

BID NO: DGSE/EDUSAT/2017-18/02

Director General School Education, Punjab

Request for Proposal (RFP)

for

Selection of Studio Maintenance Provider (SMP) for AMC

of

*Three Studios Infrastructure (Computer Hardware, Cameras, Recorders
& other Audio Video Studio Equipments etc.), established under Punjab
EDUSAT Society at*

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

O/o Director General School Education-cum-Project Director,
Punjab

1st Floor, Vidya Bhawan, E-Block
Phase-8, S.A.S. Nagar (Mohali)
Contact No. – 0172-5218801 (Edusat)
Email: edusat.punjab@gmail.com

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DEFINITIONS

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

- “Client” or “DGSE” means Director General School Education or DGSE-cum-Project Director.
- “EDUSAT” or “PES” means Punjab EDUSAT Society.
- “Department” or “DSE” means Department of School Education.
- “State HUB” means Head Quarters of Punjab EDUSAT Society where the Studios have been established and running at Phase-8, SAS Nagar
- “PROJECT” means Hardware Maintenance Service for Studio Equipments installed in Studios of Punjab EDUSAT Society (State HUB) for 3 years likely to be extended upto 2 years further on mutual consent between SMP & the client.
- "Contract/Agreement/Contract Agreement" means the agreement to be signed between the successful bidder and client.
- “Bidder” or “Vendor” means firm / company / business entity who submits bid in response to this tender.
- “SMP” means Turnkey Studio Maintenance Provider with whom the client signs the agreement.
- “Tender evaluation committee/committee” means the committee constituted by DSE and/or DGSE for evaluation of bids.
- “Contract” means the contract entered into by the parties with the Client for repair & maintenance of hardware with the entire documentation specified in the tender separately for the Project.
- “AMC” means Annual Maintenance Contract.
- “State” means State of Punjab.
- “GCC” mean General Contract Conditions.
- “Proposals” or “Bids” means proposal or bid submitted by bidders in response to this tender issued by the Client for selection of SMP.
- “INR” means currency in Indian Rupees.
- “Request for proposal (RFP)/Tender” means tender floated by Client for Repair & maintenance of Computer hardware items in upper primary govt. schools.
- “The Term/ Contract / Contract Period” means three (3) year period of contract.
- "SLA" means Service Level Agreement.
- “Studio Equipments” means all the Equipment installed in the PES Studios that includes Computer Hardware, Software, Cameras, Camera Control Units, Recorders, Visualizers, Prompters, Smart Boards, Audio/Video Switchers and other Audio/Video Equipments etc.
- “**Last Three Financial Years**” means FY 2014-15, 2015-16 & 2016-17.
- “DTE” means Department of Technical Education
- “DHE” means Department of Higher Education.
- “DME” means Department of Medical Education and Research.

1. Document Control Sheet

S.No.	Particular	Details
1.	Document Reference Number	BID NO: DGSE/EDUSAT/2017-18/02
2.	Start date & time of sale of tender (Only available in downloadable form at website mentioned)	24 th October 2017 at 1500hrs onwards
3.	Last Date and Time for submission of Queries	27 th October 2017 till 1600 hrs
4.	Date and Time for Pre-Bid Meeting	30 th October 2017 at 1100 hrs
5.	Last date and time for submission of bids	13 th November 2017 till 1700hrs
6.	Date and time of opening of Pre-Qualification cum Technical bid	14 th November 2017 at 1100hrs
7.	Date of Opening of Commercial bids	15 th November 2017 at 1100hrs
8.	Address for Communication	O/o Director General School Education, 1 st Floor, Vidya Bhawan, E-Block Phase-8, S.A.S. Nagar (Mohali) Contact No. – 0172-5218801 (Edusat)
9.	Location of tender document	Tender document can be downloaded from the website. http://etender.punjabgovt.gov.in
10.	Cost of RFP document & Mode of Payment	Rs.1,000/- (Rs. One Thousand Only) through online mode (Non-Refundable).
11.	Earnest Money Deposit (EMD) through online mode	Rs.50,000/- (Rs. Fifty Thousand Only) for the Project
12.	Contact details	Email: edusat.punjab@gmail.com
13.	Website for RFP Reference	http://etender.punjabgovt.gov.in and www.ssapunjab.org

Guidelines for online tendering procedure

For participating in the above e-tendering process, the SMPs shall have to get themselves registered with <http://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 092572-09340, 08045628821, 0172-5035985.

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 <http://etender.punjabgovt.gov.in> They have to pay non-refundable tender document fee and Processing Fee through online mode only **(IPG/ Net Banking)**. The payments of Tender form fee and EMD through online mode should be submitted before last date 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. Invitation of Bid

2.1 Introduction

EDUSAT Project: In 2008, the Government of Punjab in the Department of School Education had launched Edusat Project under PES for providing Quality Education in Government Schools across the State for the students of class 6th to class 12th.

The State Government set up 3 Studios at State HUB under Punjab EDUSAT Society.

- **Studio 1:** for Department of Schools Education (DSE)
- **Studio 2:** for Department of Technical Education (DTE)
- **Studio 3:** for Department of Medical & Research Education (DME) and Department of Higher Education (DHE)

2.2 Invitation

- a) Through this RFP, DGSE invites responses (“Tenders”) from eligible and reputed Hardware maintenance service providers (“Bidders”) for the maintenance of studio equipment and peripherals installed in State HUB Punjab as described in the Scope of Work of this RFP Document.
- b) “OEM / OEM’s authorized distributers / OEM’s authorized service centers/ OEM’s authorized after sale service provider / Authorised by OEM’s authorized service providers (SONY/ Panasonic/ Tascam), ” dealing in ‘Audio Video Studio Equipments’ can quote their rates for providing effective and proper maintenance for equipments (as per ‘**Annexure- A**’) on the given scope of work, terms & conditions.
- a) This invitation to bid is open to all Bidders meeting the eligibility criteria as mentioned in this RFP Document.
- b) DGSE reserves the right to extend “The Term” for a period or periods to be mutually decided by the parties, such extension or extensions will be on the same terms and conditions of the RFP.
- c) Proposals must be received not later than time and date mentioned in the Document Control Sheet. Proposals will not be accepted by the system after due date/ time.
- d) The tender document is available on the Portal from start date till last date for issue of the tender document as prescribed in Document control sheet. Bidders may please note that bid document cost is to be paid online. Subsequently, bidders will be required to pay the processing fee and EMD before submitting their proposal.
- e) DGSE, at its discretion, extend the date for submission of Bids. In such a case all rights and obligations of the client and bidders previously subject to the

deadline will thereafter deemed to be extended. Any such extensions shall be informed to bidders through corrigendum issued on e-tendering portal as well as on SSA portal **www.ssapunjab.org**

- f) Cover bids are not permitted.

3. Scope of Work

Punjab Edusat Society (PES) intends to outsource the maintenance of the entire Studio Equipment in all the 3 Studios at State HUB under Punjab Edusat project for the contract period of 3 years, initially. Details are mentioned as below:-

Studio	User Department	Year of Installation
Studio 1	Department of Schools Education (DSE)	2008
Studio 2	Department of Technical Education (DTE)	2005
Studio 3	Department of Medical & Research Education (DME) and Department of Higher Education (DHE)	2008

As mentioned above, all three studios are equipped with Computer Hardware, Cameras, Camera Control Units, Recorders, Visualizers, Prompters, Smart Boards, Audio/Video Switchers and other Audio/Video Equipments. Detailed technical specifications are given in **Annexure ‘A’**

Presently, the entire studio equipment installed in 3 studios is being maintained by PES itself.

The Studio Maintenance Provider (SMP) would be responsible for carrying out the following tasks during the contract period:-

- i) The bidder is at liberty to visit the studios before quoting the tender.
- ii) The selected bidder will carry out a survey to find out the non-functional equipment and furnish the report within 05 days from the award of the contract.
- iii) After examining this report by the department, the selected bidder will be asked to repair or replace the faulty equipments at the earliest and not later than the next 15 working days.
- iv) The selected bidder will depute an engineer at attend the call within 12 hours from the intimation of the complaint and shall ensure that it is rectified within 24 hours.
- v) In the eventuality of the AMC contractor not being in a position to rectify the fault within one day (24 clock hours) for any equipment, standby equipment(s) of acceptable similar configuration shall be provided to PES by the contractor. On failure to provide standby equipment, a penalty will be calculated as per the Service Level Agreement (SLA), attached as **Annexure ‘C’**.

- vi) The selected bidder will keep required spares or inventory to ensure rectification of complaint as explained above.
- vii) Services shall consist of Preventive Maintenance (includes cleaning/overhauling of equipment etc.) of 'Audio Video Studio Equipment atleast once in every three months. AMC services shall include all required manpower, labour, tools etc. for the repair & maintenance activities. The rates quoted for the AMC services shall also include all types of taxes, GST, duties as applicable and transportation charges etc.
- viii) The successful bidder shall have to render the services satisfactorily and replace the genuine parts/ spares in the system. In case the agency does not render satisfactory services or replace with the sub-standard parts/spares, PES is at the liberty to terminate the contract at any time during the period of contract after giving prior notice of 15 days. This may also lead to legal action including forfeiture of performance security.
- ix) At the end of period / termination of AMC, the contractor shall demonstrate satisfactory testing and operation of all the Audio Video Studio Equipments.
- x) In case the item is non-serviceable, the item will be replaced with new one.
- xi) The selected bidder will study and suggest the compatible model along with cost to the department for its approval for smooth working of the studio. The AMC of the remaining period (Calculated from prices quoted at **Performa 'II' Part B** on pro-rata basis) will not be paid to the selected bidder for this item as the same has been replaced with new one and is covered under warranty and also in case the client does not wish to get it repaired/replaced.
- xii) SMP will certify and ensure the price quoted for any new Item/ Model for replacement against the faulty equipment to be reasonable.
- xiii) Term of the contract will be 3 years likely to be extended upto two years further on mutual consent between SMP & the client.

4. General Bid Conditions

- a) This invitation to the Bidders is for selecting the Studio Maintenance Provider (SMP) for **3-years** Repair & Maintenance Contract of existing IT infrastructure for Project **likely to be extended upto 2 years further** on mutual consent between SMP & the client
- b) 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.

- c) Bid document prepared in accordance with all the conditions laid down should be submitted online not later than the date and time at the web portal mentioned in document control sheet.
- d) The Bidder must furnish Earnest Money Deposit (EMD) as mentioned in Document Control Sheet through e-payment mode only.
- e) All payments towards Cost of Tender Document (If Applicable), Earnest Money Deposit and processing fee shall be deposited online through e-payment gateway of the portal. Bids will be rejected if any of the payments are not reflected on the portal.
- f) This Tender document is not transferable. Only bidder, in whose name this tender document has been purchased shall submit the bid.
- g) DGSE 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 DGSE 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. Conditional bid shall be rejected straight away.
- h) 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 ever.
- i) DGSE may, at its own discretion, extend the date for submission of bids. In such case all rights and obligations of the DGSE previously fixed subject to the deadline will thereafter be subject to the deadline as extended.
- j) This Tender Document does not constitute an offer by DGSE. The bidder's participation in this process may result in DGSE selecting the bidder to engage towards execution of the contract.
- k) DGSE reserves the right to increase/decrease the quantity of hardware/no. of equipment or cancel the whole contract at any time during the contract period. The SMP shall have no right to challenge such decision in any forum/court what so ever
- l) DGSE also reserves the right to vary the quantity of the equipments at the time of signing the contract agreement as well as during the contract period and the payment shall be made on pro-rata basis
- m) Bidders are advised to check e-tendering portal regularly for any Addendum / Corrigendum / Amendments related to project.

5. Validity of Bids

- a) Bids shall remain valid for a period of 90 (Ninety) days (including holidays) from the date of opening of Commercial Bid. The DGSE reserves right to reject a bid valid for a shorter period as non-responsive/invalid bid.
- b) Prior to the expiration of the validity period, DGSE 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, DGSE can

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.

6. Right to Terminate the Process

The DGSE 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.

7. Deviations

Bids submitted with any deviations to the contents of the Tender Document will be considered as non-responsive/invalid & liable to be rejected. 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/representative(s), so that all clarifications and assumptions are clarified before bid submission.

8. Pre Bid Meeting & Clarifications

- a) DGSE shall convene a pre-bid meeting as prescribed in document control sheet to address any Tender Document related queries.
- b) The bidders should send their queries through email id edusat.punjab@gmail.com " before the date as prescribed in document control sheet.
- c) The prospective bidder or its official representative/s (maximum 2) is/are invited to attend the pre-bid meeting.
- d) 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.			

- e) Any requests for clarifications post the indicated date and time shall not be entertained by the DGSE.

9. Clarification and Amendments of Bid Document

- a) At any time up to the last date for receipt of bids, DGSE 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.

- b) The amendment will be notified through the website and no separate communication either in writing or through email will be made with any bidder.
- c) 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.

10. Cost of Tender Document

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.

11. Earnest Money Deposit (EMD)

- a) 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.
- b) The EMD shall be in Indian Rupees and shall be submitted online. Bids without requisite EMD shall be rejected straight away.
- c) EMD of all unsuccessful bidders would be released by DGSE after award of contract to the successful bidder. EMD will be valid for 3 months and the same will be released to the successful bidder within 30 days after the submission of Performance Bank Guarantee (PBG) & signing of Contract, whichever is earlier.
- d) The EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- e) The EMD lying with the DGSE 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.
- f) 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.

12. Preparation of Bid

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

- a) 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.
- b) 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.
- c) 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.
- d) No bidder shall be allowed to modify, substitute, or withdraw the Bid after its submission.
- e) 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 DGSE to facilitate the evaluation process, in negotiating a definitive SMP and all such activities related to the bid process. DGSE will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.
- f) 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.
- g) 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.
- h) Failure to comply with the below requirements shall lead to the Bid Rejection and decision of the tender committee shall be final:-
 - Comply with all requirements as set out within this tender.
 - 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.
 - Include all supporting documentations specified in this tender, corrigendum or any addendum issued.

13. Disqualifications

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

- a) Made misleading or false representations in the forms, statements and attachments submitted in proof of the eligibility requirements;
- b) 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; Pertaining to this organization or any other organization.
- c) Submitted a bid that is not accompanied by required documentation or is non-responsive;
- d) Failed to provide clarifications related thereto, when sought;
- e) Submitted more than one Bid (directly/in-directly);
- f) Declared ineligible by the Government of India, any State/UT Government for corrupt and fraudulent practices or blacklisted in the last 5 years
- g) Submitted a bid with price adjustment/variation provision.
- h) Not submitted in the format as specified in the Tender Document.
- i) Not submitted the Letter of Authorization (Power of Attorney/Board Resolution)
- j) Suppressed any details related to bid
- k) Submitted incomplete information, subjective, conditional offers and partial Offers submitted.
- l) Submitted bid with lesser validity period.
- m) Any non-adherence/ non-compliance to applicable Tender Document content.

14. Procedure for Submission of Bids

- a) Bids are to be submitted online and in two parts:
 - i) Pre-qualification cum Technical Bid.
 - ii) Commercial Bid.
- b) The Bidder shall have to qualify the pre-qualification cum technical Bid.
- c) Pre-Qualification cum technical bids will be opened on the prescribed date and time.
- d) Please note that commercial aspects (prices, cost, charges, etc.) should not be indicated in the Pre-qualification cum technical bid and should be quoted only in the Commercial Bid. If price quoted prior to commercial bid, the bid(s) shall be declared rejected.
- e) Commercial Bid should only indicate prices in the prescribed format.
- f) Commercial Bids of only those Bidders will be opened who qualify the Pre-Qualification cum technical.
- g) The bids cannot be uploaded after the last date of submission of bid.
- h) Each copy of the bid should be a complete document with Index & page numbering.

15. Eligibility Criteria/ Document Comprising Bids:-

15.1 Pre-Qualification cum Technical bid:-

- a) Bidder shall submit Prequalification cum Technical bid as per **Performa 'I'**
- b) Eligibility Criteria as following :

S.No	Requirement	Document required
1	Bid Proposal sheet duly filled in, signed and complete in all respects.	Performa 'III'
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 'IV'
3	Power of attorney (if any) in the name of the person(s) authorized by the bidder or Board resolution as authorized signatory is one of the member of board resolution to sign bid documents.	Performa 'V'
4	The Bidder must submit Earnest Money Deposit (EMD) as mentioned in the Document Control Sheet through e-payment mode only, failing to which the bid will be rejected.	Attach Proof
5	The Bidder must submit Tender Cost as mentioned in the Document Control Sheet through e-payment 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	Bidder should have been operating profitably for the last three financial years as on 31 st March 2017.	Certificate from the practicing fellow member of Institute of Chartered Accountant of India(FCA)
8	The bidder must have an average annual turnover of Rs. 30 Lakh for last 3 financial years as on 31/03/2017 from IT/ Broadcasting/ Studio Equipments maintenance services.	Authentic certificate from the practicing fellow member of Institute of Chartered Accountant of India (FCA) confirming the turnover. (Performa 'VI')
9	The Bidder must have executed at least one AMC project worth Rs. 5 lakhs for hardware maintenance support in Govt. Sector/ PSUs/ Banks / reputed financial institutions/ Large corporates (Reputed financial institutions/ Large corporates must have minimum average turnover of Rs. 100 crore in the last 3 years as on 31/03/2017).	Attach proof of certificates of running/completion satisfactorily of these projects from respective clients and also submit Performa 'VII'

10	“OEM / OEM’s authorized distributors / OEM’s authorized service centers/ OEM’s authorized after sale service provider / Authorised by OEM’s authorized service providers (SONY/ Panasonic/ Tascam), ” dealing in ‘Audio Video Studio Equipment can quote their rates for providing effective and proper maintenance for equipments (as per ‘Annexure- A’) on the given scope of work, terms & conditions.	Attach proof(s).
11	The Bidder must have minimum 10 employees on its rolls.	Certificate from HR Department
12	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.	Performa ‘VIII’
13	The Bidder should have a fully functional office in Chandigarh/ SAS Nagar/ PUNCHKULA. 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.
14	The Bidder must have valid PAN and TAN issued by Income Tax Authorities, India.	Copy of PAN/TAN/GST & Performa ‘IX’
15	The bidder should registered with GST number and have a valid GST number.	

15.2 Commercial Bid -

- i) Prices: The bidder is required to submit unit rates.
- ii) The prices will be valid for the contract period from the date of issue of work order. The bidder shall be required to provide service and support services for any additional units in the Studios.
- iii) If there is no price quoted for certain “””” material or service, the bid shall be declared as disqualified.
- iv) The prices shall be in Indian Rupees (F.O.R destination) and should be all inclusive of Taxes, duties, Transportation, Transit Insurance, Out of Pocket Expenses (OPE), GST and license fees etc.
- v) Bidder will submit commercial bid as per format as below:-

Commercial Bid for Project submitted in bid Performa ‘II’ Part-A:-

Total Commercial Bid Value for 3 Studios Covered under PES Project:-
 Total Commercial bid value for selecting L1 bidder for the Studios under Project.

- vi) Least cost commercial proposal will be designated as L1 for Project. In case, there are two or more bidders having the same 'L1' price in the Commercial bid(s) then those bidders having same L1 for single project will be asked to re-submit commercial bid in sealed envelope within specified time period, which shall be communicated to bidders.

16. Bid Opening

- a) 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.
- b) 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.

17. Bid Evaluation

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

18. Signing of Contract

The successful bidder(s) will sign the Contract with DGSE for the Project 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. DGSE & SERVICE PROVIDER).

19. Contract Period

The total final contract period shall be for three (3) years from the time of signing of contract and likely to extended upto two years further with the mutual consent of both the parties. 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.

20. Performance Bank Gurantee (PBG)

- a) The successful bidder will furnish unconditional Performance Bank Guarantee within 15 working days from the notification of award, for a value equivalent to **10%** of the total cost of contract, for the Project.
- b) PBG shall remain valid for a period of 180 days beyond the date of completion of all contractual obligations of the successful bidder including warranty obligations.
- c) 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 DGSE at its discretion, may cancel the award of contract to the successful bidder without giving any notice.
- d) The SMP will not be entitled for any interest on the EMD/ PBG submitted.
- e) DGSE shall forfeit the PBG in full or part in the following cases:
 - When the terms and conditions of contract are breached/ infringed
 - When contract is terminated due to non-performance of the Service provider
 - Notice of reasonable time will be given in case of forfeiture of EMD/ PBG. The decision of DGSE in this regard shall be final.

21. Fraud and Corruption

- a) 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.
- b) For this purpose, definitions of the terms are set forth as follows:
 - "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of the DGSE or its personnel in contract executions.
 - "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 DGSE of the benefits of free and open competition.
 - "Unfair trade practice" means supply of services different from
 - What is ordered on, or change in the Scope of Work given in Tender Document.
 - "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.

- c) DGSE 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, DGSE will declare a bidder ineligible, either indefinitely or for a stated period of time, for award of contract, if bidder is found by a court of competent jurisdiction to be engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract at any point of time.
- d) 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.

22. Standard of Performance

- a) Studio Maintenance Provider (SMP) shall carry out the repair and maintenance services under the contract with due diligence, efficiency in accordance with generally accepted norms techniques and practices used in the industry.
- b) It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. SMP 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.

23. Terms and Conditions for Performance

- a) SMP shall be responsible for on-site maintenance of all equipments under the contract, for the contract period. On-site maintenance will include whole of the infrastructure viz. Studio Equipments, Hardware, system software, and networking (excluding nothing) etc. during the contract period.
- b) SMP will hand over all the equipment's in working order to the new Service provider/PES within one month after the expiry of contract. A certificate to this effect is required to be obtained by the SMP from the new service provider/PES and to be produced along with the final claim/release of PBG of the contract.
- c) If any equipment/parts damaged for any reason during the contract period, the SMP 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 Equipments/Hardware/Software installed in studios are to be resolved by SMP irrespective of reason of fault i.e. Physical & Electrical damage.
- d) Replacement of parts / component beyond repair with parts/components of same brand (or as per options given in detailed technical specification at **Annexure 'A'** of same or better configuration ensuring compatibility. Replacement of defective parts with sub standard or refurbished parts will

not be allowed.

- e) SMP must maintain the equipment for smooth operations as per the service level agreement (SLA), attached as per **Annexure 'C'**.
- f) The services shall be provided Mondays to Saturdays on working hours of the client or as and when required by the client.
- g) In case of default, the client has the right to arrange such task of maintenance/support at the risk and cost of SMP, from any other source and shall be deducted from his next lease/contract payment.
- h) In case the equipment is damaged due to negligence on part of SMP while conducting repairs or its maintenance/ performing his duty under the award of contract, then it would be the responsibility of the SMP to replace the equipment without any additional costs within such period and in such manner that it would not affect the functioning of the Studios.
- i) SMP will do preventive maintenance/health visit for upkeep and running of the infrastructure. This schedule will have to be adhered to strictly by him. Preventative maintenance include but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust from the interior of the hardware, and necessary repairing of the equipments.
- j) Client at his own cost can move the equipment from one location to another with the help of SMP. DGSE shall bear all the charges for such shifting and the SMP should be responsible for reinstallation of hardware at new site.
- k) SMP should provide the details of support centre, engineers and other relevant of service facilities to the users at various levels.
- l) SMP 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 SMP's property.
- m) In case of failure on part of the SMP with regard to such services, bank guarantee if any will be forfeited. The SMP shall be given maximum of two opportunities of 30 days each to improve his service level and meet the obligations as per the contract.
- n) SMP shall arrange all infrastructure/additional equipment(s) in order to provide any service under the contract.
- o) SMP will not remove the equipment without the written permission of the client.
- p) The Selected Bidder shall be required to maintain a team of dedicated engineers. However, SMP will engage more engineers to achieve the SLA. All deployed personnel should have good skills in their area of service delivery.

24. Helpdesk

The SMP will provide Hierarchy Level Contact Nos. to the PES where the complaints could be logged. HSMP will keep a record of such complaints with details such as equipment description, date of complaint logged, visited & rectified along with the serial numbers of the replaced parts/equipments

replaced and must submit the report to the client on monthly basis and at the end of contract. SMP (if required by SMP) may depute an engineer permanently at the PES premises.

25. Use of Contract Documents and Information

- a) The SMP shall not, without the client's prior written consent, disclose the contract or any provision thereof, 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 SMP 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.
- b) The SMP shall not use any document or information without the Client's prior written consent.
- c) 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 SMP's performance under the contract if so required by the client.

26. Penalty

- a) All below penalties shall be levied on the selected Bidder for any failure happened on selected bidder part in any of the agreed terms & Condition. If at any stage of the contract department finds that the services of the vendor are not upto the mark or as per the terms & conditions of the agreement, department reserve the right to cancel the contract or/and forfeiture of earnest money/ Invoke the Performance Bank Guarantee or/and blacklisting the selected bidder from any subsequent bidding participation in the Department of Education, Government of Punjab. An unexcused delay by SMP in the performance of its repair & maintenance obligations shall render him liable to any or all of the following penalties:-
 - Repair & Maintenance period: - To be calculated as per the Service Level Agreement (SLA), attached as **Annexure 'C'**. The time of delay/ default for determination of penalty will be calculated from the time of lodgment of complaint by phone/message/e-mail/Whatsapp. The total penalty liable will be to the extent of 50% of the total contract value, after this the client reserves the right to take further actions for cancellation of contract
 - Any penalty due during AMC period will be adjusted against the half yearly payments.
 - Forfeiture of earnest money/ bank guarantee.
 - Hiding of facts, misrepresentation, corrupt practices by the Bidder if revealed at any stage, would amount to forfeiture of EMD & PBG and subsequently the firm may also be blacklisted.

27. Liquidated Damages

In the event of the failure of the bidder to start delivering the maintenance services or delivery of equipment or works to meet performance requirements to the Client, then he shall be liable for penalties per Equipment as per the following terms:

- Penalty shall be calculated as per **Annexure 'C'**.
- If the SMP is not able to complete the unfinished tasks, the client reserves the right to take further actions for cancellation of contract along with forfeiture of EMD & PBG without any Notice.
- The overall maximum Liquidated damages for delay in services that can be imposed on SMP shall not exceed 25% of the value of the contract value.

28. Schedule of Payment

- a) The entire amount shall be released **half yearly** on the basis of the contract.
- b) For a particular year, an annual payment of repair & maintenance amount will be released in two equal installments on the submissions of bills by the Studio Maintenance Provider (SMP) after deducting the penalties, if any, based on the SLA parameters.
- c) The fault logging system/ log registers maintained in the State Hub will determine the level of services according to Service Level Agreement. PES will process the submitted bills as per details of the logs.
- d) No part payment will be made.

29. Taxes and Duties

The bidder shall be entirely responsible for all taxes including GST, service tax, entry tax, duties, and license fees etc. If any. In the event of any increase or decrease of any other tax, levies, currency exchange rates etc. due to any statutory notification(s) during the term of the agreement, the consequential effect shall be to the account of the Bidder.

30. Limitation of Liability

The maximum aggregate liability of successful bidder shall not exceed the order value.

31. Termination for Default

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

- The SMP 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.

- The SMP fails to perform any other obligation(s) under the Contract.
- Penalty for non-achievement of Service Level requirement reaches upto 20 % of each payment instalment.
- The SMP shall be given maximum of two opportunities of 30 days each to improve his service level and meet the Obligations as per the contract.

32. Termination for Insolvency

The client may at any time terminate the contract by giving written notice to the vendor without compensation to the vendor, if the SMP 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.

33. No Claim Certificate

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.

34. Suspension

The client may by a written notice of suspension to the SMP, suspend all payments to the SMP under the contract, if the SMP failed to perform any of its obligations under this contract, (including the carrying out of the services) provided that such notice of suspension:

- Shall specify the nature of the failure and
- Shall request the SMP to remedy such failure within a specified period from the date of receipt of such notice of suspension by the SMP.

35. SMP’s Service Support Personnel

The SMP shall employ and deploy qualified and experienced service support personnel as per the requirements of repair & maintenance support to provide quality services under the contract.

36. Documents Prepared by the SMP to be the Property of the Client

All plans, drawings, specifications, designs and other documents prepared by the SMP in the execution of the contract shall become and remain the property of the client, and before termination or expiration of this contract, the

SMP shall deliver all such documents to the client under the contract along with the detailed inventory thereof.

37. Confidentiality

The SMP and its personnel shall not, either during the term of the 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.

38. Force Majeure

- a) Notwithstanding the provisions of the tender, the SMP 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.
- b) For purposes of this Clause, "Force Majeure" means an event beyond the control of the SMP and not involving the SMP and not involving the SMP 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.
- c) If a Force Majeure situation arises, the SMP shall promptly notify the client in writing of such conditions and the cause thereof. Unless otherwise directed by the client in writing, the SMP 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 SMP, if as a result of Force Majeure, the SMP being unable to perform a material portion of the services for a period of more than 60 days.

39. Governing Language

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.

40. Price Fall

The prices charged for the Services under the contract by the bidder shall in no event exceed the lowest price at which the bidder offered services of identical description to the Department of the Central or State Government or

any Statutory undertaking of the central or State Government, as the case may be, during the currency of the contract.

If, at any time before the signing of contract the prices are lowered on account of service tax or other related activity, the bidder shall pass on these benefits to the client.

41. Resolution of Disputes

A steering group shall be formed comprising of authorized representative of Director General School Education and the SMP. The group shall tackle the implementation related, operational issues, and any frontline disputes. The SMP 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:-

- i) Director General School Education shall nominate the arbitrator to settle the dispute arising out of this contract, whose decision shall be final and binding on both the parties. The cost of such arbitration shall be borne by the SMP.

42. Other Conditions

- a) 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.
- b) The SMP shall be responsible for managing the activities of his personnel, and shall hold itself responsible for any misdemeanors.
- c) 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/SAS Nagar.
- d) In all matters and disputes arising there under, the appropriate Courts at Chandigarh/SAS Nagar alone shall have jurisdiction to entertain and try them.
- e) The SMP shall provide training on appropriate aspects wherever desirable that client feels necessary to such persons as nominated by the client, wherever required.
- f) The specification of hardware mentioned at **Annexure 'A'** , may be vary as it may have been replaced due to non-repairable parts with parts of other OEM with same or higher configuration.

Annexure 'A'**TECHNICAL SPECIFICATIONS OF Studio Equipments (3 Nos.)**

Detailed technical configuration of the Studio Equipments, Computer Hardware, Cameras, Camera Control Units, Recorders, Visualizers, Prompters, Smart Boards, Audio/Video Switchers, Power peripherals, Networking components, System software products and other Audio/Video Equipments along-with make and models are given in the following table:

List of Equipments in School Education and Medical Education Studios				
Ref	Model No	Make	Description	QTY
1 3-CAM ONLINE STUDIO CAMERA CHAIN				
3-CAM MULTICORE ONLINE STUDIO CAMERA CHAIN				
1.1	DXC-D55PH	SONY	3 CCD Colour Video Camera	4
1.2	VCT-U14	SONY	Tripod Adoptor	4
1.3	DXF-51CE	SONY	5" Viewfinder	4
1.4	CA-D50P	SONY	Multicore Camera Adapter	4
1.5	CCU-D50P	SONY	Camera Control Unit	4
1.6	RCP-D50	SONY	Remote Control Panel	4
1.7	DT-108	SONY	Intercom Headset	8
1.8	CCZ-A50	SONY	Multicore Cable - 50 Mtr	4
1.9	CCA-7-5	SONY	Remote Control Cable	4
1.10		Customized	Camera Connector Wall Box	2
3-CAM MULTICORE ONLINE STUDIO CAMERA CHAIN TOTAL				
2 LENS FOR CAMERA				
2.1	A20x8.6BRM	FUJINON	20X Zoom Lens without Extender	4
2.2	MS-01	FUJINON	Manual Focus Servo Zoom Lens Control kit	4
LENS FOR CAMERA TOTAL				
3 TRIPOD AND FLUID HEAD				
3.1	C-20	Cartoni	Cartoni C20 Fluid head with 2 pan bars(H513),Two stage carbon fibre EFP Tripod (T623/2C),Quick release mid level spreader (S731/SQR),Rubber Feet (A857),Transport bag (C929)	4
3.2	D734	Cartoni	Standard Dolly (D734)	4
TRIPODS AND FLUID HEADS TOTAL				
4 DIGITAL PRODUCTION SWITCHER				
4.1	DFS-800	SONY	Digital Production Switcher	2
4.2	BKDF-840	SONY	16 Input DME Board (Pre-Combiner)	2
DIGITAL PRODUCTION SWITCHER TOTAL				
5 RECORDERS AND PLAYERS				
5.1 DVCAM Recorder				
5.1.1	DSR-1800AP	SONY	DVCAM VTR	2
5.2.2	DSBK-1801	SONY	SDI Board for DSR-1800AP	2
5.3.3	RMM-131	SONY	Rack Mount Kit for DSR-1800AP	2
5.2 DVCAM Player				
5.2.1	DSR-1600AP	SONY	DVCAM Editing Player	2

5.2.2	DSBK-1601	SONY	SDI Board for DSR-1600AP	2
5.2.3	RMM-131	SONY	Rack Mount Kit for DSR-1600AP	2
VTR TOTAL				
6 MONITORS				
6.1 Video Monitors 20"				
6.1.1	LMD-2030W	SONY	20" LCD Monitor	4
6.1.2	BKM-320D	SONY	SDI Board for LMD-2030	4
6.1.3	MB-529	SONY	Mounting Bracket for LMD-2030	4
6.2 Video Monitors 14"				
6.2.1	LMD-1420	SONY	14" LCD Monitor	8
6.2.2	BKM-320D	SONY	SDI Board for LMD-1420	8
6.2.3	MB-526	SONY	Mounting Bracket for LMD-1420	8
MONITORS TOTAL				
7 MULTIPROMPTER				
7.1	C-DAC	Multiprompter Pro	Teleprompter with PC	2
TELEPROMPTER TOTAL				
8 AUDIO EQUIPMENTS				
8.1	FW1884	Tascam	16 Channel Audio Mixer	2
8.2	LSR 6325P	JBL	Amplispeaker	4
8.3	VL-A5	Tascam	Studio Speakers for Fold Back with monitoring amplifier	4
8.4	CD01UPro	Tascam	CD Player	2
8.5	4104B	Coles	Lip Mics	4
8.6	ECM-77B	SONY	Wired Lapel Microphone	4
8.7	F-720	SONY	Dynamic Microphone	2
8.8	ew112	Sennheiser	Wireless Lapel Microphones	12
8.9	ew135	Sennheiser	Wireless Handheld Condenser Microphones	8
8.1	VD15-16RC	Network	Redundant Power Supply	2
AUDIO EQUIPMENTS TOTAL				
9 CONVERTER				
9.1	V2P	C-DAC	InDis Pro Hardware : VGA to PAL converter with composite & componenet output & Genlock Facility	2
CONVERTER TOTAL				
10 DIGITAL GLUES				
10.1	VSE 6800 + D	Leitch	VSE6800+ WITH DUAL REAR CONNECTOR PANEL USING 10 BNC CONN; SD Video Equalizing & Reclocking Distribution Amplifier, supports SMPTE 259M & 344M, 143-540Mb/s, with 10 I/O rear connector	16
10.2	VDA 6800 + D	Leitch	VDA6800+ WITH 10 I/O REAR METRAL CONNECTORS; Analog Video Distribution Amplifier, with 10 I/O rear connector	12

10.3	DEC 6800 + D	Leitch	DEC6800+ WITH 10 I/O REAR METROL CONNECTOR; NTSC/PAL to 4:2:2 Decoder, 12-bit, with double-slot rear connector	8
10.4	ADV6800+D	Leitch	6800+ Component Analog to Digital Converter	4
10.5	ENC6801+D	Leitch	SD to Analog Video 12-bit Digital Encoder with line sync, with double-slot rear connector, QSEE-compliant	8
10.6	MXA6800+A4B2D	Leitch	AUDIO MULTIPLEXER; 4-Channel Analog Audio Multiplexer with balanced AES outputs and double-slot rear connector	12
10.7	DMX6800+A4B2D	Leitch	BALANCED ANALOG AUDIO DEMULTIPLEXER; Demultiplexer with 4-channel Analog Audio and 2-channel AES, balanced, with double-slot rear connector	12
10.8	ARG6800+D	Leitch	ARG6800+ WITH DUAL REAR CONNECTOR PANEL USING 10X3-PIN AUDIO CONN; Remote Gain, Signal Activity Analog Audio DA, with dual rear connector panel using 10 x 3-pin audio connector	16
10.9	FR6802+QXF	Leitch	FRAME, 2RU, NO BACK, ALL BLANKS WITH FAN (INCLUDES ONE 6800+AC POWER SUPPLY), QSEECOMPLIANT;Frame, 2RU, no back, all blanks with fan (includes one 6800+ AC power supply), QSEE-compliant	16
10.10	6800+AC	Leitch	AC POWER SUPPLY FOR FR6802+QXF OR +XF; AC power supply for FR6802+QXF or +XF frame	16
DIGITAL GLUES TOTAL				
11	INSTALLATION MATERIAL			
11.1			Installation Materials : Audio/Video Cables, Connectors,extracting tool plug, socker, connector hood, cable marders, cable ties audio video patch pannel	2Lot
11.2			Equipment Racks with rear door, exhaust fan on top complete in all respects.	4
INSTALLATION MATERIAL TOTAL				
12.1	DMR-EH69	Panasonic	DVD HDD Recorder	2
12.2	TS810	Polyvision	Electronic White Board	2

12.3	GP19KL	Globus	Interactive Touchpanel	1
12.4	HP VP6310	HP	Projector	1
12.5	DX7200MT	HP	LED, CPU, Keyboard +Mouse	4
12.6	DX2480	HP	LED, CPU, Keyboard +Mouse	4
12.7		CDAC	LED, CPU, Keyboard +Mouse	2
12.8	42 PQ30R	LG	Plasma/LED 42"	5
12.8	KLV 32S310A	Sony	LCD 32"	1
12.9	MVP732	Megapower	Visualizer	1
12.10	P10	ELMO	Visualizer	1
12.11	Optiplex 360	Dell	CPU, Keyboard +Mouse	2

List of Equipments of Technical Education

13.1	PD 170	SONY	Camera	1
13.2	DCR-TRV2850	SONY	Handy Cam	1
13.3	745XB	Monfrotto	Tripod	1
13.4	VCTR640	SONY	Tripod	1
13.5	MX 70	Panasonic	Digital Production Switcher	2
13.6	EW112	Sennheiser	Wireless Lapel Microphones	2
13.7	HPL1710	HP	Monitors	4
13.8	DX 2480	HP	CPU, Keyboard +Mouse	2
13.9	DX2280	HP	CPU, Keyboard +Mouse	1
13.10	Optiplex 360	Dell	CPU, Keyboard +Mouse	1
13.11	TFT1560PS	HCL	15"TFT	1
13.12	42 PQ30R	LG	Plasma/LED 42"	1
13.13	ML 350	HP	CPU, Keyboard +Mouse	1
13.14	MVP732	Megapower	Visualizer	1
13.15	LSR 6325P	JBL	Amplispeaker	1
13.16	DMR-EH69	Panasonic	DVD HDD Recorder	1
13.17	PCU	Interwrite	Electronic White Board	1
13.18		Sony	PTZ Camera	2

- The List Includes all Equipments Installed in all 3 Studios of Punjab EDUSAT Society at State HUB Mohali. Any other minor spare part or sub-system which has not been included in the List due to various reasons shall also be covered under the Contract.

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

Name of bidder: _____

S.No	Requirement	Document required	Compliance (Yes/No)	Page No.
1	Bid Proposal sheet duly filled in, signed and complete in all respects.	Performa 'III'		
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 'IV'		
3	Power of attorney (if any) in the name of the person(s) authorized by the bidder or Board resolution as authorized signatory is one of the member of board resolution to sign bid documents.	Performa 'V'		
4	The Bidder must submit Earnest Money Deposit (EMD) as mentioned in the Document Control Sheet through e-payment mode only, failing to which the bid will be rejected.	Attach Proof		
5	The Bidder must submit Tender Cost as mentioned in the Document Control Sheet through e-payment 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	Bidder should have been operating profitably for the last three financial years as on 31 st March 2017.	certificate from the practicing fellow member of Institute of Chartered Accountant of India(FCA)		
8	The bidder must have an average annual turnover of Rs. 30 Lakh for last 3 financial years as on 31/03/2017 from IT/ Broadcasting/ Studio Equipments maintenance services.	Authentic certificate from the practicing fellow member of Institute of Chartered Accountant of India (FCA) confirming the turnover. (Performa 'VI')		

9	The Bidder must have executed at least one AMC project worth Rs. 5 lakhs for hardware maintenance support in Govt. Sector/ PSUs/ Banks / reputed financial institutions/ Large corporates (Reputed financial institutions/ Large corporates must have minimum average turnover of Rs. 100 crore in the last 3 years as on 31/03/2017).	Attach proof of certificates of running/completion satisfactorily of these projects from respective clients and also submit Performa 'VII'		
10	"OEM / OEM's authorized distributors / OEM's authorized service centers/ OEM's authorized after sale service provider / Authorised by OEM's authorized service providers (SONY/ Panasonic/ Tascam), " dealing in 'Audio Video Studio Equipment can quote their rates for providing effective and proper maintenance for equipments (as per ' Annexure- A ') on the given scope of work, terms & conditions.	Attach proof(s).		
11	The Bidder must have minimum 10 employees on its rolls.	Certificate from HR Department		
12	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.	Performa 'VIII'		
13	The Bidder should have a fully functional office in Chandigarh/ SAS Nagar/ Punchkula. 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.		
14	The Bidder must have valid PAN and TAN issued by Income Tax Authorities, India.	Copy of PAN/TAN/GST & Performa 'IX'		
15	The bidder should registered with GST number and have a valid GST number.			

Performa 'II'

Part-A

PRICE SCHEDULE for the Project

Annual Maintenance of 3 Studios covered under PES.

S. No.	Item Description as per Annexure 'A'	<u>Total AMC amount for 3 years (inclusive of all types of taxes, GST, duties, Transportation etc.)</u>
1	Annual Maintenance Contract (AMC) of Audio Video Studio Equipments as per equipments details given in 'Annexure-A'.	Amount in figures (INR) : Amount in words (INR):

Note :

1. Total cost quoted above is an all inclusive figure.
2. No cost other than quoted above shall be claimed separately.
3. Price bid will be evaluated on total commercial bid value (i.e. **Performa 'II' Part-A only**) for selecting L1 bidder.
4. 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.
5. During extended contract period the AMC amount payable to the service provider per annum shall be 1/3rd of the above quoted Total AMC amount.

(Signature)/Seal

Performa 'II'
Part-B
PRICE SCHEDULE for the Project

Ref	Description	QTY	Unit AMC Cost (INR)	Total AMC Cost (INR)
		A	B	C=B *A
1	3-CAM ONLINE STUDIO CAMERA CHAIN	4		
2	LENS FOR CAMERA	4		
3	TRIPOD AND FLUID HEAD	4		
4	DIGITAL PRODUCTION SWITCHER	2		
5	RECORDERS AND PLAYERS	7		
6	MONITORS	12		
7	MULTIPROMPTER	2		
8	AUDIO EQUIPMENTS	2		
9	CONVERTER	2		
10	DIGITAL Cards	16		
11	Electronic White Board	3		
12	Interactive Touchpanel	2		
13	Projector	2		
14	Computer	17		
15	Plasma/LED	7		
16	Visualizer	3		
17	Camera/ Handy Cam/ PTZ Camera	4		
18	Handy Cam	1		
19	Digital Production Switcher	2		
Total Annual Maintenance Contract Cost (INR)				

Performa 'III'

BID PROPOSAL SHEET

Bidder's Proposal Reference No. & Date :

Bidder's Name & Address :

Person to be contacted :

Designation :

Telephone No. Fax No:

To:

**Director General School Education,
1st Floor, Block- E, Vidhya Bhawan, Phase-8,
SAS Nagar.**

Subject: Proposal for Repair and Maintenance of existing Studio Equipments purchased under Edusat project.

Dear Sir,

1.0 I undersigned Bidder, having read and examined in detail the specifications and all bidding documents in respect of maintenance of hardware item do hereby propose to provide maintenance services 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 90 days from the last date of submission of bids.

2.2 In exceptional circumstances, the DGSE may solicit the bidder's consent for extension of the period of validity. The request and the response thereto shall be made in writing. Extension of validity period by the bidder should be unconditional. A bidder may refuse the request without forfeiting the Earnest Money Deposit. A bidder accepting the request will not be permitted to modify its Bid. The bid security shall also be suitably extended.

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

2.4 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 submitted the required earnest money through e-payment gateway. 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. 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.

8.0 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.

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

10.0 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 'IV'

(Bidders are required to submit on their letterhead)

PARTICULARS OF BIDDER

Detail of Bidder			
Name			
Address			
Year of establishment			
Service facilities available for maintenance			
Availability of spare parts, components			
Annual turnover of the firm for the last 2 successive years			
Telephone		Fax	
E-mail			
Details of Authorized Person			
Name			
Address			
Telephone		Fax	
E-mail			

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 _____

Name _____

Designation _____

Address _____

Company _____

Date _____

Signature _____

Name _____

Designation _____

Address _____

Company _____

Date _____

Company Seal

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

Performa 'V'

(To be filled, Signed, scanned and Uploaded in Pre Qualification of e-Tendering Portal) Special Power Of Attorney

Know all me by these presents that we <<name of company>> incorporated in India under the Companies Act, 1956 and having its registered office at <<registered office address>> (India) (Hereinafter called the "Company") DOTH hereby nominate, constitute and appoint <<name of person in whose favour authority is being made under the attorney >>, <<Designation of the person>>, s/d/o <<father's name of the person>>, to be true and lawful attorney in fact and at law of the Company for and in the name and on behalf of the Company, to do, execute and perform all or any of the following acts, deeds, matters and things namely:-

1. To appear for and represent the Company to all intents and purposes in connection with the matters pertaining to signing and submission of tender BID NO: **DGSE/EDUSAT/2017-18/02** for selection of Vendor for <<project name>> and all affairs ancillary or incidental thereto.

2. AND the Company hereby agree that all acts, deeds and things lawfully done by the said attorney shall be construed as acts, deeds and things done by the Company itself on the above matter and the Company hereby undertakes to ratify and confirm all and whatever its attorney shall lawfully do or cause to be done for and on behalf of the Company by virtue of the powers hereby given.

In witness whereof <<name of person authorized to execute the attorney on behalf of Company>>, <<Designation of the person>> of the Company acting for and on behalf of the Company under the authority conferred by the <<reference of body/ notification/ authority orders like Board of Directors of the Company>> in its <<reference/ number/ meeting held on>> dated <<date of reference>> has signed this Power of Attorney at <<place>> on this day of <<day>><<month>>, <<year>>.

The signatures of <<name of person in whose favour authority is being made under the attorney >> given below are hereby certified.

<<signature, name & designation of person executing attorney and name of company>>

WITNESS:

<<signature, name & designation of person witness to this attorney>>

<<signature & name of the person in whose favour authority is being made under the attorney >>

CERTIFIED:

<<signature, name & designation of person executing attorney and name of company>>

Performa 'VI'

To be filled, Signed, scanned on the letterhead of the Chartered Accountant and Uploaded in Pre Qualification of e-Tendering Portal

(Turnover of Bidder)

S.no	Financial Year (FY)	Turnover of bidder in the last three financial years 2014-15, 2015-16 and 2016-17 (in INR)
1	FY 2016 – 17	
2	FY 2015 – 16	
3	FY 2014 – 15	

I hereby declare that the above information is true to best of my knowledge.

(Name & Signature of CA)

Date:

Place:

Performa 'VII'

Prior Experience

Using the format below, provide information in respect of work done of similar nature executed by the company

S.No	Particulars	Details of first supply Order	Details of Second supply Order
	Details of client along with address, telephone		
	Contract no. & date		
	Order Value(Rs. Lacs)		
	Work / Job description		
	Date of order issued		
	Date of completion		

I hereby declare that the above information is true to best of my knowledge.

(Signature of Authorized person)

Date:

Place:

Performa 'VIII'

Affidavit of Self Declaration

(Bidders are required to submit the declaration on their letterhead)

**To,
Director General School Education,
1st Floor, Block-E, Vidya Bhawan,
Phase-8, SAS Nagar.**

Sub: Declaration for not being ineligible due to corrupt or fraudulent practices or blacklisted by any Government or Public Sector Units in India.

Dear Sir,

I (Name of the official.....) (Designation.....) hereby declare that my company has not been blacklisted /banned by any Government / Semi Government organizations for any reason. I further certify that I am competent authority in my company has authorized me to make this declaration.

That in the event of any decrease in the quoted rates, we undertake to reduce rates correspondingly from the date the rates have been reduced.

I affirm that the Director General School Education, Punjab is at liberty to take action against me/ the company represented by me, if any information submitted by me as required in RFP document proves to be wrong at any point of time.

Deponent

Verification:

I, the above named deponent do hereby verify, that the contents of the above affidavit are true and correct to the best of my knowledge and belief, no part of it is false.

Deponent

Performa 'IX'

To be filled, Signed scanned and Uploaded in Pre Qualification of e-Tendering Portal

(PAN, TAN, GST registration number)

Using the format below, provide information in respect of PAN, GST Registration of the company

S.No	Particulars	Details	Proof of documents attached (Yes / No)
	PAN number		
	TAN Number		
	GST Number		

I hereby declare that the above information is true to best of my knowledge.

(Signature of Authorized person)

Date:

Place:

Annexure 'C'

Service Level Agreement & Penalty

Penalty for failure of equipment(s) except for unforeseen circumstances as decided by DGSE:

Penalties shall be imposed in case of breakdown of infrastructure namely Studio Equipments as per **Annexure 'A'** installed in any of the Studios from the date of lodging of a complaint as mentioned below:

In the eventuality of the AMC contractor not being in a position to rectify the fault within One Day (24 clock hours) for any equipment, standby equipment of acceptable similar configuration shall be provided to the Client by the contractor.

On failure to provide standby equipment, a penalty will be levied as calculated in the table mentioned below for each equipment.

No. of working days	Penalty amount for the equipment(s) which concludes to partial non-functioning of the Studio(s)	Penalty amount for the equipment(s) which concludes to Total non-functioning of the Studio(s) leading to no Broadcast/ Telecast.
Up to 1 day	No penalty	No penalty
Per day	Rs 500/- per day	Rs 10,000/- per day

Delay beyond 07 days in rectifying the reported problem, will entitle this office to exercise the option of getting the work done from another agency and deduct such expenses from the AMC charges, in addition to penalty from the AMC contractor.

Delay beyond 15 days may lead to cancellation of contract by this office.

Working Hours (subject to change, if any): 8 AM to 5PM

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