be submitted online and in two parts:
 - A. PRE QUALIFICATION cum TECHNICAL BID
 - B. COMMERCIAL BID
- 3.13.2 Pre-Qualification cum Technical Bids will be opened on the prescribed date and time.
- 3.13.3 Commercial bids of only those Bidders will be opened who qualify the Pre-Qualification cum Technical round after the initial processing of pre-

qualification cum Technical bid on the same day or at a date and time to be notified on the same day.

3.13.4 Please note that commercial aspects (prices, cost, charges, etc.) should not be indicated in the Pre-qualification Bid cum Technical Bid and should be quoted only in the Commercial Bid. If quoted these bids shall be declared rejected.

3.13.5 Commercial Bid should only indicate prices in the prescribed format.

3.13.6 The bids cannot be uploaded after the last date & time of submission of bid.

3.14 DOCUMENT COMPRISING BIDS:-

3.14.1 PRE-QUALIFICATION cum TECHNICAL Bid consisting of the following:

S.No	Requirement	Document required
1	Bid Proposal sheet duly filled in, signed and complete in all respects. (Performa -I)	Duly filled Performa -I
2	Qualifying data duly filled in as per relevant Performa provided in the bid proposal that the Bidder is eligible to bid and is qualified to perform the contract, if its bid is accepted (Performa -II)	Duly filled Performa - ii
3	Power of attorney (if any) in the name of the person(s) authorized by the bidder to sign bid documents.	Attach copy
4	The Bidder must submit Earnest Money Deposit (EMD) of Rs. 50 Lac (Rupees Fifty Lac only) through online mode only, failing to which the bid will be rejected.	Attach Proof
5	The Bidder must submit Tender Cost of Rs. 5 Thousand (non refundable) through online mode only, failing to which the bid will be rejected.	Attach Proof
6	Bidder should be registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008	Certificate of Incorporation or Partnership Deed
7	Registered with the Service Tax Authorities	Registration Certificate
8	Should have been operating profitably for the last three financial years as of 31st March 2015.	certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA)
9	The bidder must have an average annual turnover of Rs. 100 Crores over last 3 years as on 31/03/2015 from IT Hardware supply,	Authentic certificate from the practising fellow member of Institute of Chartered

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	installation and Maintenance Services. Out of which, at least Rs. 25 crore should be from IT Maintenance Services over last 3 years as on 31/03/2015.	Accountant of India (FCA) confirming the turnover and profit from AMC.
10	Certifications The Bidder should be ISO 9000/9001:2008 certified.	Copy of certification which is valid on date of submission.
11	The Bidder must have executed at least two similar projects worth Rs. 50 Crore each for hardware supply and Maintenance support in Govt. Sector/ PSUs/ Banks in the last three years where each project should have covered more than 500 locations across the country. Of which, two projects of Rs. 25 crore each on maintenance Services.	Attach proof of certificates of running/completion satisfactorily of these projects from respective clients.
12	The Bidder must have minimum 500 employees on its rolls.	Certificate from HR Department
13	The Bidder 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.	Self-Certified letter
14	The Bidder should have a fully functional office in Chandigarh/Mohali. If not, the selected bidder shall open its office within one month from the award of contract.	Copy of Utility bill/rent agreement/registration certificate/ any statutory certificate mentioning the address like VAT/service tax certificates etc.
15	The Bidder must have valid PAN issued by Income Tax Authorities, India.	Copy of PAN
16	The bidder should have a registered number of VAT/Sales Tax/CST registrations Service Tax Registration /VAT Income Tax / PAN number.	Copies of relevant Certificates.
17	Bidder must submit papers on methodology for operation and maintenance (O&M) of hardware and software products during the contract period of three (3) years.	Copies of relevant documents.

3.14.2 Commercial Bid consisting of the following: -

- (a) Bidders shall submit the commercial bid as per bid formats (Performa - IV)
- (b) Prices: The bidder is required to submit unit rates.

- i. The prices will be valid for a period of One Year from the date of issue of work order. PICTES reserve the right to release any additional order of any item(s) to the successful bidder during this price validity period without any cost escalation.
 - ii. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
 - iii. Two L1 bidders will be selected in the commercial bid. One L1 is for 2324 schools of Phase I, II&III and Second L1 for 486 schools of Phase- IV.
- (c) Bidder will submit commercial bid as per format as below:-
- A1 -** Comprehensive Operation & Maintenance in 37 Schools covered under ICT Phase-I for three (3) Years.
 - A2 -** Comprehensive Operation & Maintenance in 202 Schools covered under ICT Phase-II for three (3) Years.
 - A3 -** Comprehensive Operation & Maintenance in 2085 Schools covered under ICT Phase-III for three (3) Years.
 - A4 - Total Commercial Bid Value for 2324 Schools Covered under ICT Phase-I, II & III :- (A4=A1+A2+A3)**
i.e Total Commercial bid value for selecting L1 bidder for 2324 schools.
 - A5 -** Comprehensive Operation & Maintenance in 486 Schools covered under ICT Phase-IV for three (3) Years. This Commercial bid value for selecting L1 bidder for 486 schools.

3.15 BID EVALUATION:-

3.15.1 Evaluation Committee may, at its discretion, call for additional information from the bidder(s) through email/fax/telephone/meeting or any other mode of communication. Such information has to be supplied within the set out time frame as provided by Evaluation Committee, otherwise Evaluation Committee shall make its own reasonable assumptions at the total risk and cost of the bidders and the bid is liable to be rejected. Seeking clarifications cannot be treated as acceptance of the bid for verification of information submitted by the bidders; the committee may visit bidder's offices at its own cost. The bidders shall provide all the necessary documents, samples and reference information as desired by the committee. The bidders shall also

assist the committee in getting relevant information from the bidders' references

3.16 Signing of Contract

3.16.1 The successful bidder(s) will sign the Contract with PICTES within 15 working days of the release of notification/Letter of Intent and submission of PBG. After signing of the Contract, no variation in or modification of the term of the Contract shall be made except by mutual written amendment signed by both the parties (i.e. PICTES & SERVICE PROVIDER).

3.17 Performance Bank Guarantee (PBG)

3.17.1 The successful bidder will furnish Performance Bank Guarantee within 15 working days from the notification of award, for a value equivalent to 10% of the total cost of contract.

3.17.2 PBG shall remain valid for a period of ninety days beyond the date of completion of all contractual obligations of the successful bidder including warranty obligations.

3.17.3 The successful bidder will be responsible for extending the validity date and claim period of the PBG as and when it is due on account of non-completion of the project. In case the successful bidder fails to submit performance guarantee within the time stipulated, the PICTES at its discretion, may cancel the award of contract to the successful bidder without giving any notice.

3.17.4 The HMSP will not be entitled for any interest on the PBG submitted.

3.17.5 PICTES shall forfeit the PBG in full or part in the following cases:

- i. When the terms and conditions of contract are breached/ infringed
- ii. When contract is terminated due to non-performance of the Service provider
- iii. Notice of reasonable time will be given in case of forfeiture of PBG. The decision of PICTES in this regard shall be final.
- iv. PICTES incurs any loss due to Service provider's negligence in carrying out the project implementation as per the agreed terms & conditions.

3.18 Fraud and Corruption

3.18.1 All the Bidders must observe the highest standards of ethics during the process of selection of project Service provider and during the performance and execution of contract.

3.18.2 For this purpose, definitions of the terms are set forth as follows:

- 3.18.2.1 "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the PICTES or its personnel in contract executions.
- 3.18.2.2 "Fraudulent practice" means a misrepresentation of facts, in order to influence a selection process or the execution of a contract, and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificially high or non competitive levels and to deprive the PICTES of the benefits of free and open competition.
- 3.18.2.3 "Unfair trade practice" means supply of services different from What is ordered on, or change in the Scope of Work given in Tender Document.
- 3.18.2.4 "Coercive practice" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the selection process or execution of contract.
- 3.18.3 PICTES will reject a bid for award, if it determines that the Bidder recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices.
- 3.18.4 PICTES will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.
- The Bidder will not engage or retain any Service provider/individual to facilitate or lobby for award of contract. Canvassing by its agent(s) for getting the contract awarded will be construed as **corrupt practice**.

4.0 Terms and Conditions

- 4.0.1 The client reserves the right to carry out the capability assessment of the bidders and the client's decision shall be final in this regard.
- 4.0.2 The HMSP shall be responsible for managing the activities of his personnel, and shall hold itself responsible for any misdemeanors.
- 4.0.3 The HMSP may deliver the services through first level sub contracting to his Authorized Service Provider specialized in case of UPS, Printer, Monitor. However, the HMSP shall be responsible for the performance of the resources deployed under this contract.

4.1 Delay in the bidder's performance & penalty:

- 4.1.1 An unexcused delay by Hardware Maintenance Service Provider (HMSP) in the performance of its O&M obligations shall render him liable to any or all of the following penalties:-
 - 4.1.1.1 To be calculated as per the Service Level Agreement (SLA), attached as annexure B.
 - 4.1.1.2 Forfeiture of earnest money/ bank guarantee.
 - 4.1.1.3 Hiding of facts, misrepresentation, corrupt practices by the Bidder if revealed at any stage, would amount to forfeiture of EMD/ bank guarantee and subsequently the firm may also be blacklisted.

4.2 Standard of performance

- 4.2.1 Hardware Maintenance Service Provider (HMSP) shall carry out the O&M services under the contract with due diligence, efficiency in accordance with generally accepted norms techniques and practices used in the industry.
- 4.2.2 It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. Hardware Maintenance Service Provider (HMSP) shall always act in respect of any matter relating to this contract, as faithful advisors to the client and shall, at all times, support and safeguard the clients legitimate interests in any dealings with the third party.

4.3 Terms and conditions of performance.

- 4.3.1 HMSP must provide maintenance services from reasonable distance from Government School.
- 4.3.2 HMSP will hand over all the equipment's in working order to the new Service provider within two month after the expiry of contract. A certificate to this effect is required to be obtained by the HMSP from the new service provider and to be produced along with the final claim of the contract.

- 4.3.3 If any equipment/part is damaged for any reason during the contract period, the HMSP is liable to replace the same with the same or higher configuration with no extra cost. The downtime due to such components would be taken into account for calculation of SLA. All breakdown calls in Hardware/Software installed in labs are to be resolved by HMSP irrespective of reason of fault i.e. Physical & Electrical damage.
- 4.3.4 Replacement of parts/component beyond repair with parts/component of same or better configuration ensuring compatibility. Replacement of defective parts with sub standard or refurbished parts will not be allowed.
- 4.3.5 HMSP must maintain the equipment for smooth operations as per the service level agreement (SLA), attached as per annexure B.
- 4.3.6 The services shall be provided Mondays to Saturdays on working hours of the Government Schools.
- 4.3.7 HMSP will be responsible for onsite comprehensive maintenance/ support during 3-year contract period. On-site comprehensive maintenance will include whole of the infrastructure viz. Hardware, UPS, system software, and networking (excluding nothing) etc. during 3-year contract period.
- 4.3.8 In case of default, the client has the right to arrange such task of maintenance/support at the risk and cost of HMSP, from any other source and shall be deducted from his next lease/contract payment.
- 4.3.9 In case the equipment is damaged due to negligence on part of HMSP while conducting repairs or its maintenance/ performing his duty under the award of contract, then it would be the responsibility of the HMSP to replace the equipment without any additional costs within such period and in such manner that it would not affect the functioning of the School.
- 4.3.10 HMSP will do preventive maintenance once a half yearly for up keep and running of the infrastructure. This schedule will have to be adhered to strictly by him. Preventive Maintenance should generally be done on Non working days/ Beyond General Shift Hours.
- 4.3.11 Client can move the equipment from one location to another with the help of HMSP.
- 4.3.12 HMSP should provide the details of support centres, engineers and other relevant of service facilities to the users at various levels.
- 4.3.13 HMSP must keep spare parts with same or better specifications till the time the original part/component is repaired or replaced. The faulty parts arising out of replacements shall be the HMSP's property.
- 4.3.14 In case of failure on part of the HMSP Provider with regard to such services, HMSP shall be liable to be blacklisted and bank guarantee if any will be forfeited. The HMSP shall be given maximum of two opportunities of 30 days each to improve his service level and meet the obligations as per the contract.
- 4.3.15 HMSP shall arrange all infrastructure/additional equipment in order to provide any service under the contract.
- 4.3.16 THSP will not remove the equipment without the written permission of the Principal or Headmaster of the School.

4.3.17 The Selected Bidder shall be required to maintain a school engineer minimum ratio of 40-45:1. However, HMSP will engage more engineers to achieve the SLA. The resident engineers must have 3 Year Diploma or Graduation with One year diploma in hardware & networking and at least 1years experience in hardware & networking maintenance. To maintain the quality of service, the bidder should not sign with any partner or subcontract this contract further for manpower hiring. All deployed personnel should be direct employee of the bidder with a valid Employee code and good skills in their area of service delivery.

4.4 Helpdesk

4.4.1 The HMSP will setup a helpdesk having one Toll free number with minimum 3 hunting lines and 3 landline phones to log calls at PICTES office or at their office as per the decision of PICTES. However HMSP may add more lines as per requirement. The HMSP must deploy three coordinators in Helpdesk. PICTES will provide a web portal having all functionalities like call logging, call close, all type of reports, calculation of penalty etc.

4.5 Use of contract documents and information

4.5.1 The HMSP shall not, without the client's prior written consent, disclose the contract or any provision there of, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of client in connection therewith to any person other than a person employed by the HMSP in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

4.5.2 The HMSP shall not use any document or information without the Client's prior written consent.

4.5.3 Any document other than the contract itself shall remain the property of the client and shall be returned (in all copies) to the client on completion of the HMSP's performance under the contract if so required by the client.

4.6 Schedule of payment

4.6.1 The entire amount shall be released in six equal half-yearly instalments during contract period of three (3) years.

4.6.2 For a particular year, an annual payment of O&M amount will be released in two equal instalments on the submissions of bills by the Hardware Service Provider (HMSP) after deducting the penalties, if any, based on the SLA parameters.

4.6.3 The fault logging system/ log registers maintained in the schools/locations will determine the level of services according to Service Level Agreement. PICTES will process the submitted bills as per data available in the database of fault logging system.

4.6.4 No part payment will be made.

4.7 Taxes and duties

4.7.1 The bidder shall be entirely responsible for all taxes including service tax, entry tax, duties, and license fees etc if any

4.8 Insurance:

4.8.1 The installed equipment under the contract shall be fully insured throughout the contract period of three (3) years by the bidder against loss, theft, fire, burglary or damage. In case of any loss, theft, fire, burglary or damage, HMSP shall replace those items within 4 weeks after the receipt of FIR copy. After this penalty will be imposed as per SLA.

PICTES will not provide Non-Traceable Reports (NTR) to HMSP in case of any theft. However, the required assistance would be provided to the HMSP in this regard.

4.9 Liquidated damages

4.9.1 In the event of the failure of the bidder to start delivering the maintenance services to the Client, then he shall be liable for penalties per school as per the following terms:

- Per week, 1% of the total contract value shall be deducted for unfinished tasks subject to maximum of 4% (4 weeks).
- After 4 weeks, the penalties shall be doubled.
- If for another 4 weeks, the HMSP is not able to complete the unfinished tasks, the client reserves the right to take further actions for cancellation of contract.
- The overall maximum Liquidated damages for delay in services that can be imposed on HMSP shall not exceed 15% of the value of the delayed deliverable.

4.10 Limitation of Liability

4.10.1 Not with standing anything contained herein, the HMSP shall not be liable for any indirect damages such as in the nature of loss of profit or loss of revenue and liability towards direct damages arising direct on account of the cat of omission or commission on the part of HMSP shall not exceed the contract value in this agreement.

4.11 Termination for default

4.11.1 The client may, without prejudice, to any other remedy for breach of contract, by written notice of default sent to the HMSP, terminate the contract in whole or in part if:

4.11.1.1 The HMSP fails to deliver any or all of the obligations within the time period(s) specified in the contract or any extension thereof granted by the client.

- 4.11.1.2 The HMSP fails to perform any other obligation(s) under the Contract.
- 4.11.1.3 Penalty for non-achievement of Service Level requirement Reaches upto 15 % of six monthly payments in successive three payments.
- 4.11.1.4 The HMSP shall be given maximum of two opportunities of 30 Days each to improve his service level and meet the Obligations as per the contract.

4.12 Termination for insolvency

- 4.12.1 The client may at any time terminate the contract by giving written notice to the vendor without compensation to the vendor, if the HMSP becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or effect any right of action or remedy which has accrued thereafter to the client.

4.13 Termination for Convenience

- 4.13.1 Client reserves the right to terminate, by prior written notice of 30 days, the whole or part of the contract, at any time for its convenience. The notice of termination shall specify that termination is for PICTES's convenience, the extent to which performance of work under the contract is terminated, and the date upon which such termination becomes effective. The payment for work done will be computed as per the proportion of time.

4.14 No claim certificate

- 4.14.1 The Bidder shall not be entitled to make any claim, whatsoever, against the client under or by virtue of or arising out of this contract nor shall the client entertain or consider any such claim, if made by the vendor after he shall have signed a "no claim" certificate in favour of the client in such forms as shall be required by the client after the works are finally accepted.

4.15 Suspension

- 4.15.1 The client may by a written notice of suspension to the HMSP, suspend all payments to the HMSP under the contract, if the HMSP failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that such notice of suspension:
 - 4.15.1.1 Shall specify the nature of the failure and
 - 4.15.1.2 Shall request the HMSP to remedy such failure within a specified period from the date of receipt of such notice of suspension by the HMSP.

4.16 HMSP's Service Support Personnel

4.16.1 The HMSP shall employ and deploy qualified and experienced service support personnel as per the requirements of O&M support to provide quality services under the contract.

4.17 HMSP Project Manager

4.17.1 The HMSP shall ensure that all the times during the contract period, dedicated project Manager, acceptable to the client, shall take charge of the performance of the contract.

4.18 Documents prepared by the HMSP to be the property of the client

4.18.1 All plans, drawings, specifications, designs and other documents prepared by the HMSP in the execution of the contract shall become and remain the property of the client, and before termination or expiration of this contract, the HMSP shall deliver all such documents to the client under the contract along with the detailed inventory thereof.

4.19 Confidentiality

4.19.1 The HMSP and its personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the Services, contract or the client's business or operations without the prior written consent of the client.

4.20 Force Majeure

4.20.1 Not with standing the provisions of the tender, the HMSP shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, it's delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure.

4.20.2 For purposes of this Clause, "Force Majeure" means an event beyond the control of the HMSP and not involving the HMSP and not involving the HMSP fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of the client either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

4.20.3 If a Force Majeure situation arises, the HMSP shall promptly notify the client in writing of such conditions and the cause thereof. Unless otherwise directed by the client in writing, the HMSP shall continue to perform its obligations under the contract as far as reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event. The client may terminate this contract, by giving a written notice of minimum 30 days to the HMSP, if as a result of Force Majeure, the HMSP being unable to perform a material portion of the services for a period of more than 60 days.

4.21 Governing language:

4.21.1 The contract shall be written in the language of the bid, as specified by the client, in the instructions to the tenders that language version of the contract shall govern its interpretation. All correspondence and other documents pertaining to the contract, which the parties exchange, shall be written in the same language.

4.22 Contract Period

4.22.1 The total final contract period shall be for three (3) years from the time of signing of contract. In case of any delay in the project not attributable to the Service provider, or extension of project beyond contract period, the service provider has to provide the services as per the unit rates quoted in commercial bid submitted.

4.23 Resolution of Disputes:

4.23.1 A steering group shall be formed comprising of authorized representative of Director General School Education and the HMSP. The group shall tackle the implementation related and operational issues and any frontline disputes. The HMSP and Director General School Education shall make every effort to resolve any disagreement or dispute arising between them amicably.

Only in situations where such disputes do not get amicably resolved even after 15 days from the commencement of such informal negotiation between the two parties, either party may required that the dispute be referred for resolution to the formal mechanisms that may include, but are not restricted to the ones specified below:-

- a. Conciliation mediated by a mutually agreed third party.
- b. Adjudication in a form comprising the Principal Secretary, School Education, Govt. of Punjab/Director General School Education and the authorized representative of the HMSP.
- c. Director General School Education and the HMSP shall nominate one arbitrator each and these arbitrators shall nominate a third arbitrator to conduct the proceeding under the arbitration and reconciliation act.

The cost of such arbitration shall be borne by the HMSP.

Settlement of any dispute by above means shall be constructed as final and binding to both the parties.

4.24 Other Conditions

- 4.24.1 All disputes, differences, claims and demands arising under or pursuant to or touching the contract shall be referred to the arbitrator(s) as per the provisions of the Arbitration Act. Such arbitration shall be held at Chandigarh/Mohali.
- 4.24.2 In all matters and disputes arising there under, the appropriate Courts at Chandigarh/Mohali alone shall have jurisdiction to entertain and try them.
- 4.24.3 The HMSP shall provide training on appropriate aspects wherever desirable that client feels necessary to such persons as nominated by the client, wherever required.
- 4.24.4 At-least 5% of the total hardware has to be stocked which must include computers for replacement in theft cases, hardware parts & peripherals to avoid delay in transporting from the manufacturers.
- 4.24.5 Quote should be F.O.R destination. The list of 2810 Government schools/ locations and hardware & software details is as per Annexure A.

5.0 TECHNICAL SPECIFICATIONS OF HARDWARE

Detailed technical configuration of Server computers, Desktop Computers, Dot Matrix Printers, Power peripherals, Networking components and System software products along-with make and models are given in the following table:

5.0.1 PHASE- I :- Total Number of Schools: - 32

Sr. No	Item Description and make	Detailed technical configurations	
1.	Server Computer (HCL Infiniti)	CPU	P4 2.8 Ghz ,800 FSB, 1MB L2 Cache,
		Motherboard	Intel 865 Chipset 2*IDE Slots
		Hard Disk	80 GB HDD
		Memory	2*256 MB DDR1 RAM
		Combo Drive	DVD CDR Combo Drive IDE
		Monitor	15" SVGA Colour Monitor
		Keyboard	107 Keys KBD
		Sound	Integrated Sound With Internal Speaker
		Mouse	Mouse with PAD
		Ports	1*Serial, 1*Parallel, 2*PS/2, 1*VGA, 4*USB
		Cabinet	Micro ATX Tower Cabinet
		SMPS	ATX 160 W
		LAN	Intel Pro 10/100
		Operating System	Window 2003 Server
		Antivirus	Renewal of E-trust Antivirus along-with definition updates for leased period of 3 years
2.	Desktop Computer	CPU	Celeron 2.4 Ghz, FSB 400, 512KB L2 Cache,

Sr. No	Item Description and make	Detailed technical configurations	
	(HCL Infiniti)	Motherboard	Intel 845 Chipset
		Memory	256 MB DDR1 RAM
		Hard Disk	IDE 40 GB HDD
		Monitor	15" SVGA Color Monitor
		Keyboard	107 Keys KBD
		Mouse	Ball Mouse with PAD
		Ports	1*Serial, 1*Parallel, 2*PS/2, 1*VGA, 2*USB
		Cabinet	Micro ATX Tower Cabinet
		CD ROM	52 X CDROM IDE
		SMPS	ATX 200 W
		LAN	Intel Pro 10/100
		Sound	Integrated Sound With Internal Speaker
		Operating System	Window XP
		Anti Virus	Renewal of E-trust Antivirus along-with definition updates for leased period of 3 years
3.	UPS Line Interactive (APC/ TVSE make)	2.2 KVA UPS with Minimum 2 hours backup time <ul style="list-style-type: none"> • Battery quantity – 3000 VAH (Minimum) (TVS 42Ah- 6 no.) (APC 65Ah- 4 no.) 	
4.	UPS Line Interactive (APC make)	1 KVA UPS with Minimum 2 hours backup time <ul style="list-style-type: none"> • Battery quantity–2400 VAH (Minimum) (100 Ah – 2 no.) 	

Sr. No	Item Description and make	Detailed technical configurations
5.	UPS Line Interactive (APC/ TVSE make)	3-KVA UPS with 2 hours backup time <ul style="list-style-type: none"> • Battery quantity – 4800 VAH (Minimum) • (TVSE/APC – 100Ah – 4 no.)
6.	Networking components	16 port 10/ 100 Mbps Switch, 15 * I/O, Patch cords and other structured cabling material in each lab – as per requirements of the site
7.	System Software	Working Support and maintenance of system software products – Windows 2003 Server, Visual Studio.Net, Encarta, MS office Professional

5.0.2 PHASE-II:- Total Number of Schools: - 202

Sr. No.	Item Description and make	Detailed technical configurations	
4.	Server Computer (HCL Infiniti)	CPU	AMD Athlon 64 300+
		Motherboard	ATI RS-482
		Hard Disk	80 GB SATA HDD 7200 RPM
		Memory	2*256 MB DDR SDRAM(400 Mhz)
		Combo Drive	DVD CDR Combo Drive16X DVD, 52X,32X,52X CDR
		Monitor	15" SVGA Color Monitor
		Keyboard	107 Keys KBD
		Mouse	Optical Mouse with pad
		Ports	1* Serial, 1*Parallel ,2*PS/2, 1*VGA, 4*USB
		Cabinet	Micro ATX Tower Cabinet
		SMPS	250 W Enhance Electronics
		LAN	Gigabit Ethernet
5.	Desktop Computer (HCL Infiniti)	CPU	AMD Sempron 2600+
		Motherboard	MSI-CPU Support: 3700+ & Higher
		Memory	256 MB DDR RAM
		Hard Disk	40 GB HDD 7200 RPM
		Monitor	15" SVGA Color Monitor
		Keyboard	107 Keys KBD
		Mouse	Optical Mouse with PAD
		Ports	1*Serial, 1*Parallel, 2*PS/2, 1*VGA, 4*USB with 2 USB in Front

Sr. No.	Item Description and make	Detailed technical configurations	
		Cabinet	Micro ATX Tower Cabinet
		CD ROM	52X CD ROM Drive
		SMPS	250 W
		LAN	VIA 10/100 Fast Ethernet
		Sound	Integrated Sound With Internal Speaker
6.	UPS Line Interactive (APC make)	1 KVA UPS with Minimum 2 hours backup time • Battery quantity–2400VAH(Minimum) (100 Ah – 2 no.)	
7.	-do-	2.2 KVA UPS with Minimum 2 hours backup time • Battery quantity–4800VAH(Minimum) (100 Ah – 4 no.)	
8.	-do-	3 KVA UPS with 2 hours backup time • Battery quantity–9600VAH(Minimum) (100 Ah – 8 no.)	
9.	Stabilizer(Powertron Make)	2 KVA installed before 1 KVA UPS	
10.	-do-	4 KVA installed before 2 KVA UPS	
11.	-do-	5 KVA installed before 3 KVA UPS	
12.	Networking components	24 Port 10/100 Mbps DAX Switch, 15 * I/O, Patch cords and other structured cabling material in each lab – as per requirements of the site	

5.0.3 PHASE-III:- Total Number of Schools: - 2085

Sr. No	Item Description and make	Detailed technical configurations
1.	Server Computer (Acer)	<ul style="list-style-type: none"> • AMD Athlon 64-5600 • Mother board make* (Intel, ASUS, Gigabyte, MSI, FoxConn or better brand by OEMs) • 800 MHz FSB • Intel 945G Original Chipset or ATi RS480M or ATi RS 482 • 2x256 MBD DR2 RAM (400Mhz) or DDR SDRAM (400MHz) • 80 GB SATA II Hard Disk 7200 RPM* (Seagate/ Samsung/ Hitachi/ Maxtor) • DVD/CD-R Combo drive *48x 32x 48 (Samsung/ LG / OEM) • 15" SVGA Color Monitor MPR II complaint • Gigabit Ethernet on Board • Integrated Intel Extreme graphics or equivalent/ better • 1Serial Port,1Parallel Port,2 PS/2,1VGA Port • 4 No's USB ports • 104Key keyboard • Internal Modem 56 Kbps • Mini/Micro Tower Cabinet • 250w or higher SMPS • Optical OEM mouse with pad

2.	Desktop Computer (Acer)	<ul style="list-style-type: none"> • AMD Sempron (64bit)-3400 • Chipset: Via K8M890 on OEM mother board • Mother board* (Intel, ASUS, Gigabyte, MSI, FoxConn or better brand by OEMs) should support minimum 533 MHz FSB CPU or higher & DDR 533 MHz speed • 256KBL2cacheorhigher • 2x256MBDDRIRAM(DDR333) • 40 GB HDD,7200 rpm (Seagate/ Samsung/ Hitachi/ Maxtor) • 15" SVGA Color Monitor MPRII Complaint • Integrated 1Gbps LAN card on board • 52xCD ROM drive or better • Integrated shared Graphics up to 32 MB • 1Serial,1Parallel,2 PS/2 ports,1VGA Port • 4 Nos USB 2.0 ports with 2 USB ports in the front • 104 Keys Keyboard • Mini/Micro Tower cabinet (with 4 Bays or higher) • 220w or higher SMPS • Integrated Sound with internal speakers • Optical Mouse with pad
3.	UPS Line Interactive (Numeric)	<p>2 KVA Line interactive with battery Back up time Minimum 150 minutes (On Full Load) (100AH) – 4Nos.</p> <ul style="list-style-type: none"> • Battery quantity–4800 VAH (Minimum)
4.	UPS Line Interactive (Numeric)	<p>3 KVA Line Interactive with battery Back up time Minimum 150 minutes (On Full Load) (100AH)–6Nos.</p> <ul style="list-style-type: none"> • Battery quantity– 7200 VAH (Minimum)
5.	4KVA Voltage Stabilizer (MAKE)	<p>Placed before 2 KVA Line Interactive UPS MAKE - Sonax</p>
6.	5KVA Voltage Stabilizer	<p>Placed before 3KVA Line Interactive UPS MAKE - Sonax</p>
7.	Networking components	<p>Un managed 10/100 Mbps Switch (3-Com/ D-link/ DAX/ Linksys)</p> <ul style="list-style-type: none"> • CAT 5e UTP Cable • RJ45 Connectors • Information Outlets with Surface mounting Box

Battery specifications

- Battery Type – Sealed Lead Acid Maintenance Free
- Battery makes – Reputed & Reliable brands like Exide, Panasonic, and Quanta / Amar raja and must be compatible with UPS OEM.
- Battery Cabinet – Batteries should be housed in a Cabinet
- The battery should recharge to 90% capacity within 8 Hours after complete discharge.

5.0.4 **PHASE 4-- Total Number of Schools:- 486**

Sr. No	Item Description	Technical Configuration of Supplied Material	
1.	Personal Computer	CPU	Intel Pentium Dual Core E 5400 (2.70 Ghz, 2MB L2 cache ,or higher
		Motherboard	Intel G31Chipset or better Make (Intel, SUS, Gigabyte, MSI, FoxConn or better brand by OEMs)
		Bus Architecture	Integrated Graphics, 2PCI,1PCI Express x1and 1PCI Express x16
		Memory	4GB 533 MHz DDR2 RAM with minimum 2x2 total DIMM slots
		Dummy Computing	N-Computing Card - X550
		HardDisk Drive	320 GB 7200 rpm Serial ATA HDD (Seagate/Samsung/ Hitachi/Maxtor)
		Monitor	18.5" LCD Monitor. (Samsung, LG, Samtron, or same brand as PC)
		Keyboard	104 keys (Logitech, Microsoft or same brand as PC)
		Mouse	Optical with scroll (Logitech, Microsoft or same brand as PC) with pad.
		Bays	4 Nos. (2Nos. 5.25 inches for Optical Media Drives and 2Nos. 3.5 inches for Hard Disk Drives)
		Ports	6 USB Ports (with atleast 2 in front), 1 Serial Port,1Parallel port, 1PS/2 Keyboard and 1 PS2 Mouse Port,
		Cabinet	Mini tower
		DMI	DMI 2.0 Compliance and Support
		DVDDrive	8X or better DVD Rom Drive (LG or Samsung or OEM)
Networking facility	10/100/1000 on board integrated Network Port with remote booting facility remote system installation, remote wakeup.		
Power	250 W or higher SMPS		

Sr. No	Item Description	Technical Configuration of Supplied Material
2.	Shared (dummy) Computer	<ul style="list-style-type: none"> • Monitor :18.5" TFT Monitor (Samsung ,LG, Samtron , or same brand as PC) •Keyboard:104Keys Keyboard (Logitech, Microsoft or same brand as PC) with PS/2 Interface • Mouse: PS/2 Interface 2Button Optical Mouse with scroll key • Access Device: Device with speaker output, PS/2Mouse, PS/2 keyboard output, SVGA Monitor output and RJ45 connection port, Including Virtualization software • Supporting Shared Computing PCI Card • Audio: Stereo Output via speaker port • Power supply: No external power adapter • Monitor mounting: Access device mounting on rear side of TFT monitor • Certifications: ROHS •Each access device should best and alone equipment and not integrated with any peripheral like keyboard, mouse, monitor etc.
3.	1000VA UPS Line Interactive (BPE Make)	<p>1KVA Line Interactive with battery Backup time Minimum 150 minutes (On Full Load)</p> <ul style="list-style-type: none"> • • Back uptime–Minimum 150 minutes on full load • Battery Cabinet–Batteries should be housed in a Cabinet • Battery quantity–2400VAH (Minimum)
4.	2KVA Automatic Voltage Stabilizer (BPE Make)	Placed before 1KVA Line Interactive UPS
6.	Patch Cords	<p>CAT-6</p> <p>Length–5/8meters as per the requirements at the site</p>

NOTE:-

1. The bidder is requested to visit any such School where ICT infrastructure is installed, to verify the above hardware.
2. At least 5% of the total hardware has to be stocked which must include computers for replacement in theft cases, hardware parts & peripherals to avoid delay in transporting from the manufacturers.
3. List of Government schools is as per Annexure A (To be provided later).
4. The specification of above mentioned hardware parts may be different in some schools as the vendor replaced the non-repairable parts with parts of other OEM with same or higher configuration.
5. **System Software:** - Installation, operation, maintenance, running and updation of System Software products (To be provided by the Department of School Education).

6.0 BID PROPOSAL PROFORMA'S

Performa -I

BID PROPOSAL SHEET

Bidder's Proposal Reference No. & Date :
Bidder's Name & Address :
Person to be contacted :
Designation :
Telephone No. Telex No.: Fax No:

To:
Punjab ICT Education Society (PICTES)
SCO 162– 164, Third Floor,
Sector-34 - A, Chandigarh

Subject: Proposal for Operation and Maintenance (O&M) of existing ICT infrastructure purchased under phase III of ICT project.

Dear Sir,

1.0 We, the undersigned Bidders, having read and examined in detail the specifications and all bidding documents in respect of supply of hardware item do hereby propose to provide hardware as specified in the bidding document.

2.0 PRICE AND VALIDITY

2.1 All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 120 days from the last date of submission of bids.

2.2 We do hereby confirm that our bid prices include all taxes and cess including Income Tax.

2.3 We have studied the Clauses relating to valid Indian Income Tax and hereby declare that if any Income Tax, Surcharge on Income Tax and any other Corporate Tax is altered under the law, we shall pay the same.

3.0 EARNEST MONEY

We have enclosed the required earnest money in the form of Bank Draft in the Pre Qualification bid envelope. It is liable to be forfeited in accordance with the provisions of bid document.

4.0 DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the fine tuned Technical specifications and other bid document except the deviations as mentioned in the Technical deviation Performa (Performa-III) Further we agree that additional conditions, if any, found in the proposal documents, other than those stated in deviations Performa, shall not be given effect to.

5.0 BID PRICING

We further declare that the prices stated in our proposal are in accordance with your terms & conditions in the bidding document.

6.0 QUALIFYING DATA

We confirm having submitted in qualifying data as required by you in your bid document. In case you require any further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

7.0 CONTRACT PERFORMANCE SECURITY

We hereby declare that in case the contract is awarded to us, we shall submit the performance Guarantee Bond in the form of Bank Guarantee as per terms of bid document.

7.1 We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge & belief.

7.2 Bid submitted by us is properly sealed and prepared so as to prevent any subsequent alteration and replacement.

7.3 We understand that you are not bound to accept the lowest or any bid you may receive.

Thanking you,

Yours faithfully,

(Signature)

Date:

Name:

Place:

Designation:

Business Address:

Seal

Performa -II

PARTICULARS OF BIDDER & MANUFACTURER

BIDDER'S PARTICULARS FOR BID NO. _____

1. Name of the Bidder _____
2. Address of the Bidder _____

3. Year of Establishment _____
4. Annual turnover of the firm for the _____
last 3 successive years.
5. Name of the Dept./Institution where _____
AMC of hardware/Networking has _____
already been done _____
6. Service facilities available for maintenance _____
7. Availability of spare parts, components _____
8. Bidder's proposal number & date _____
9. Name & address of the office to which all references shall be made regarding this bid _____ Telephone & Fax No.

As of the date the information furnished in all parts of this form is accurate and true to the best of my knowledge.

Witness:

Signature _____	Signature _____
Name _____	Name _____
Designation _____	Designation _____
Address _____ _____	Address _____ _____
Company _____	Company _____
Date _____	Date _____

Company Seal

(With name & designation of the person signing the bid)

Performa-III

*PRE-QUALIFICATION CHECKLIST & ORDER IN WHICH DOCUMENTS ARE
SUBMITTED*

Name of bidder: _____

S.No	Requirement	Document required	Pg. No	Compliance (Yes/No)
1	Bid Proposal sheet duly filled in, signed and complete in all respects. (Performa -I)	Duly filled Performa - I		
2	Qualifying data duly filled in as per relevant Performa provided in the bid proposal that the Bidder is eligible to bid and is qualified to perform the contract, if its bid is accepted (Performa -II)	Duly filled Performa - ii		
3	Power of attorney (if any) in the name of the person(s) authorized by the bidder to sign bid documents.	Attach copy		
4	The Bidder must submit Earnest Money Deposit (EMD) of Rs. 50 Lac (Rupees Fifty Lac only) through online mode only, failing to which the bid will be rejected.	Attach Proof		
5	The Bidder must submit Tender Cost of Rs. 5 Thousand (non refundable) through online mode only, failing to which the bid will be rejected.	Attach Proof		
6	Bidder should be registered either under Companies Act, 1956 or registered under Limited Liability Partnerships (LLP) Act, 2008	Certificate of Incorporation or Partnership Deed		
7	Registered with the Service Tax Authorities	Registration Certificate		
8	Should have been operating profitably for the last three financial years as of 31st March 2015.	certificate from the practising fellow member of Institute of Chartered Accountant of India (FCA)		
9	The bidder must have an average annual turnover of Rs. 100 Crores over last 3 years as on 31/03/2015 from IT Hardware supply,	Authentic certificate from the practising fellow member of		

PUNJAB ICT EDUCATION SOCIETY

	installation and Maintenance Services. Out of which, at least Rs. 25 crore should be from IT Maintenance Services over last 3 years as on 31/03/2015.	Institute of Chartered Accountant of India (FCA) confirming the turnover and profit from AMC.		
10	Certifications The Bidder should be ISO 9000/9001:2008 certified.	Copy of certification which is valid on date of submission.		
11	The Bidder must have executed at least two similar projects worth Rs. 50 Crore each for hardware supply and Maintenance support in Govt. Sector/ PSUs/ Banks in the last three years where each project should have covered more than 500 locations across the country. Of which, two projects of Rs. 25 crore each on maintenance Services.	Attach proof of certificates of running/completion satisfactorily of these projects from respective clients.		
12	The Bidder must have minimum 500 employees on its rolls.	Certificate from HR Department		
13	The Bidder 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.	Self-Certified letter		
14	The Bidder should have a fully functional office in Chandigarh/Mohali. If not, the selected bidder shall open its office within one month from the award of contract.	Copy of Utility bill/rent agreement/registration certificate/ any statutory certificate mentioning the address like VAT/service tax certificates etc.		
15	The Bidder must have valid PAN issued by Income Tax Authorities, India.	Copy of PAN		
16	The bidder should have a registered number of VAT/Sales Tax/CST registrations Service Tax Registration /VAT Income Tax / PAN number.	Copies of relevant Certificates.		
17	Bidder must submit papers on methodology for operation and maintenance (O&M) of hardware and software products during the contract period of three (3) years.	Copies of relevant documents.		

Performa-IV

PRICE SCHEDULE (In Rs.)

A 1- Comprehensive Operation & Maintenance of 32 Schools covered under ICT Phase-I for three (3) Years.

S.No	Item Description	Qty	Unit Price (inclusive of all applicable taxes/duties)	Total Amount (inclusive all applicable taxes) (INR)
		A	B	C=A*B
1.	Server computers (HCL make)	40		
2.	Desktop Computers (HCL make)	413		
3.	1 KVA Line interactive (APC make)	11		
4.	2.2 KVA Line interactive (APC make)	17		
5.	3 KVA Line interactive (APC make)	33		
6.	Stabilizer (Installed before UPS systems)	32		
7.	Local Area Network (LAN) including Networking components	40		
8.	Cost of Batteries for 1 KVA UPS	11		
9.	Cost of Batteries for 2.2 KVA UPS	17		
10.	Cost of Batteries for 3 KVA UPS	33		
	Buy back Cost of Old batteries			
11.	Batteries for 1 KVA UPS (-)	11		
12.	Batteries for 2.2 KVA UPS(-)	17		
13.	Batteries for 3 KVA UPS(-)	33		
	TOTAL			

A 2- Comprehensive Operation & Maintenance in 202 Schools covered under ICT Phase-II for three (3) Years.

S.No	Item Description	Qty	Unit Price (inclusive of all applicable taxes/duties)	Total Amount (inclusive all applicable taxes) (INR)
		A	B	C=A*B
1.	Server computers (HCL Server)	202		
2.	Desktop Computers (HCL Server)	1346		
3.	2.2 KVA Line interactive UPSs (APC ma	114		
4.	3 KVA Line interactive UPSs (APC mak	94		
5.	4 KVA Stabilizer installed before 2.2 KVA UPS system	114		
6.	5 KVA Stabilizer installed before 3 KVA UPS system	94		
7.	Local Area Network (LAN) including Networking components	202		
8.	Cost of Batteries for 2.2 KVA UPS	114		
9.	Cost of Batteries for 3 KVA	94		
	Buy back Cost of Old batteries			
10.	Batteries for 2.2 KVA UPS(-)	114		
11.	Batteries for 3 KVA UPS(-)	94		
	TOTAL			

A 3- Comprehensive Operation & Maintenance in 2085 Schools covered under ICT Phase-III for three (3) Years.

S.No	Item Description	Qty	Unit Price (inclusive of all applicable taxes/duties)	Total Amount (inclusive all applicable taxes) (INR)
		A	B	C=A*B
1.	Server computers(Acer)	2085		
2.	Desktop Computers(Acer)	9819		
3.	2KVA Line interactive UPS (Numeric)	2068		
4.	3KVA Line interactive UPSs	23		
5.	4KVA Stabilizer installed before 2KVA UPS system	2068		
6.	5KVA Stabilizer installed before 3KVA UPS system	23		
7.	Local Area Network(LAN) including Networking components	2085		
8.	Cost of Batteries for 2 KVA UPS	2068		
9.	Cost of Batteries for 3 KVA UPS	23		
	Buy back Cost of Old batteries			
10.	Batteries for 2.2 KVA UPS(-)	2068		
11.	Batteries for 3 KVA UPS(-)	23		
	TOATL			

A4- Total Commercial Bid Value for 2324 schools

S.No	Price Schedule	Particulars	Value(INR)
1.	A1	Comprehensive Operation & Maintenance in 32 Schools covered under ICT Phase-I for three (3) Years.	
2.	A2	Comprehensive Operation & Maintenance in 202 Schools covered under ICT Phase-II for three (3) Years.	
3.	A3	Comprehensive Operation & Maintenance in 2085 Schools covered under ICT Phase-III for three (3) Years.	
4.	A4=(A1+A2+A3)	Total Commercial Bid Value for 2324 Schools Covered under ICT Phase-I, II & III (For Selecting 1st L1)	

A 5- Comprehensive Operation & Maintenance in 486 Schools covered under ICT Phase-IV for three (3) Years.

S.No	Item Description	Qty	Unit Price (inclusive of all applicable taxes/duties)	Total Amount (inclusive all taxes) (INR)
		A	B	C=A*B
1.	Personal Computers (HCL Make)	490		
2.	Shared (dummy) Computers (with Non-computing devices)	1960		
3.	Line interactive 1 KVA UPS (BPE Make)	490		
4.	2 KVA Stabilizer	490		
5.	Patch Cords (5 / 8 mtr.)	1960		
TOTAL COMMERCIAL BID VALUE FOR 486 SCHOOLS OF ICT PHASE-IV (For Selecting 2nd L1)				

Note :-

- Total cost quoted above is an all-inclusive figure i.e. all applicable taxes/duties, out-of pocket, expenses, travelling, boarding, lodging and other operating cost etc.
- No cost other than quoted above shall be claimed separately.
- The necessary payment adjustment shall be done on unit rate & pro-rata basis.
- The quantities mentioned above may be changed upto +/- 20%.
- Price bid will be evaluated in two parts. PART ONE (A4) is to select L1 bidder for 2324 schools of ICT Phase-I, II & III. PART TWO (A5) is to select L1 bidder for 486 schools covered under ICT Phase- IV.
- 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".
- If there is discrepancy between the unit price and the total price, which is obtained by multiplying the unit price with quantity, the unit price shall prevail

and the total price shall be corrected unless it is a lower figure. If the bidder doesn't accept the correction of error its bid will be rejected

8. If there is discrepancy in the unit price quoted in figures and word, the unit price, in figure or in words as the case may which corresponds to the total bid price shall be taken as correct.

(Signature)/Seal

Annexure 'B'

Service Level Agreement & Penalty

(a) Penalty for failure of equipment(s) except for unforeseen circumstances:

Penalties as per the following table shall be imposed in case of breakdown of infrastructure namely Computer system (used as Server), Desktop (CPU, monitor, System Software, keyboard, mouse) or n-computing card, UPS or Stabilizer or Dot Matrix Printer or network switch, installed in any of the ICT Labs under the two categories from the date of lodging of a complaint:

No. of working days	Penalty amount for Critical Equipment (*)	No. of working days	Penalty amount for Non-Critical Equipment (**)
Up to 2 days	No penalty	Up to 3 days	No penalty
03-07	@ Rs. 350/- per day	04-08	@ Rs. 250/- per day
08-15	@ Rs. 700/- per day	09-16	@ Rs. 500/- per day
15-25	@ Rs. 1400/- per day	17-25	@ Rs. 750/- per day

(*) Critical Equipment	ALL items related to: - Computer system (used as Server), n-computing card, UPS including batteries, Stabilizer.
(**) Non-Critical Equipment	ALL items related to: - Desktop Computer system, LAN including cabling & Switch.

Working Hours (subject to change, if any):

*** Summer- 8 am to 2 pm**

*** Winter – 9 am to 3 pm**

(School timings may vary as per the order of Education department)*

NOTE: -The Service Provider will rectify the faults within above specified period failing which the service provider will arrange temporary replacements in next 24 clock hours. However, the call will be closed in web portal only after the installation of new actual/new parts as per agreement. If Service provider fails to make temporary replacement in 24 clock hours the penalty (shown in above table) amounts will be doubled.

After 25 working days, if the rectification does not take place, the Principal of the concerned School where ICT Lab is situated, Designated Officer from Education Department will check & verify the faulty component/ equipment/ hardware and; concerned Principal in consultation with Designated Officer from Education Department will purchase the component/ equipment/hardware of same or higher specifications & same brand preferably from open market on market rates. The product so purchased should be compatible with the existing hardware/software.

The Principal of the concerned ICT Labs will submit request to the PICTES for release of amount for the purchase of faulty component/equipment/hardware through concerned official of the department. The penalty imposed and amount utilized for purchase of faulty component/equipment/hardware will be deducted from the payment due towards the vendor. If the rectification does not take place upto 24 working days of the items mentioned from the lodging of complaint and if such situation occurs in 25% or labs, then the contract shall be terminated at the risk and cost of the bidder.