

BID NO: DGSE/ICT/2023-24/02

Punjab ICT Education Society (PICTES)

Request for Proposal (RFP)

for

Selection of Service Provider(s) (SP)

For supply, installation and maintenance of I.T. Infrastructure (PCs, Interactive Flat Panels, UPS's, Printers etc.) in 38 School of Eminence (SoE) across the State of Punjab

PUNJAB ICT EDUCATION SOCIETY
O/o Director General School Education

5th Floor, Vidya Bhawan, Block-E
Phase-8, S.A.S. Nagar (Mohali)
Contact No. – 0172-5212328, 5212311

Email: icttech@punjabeducation.gov.in

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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 “PICTES” means Punjab ICT Education Society.
- “DGSE” means Director General School Education, Punjab.
- “SoE” means School of Eminence.
- “Department” or “DSE” means Department of School Education.
- "Contract/Agreement/Contract Agreement" means the agreement to be signed between the successful Bidder(s) and Punjab ICT Education Society.
- “Bidder(s)” or “Bidder(s)” means firm / company / business entity who submits bid in response to this tender.
- “SP” means Service Provider(s) with whom the client signs the agreement.
- "OEM" means Original Equipment Manufacturer
- “Tender evaluation committee/purchase committee” means the committee constituted by DSE and/or PICTES for evaluation of bids.
- "Acceptance certificate" means on successful completion of acceptability test, receipt of deliverables etc., and after the client is satisfied with the working of the entire set up, the acceptance certificate will be issued. The date on which such certificate is signed shall be deemed to be the date of start of the contract.
- "IT infrastructure/ hardware items/ items/ equipment's means the items as specified in **Annexure A**
- “Contract” means the contract entered into by the parties with the Client for maintenance of hardware with the entire documentation specified in the tender.
- “State” means State of Punjab.
- “GCC” mean General Contract Conditions.
- “Proposals” or “Bids” means proposal or bid submitted by Bidder(s) in response to this tender issued by the Client for selection of SP.
- “INR” means currency in Indian Rupees.
- “Request for proposal (RFP)/Tender” means tender floated by Client for maintenance & operation of Computer hardware items in upper primary govt. schools.
- “The Term/ Contract Period” means Five-year period of contract.
- "SLA" means Service Level Agreement
- "DEO" means District Education Officer.
- "Similar Works" means Supply, Installation & Maintenance of IT hardware.
- “**Last Three Financial Years**” means FY 2020-21, 2021-22 & 2022-23.

Document Control Sheet

S.No.	Particular	Details	
1.	Document Reference Number	BID NO: DGSE/ICT/2023-24/02	
2.	Start date & time of sale of tender (Only available in downloadable form at website mentioned)	18-08-2023 from 1700 hrs onwards	
3.	Last Date and Time for submission of Queries	28-08-08-2023 till 1400 hrs	
4.	Date and Time for Pre-Bid Meeting	29-08-2023 at 1100 hrs	
5.	Last date and time for submission of bids	18-09-2023 till 1700 hrs	
6.	Date and time of opening of Technical bids	19-08-2023 at 1400 hrs	
7.	Date of Opening of Commercial bids	To be intimated later	
8.	Address for Communication	PUNJAB ICT EDUCATION SOCIETY, O/o Director General School Education, 5th Floor, Vidya Bhawan, E-Block Phase-8, S.A.S. Nagar (Mohali) Contact No. – 0172-5212328, 5212311 Email: icttech@punjabeducation.gov.in	
9.	Location of tender document	Tender document can be downloaded from the website https://eproc.punjab.gov.in	
10.	Cost of RFP document & Mode of Payment	Rs.5,000/- (Rs. Five Thousand Only) through online mode.	
11.	Earnest Money Deposit (EMD) through online mode only	Group items	EMD amount
		Group A- Desktop computer and UPS	Rs. 24,00,000/- (Twenty Four Lakh only)
		Group B- Interactive Flat Panel	Rs. 3,00,000/- (Three Lakh only)
		Group C- Printer and Multifunction Printer	50,000/- (Fifty Thousand only)

12.	Contact details	E-mail: icttech@punjabeducation.gov.in
13.	Website for RFP Reference	https://eproc.punjab.gov.in

Guidelines for online tendering procedure

For participating in the above e-tendering process, the Bidder(s) shall have to get themselves registered with <https://eproc.punjab.gov.in> and get user ID and Password. Digital Signature is mandatory to participate in the e-tendering process. For any clarification/difficulty regarding e-tendering process, please contact on 0172-2970263, 0172-2970284.

CONDITIONS:

1. Interested Bidder(s) can purchase the tender document online from website.
2. Tender processing fee shall be strictly paid through online mode (IPG/ Net Banking). Other mode of payment will not be considered.
3. Bidder(s)/ 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. Bidder(s) / 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 at same time.

Note: -

The prospective Bidder(s) have the option to download the tender document from <https://eproc.punjab.gov.in> They have to pay non-refundable fee of **Rs.5,000/- (Five Thousand only)** and Processing Fees through online mode only (**IPG/ Net Banking**). The payments of Tender form fee and EMD through online/other mode (as per RFP) should be submitted before last date & time (as per document control sheet) failing to which bid of respective Bidder(s) would not be opened.

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

Aspiring Bidder(s) who have not obtained the User ID and Password for participating in e tendering may obtain the same by registering in e-procurement portal (<https://eproc.punjab.gov.in>).

Authorized Signatory

Section 1: Invitation of Bid**1.1 Introduction**

Information and Communication Technology (ICT) has brought proliferation of innovative means for spread and coverage of education at school level and for professional development of teachers. The Government of Punjab in the Department of School Education has launched Information and Communication Technology (ICT) project for computer education in Government Schools across the State for the students of class 6th to class 12th. The Project is managed by especially constituted society i.e 'Punjab ICT Education Society' (PICTES). PICTES is governed by Board of Governors (BOG). The Chief Secretary, Punjab is its Chairman whereas the Secretary School Education is the Vice-Chairman. Director General School Education is the member Secretary of the society. PICTES has implementing ICT project since the year 2004 and schools have been covered in phased manner as below-

- In phase I- 1311 schools were covered.
- In phase II-1573 schools were covered.
- In Phase III-2081 schools were covered.
- In Phase IV-451 schools were covered.
- In Phase V- 1065 Schools were covered.
- In Phase VI-162 Schools were Covered.

The entire IT Infrastructure including Personal Computers, UPS's, networking of computer lab and system software has been provided in Computers Labs. PICTES has also provided IT Infrastructure like Projectors, Micro PC etc. in approx. 35000 Smart Classroom in the last 3 years. PICTES can undertake the following IT/ITES/e-Governance projects for the Department-

- Establishment of Computer Labs in Government Schools including procurement, installation and support of hardware.
- Establishment of Smart Classrooms in Government Schools including procurement, installation and support of hardware.
- Annual Maintenance contracts for computer hardware and software
- Procurement of Tablets/Laptops for Schools Libraries and Teachers.
- Development of e-content based on PSEB curriculum.

1.2 Invitation

- a) Through this RFP, PICTES invites responses (“Tenders”) from eligible and reputed Service Provider(s) (“Bidder(s)”) for the Supply, installation and maintenance of IT equipment and peripherals in Computer labs of 38 School of Eminence (SoE) across the State of Punjab as described in the Scope of Work of this RFP Document.
- b) This invitation to bid is open to all Bidder(s) meeting the eligibility criteria as mentioned in this RFP Document.
- c) PICTES 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.
- d) 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.
- e) 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. Bidder(s) may please note that bid document cost is to be paid online. Subsequently, Bidder(s) will be required to pay the processing fee and EMD before submitting their proposal.
- f) PICTES, at its discretion, extend the date for submission of Bids. In such a case all rights and obligations of the Society and Bidder(s) previously subject to the deadline will thereafter be subject to the deadline as extended. Any such extensions shall be informed to Bidder(s) through corrigendum issued on e-tendering portal.
- g) Cover bids are not permitted.
- h) Tender Document can be downloaded from the website **<https://eproc.punjab.gov.in>**. Any corrigendum(s) to the Tender shall be published on the above website only

Section 2: Instruction to Bidder(s) and General Contract Conditions

2.1 Information & Instructions for e-Tendering

- a) For participation in this tender, prospective Bidder(s) are required to ensure their registration on the e-tendering portal. The intending Bidder(s) will require valid Class-III digital signature certificates for submitting their bids. (Bidder(s) may avail training for online tendering as per instructions available on the website).
- b) Bidder(s) shall submit their bids online through the portal only. Bids will not be accepted by any other mode.
- c) Documents must be scanned and uploaded to the e-tendering website within the period of tender submission.

- d) Tender documents shall be opened only for those Bidder(s), whose Earnest Money Deposit, Cost of Tender Document and Tender Processing Fee are found in order.

2.2 General Bid Conditions

- a) This invitation to the Bidder(s) is for selecting the Service Provider(s) (SP) for Supply, Installation & Maintenance of IT hardware.
- b) Bidder(s) 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 website <https://eproc.punjab.gov.in>.
- d) The Bidder(s) must furnish Earnest Money Deposit (EMD) as mentioned in Document Control Sheet.
- e) All payments towards Cost of Tender Document (If Applicable) like tender cost, processing fee etc. 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(s), in whose name this tender document has been purchased shall submit the bid.
- g) The Bidder(s) can submit bid for any Group items or for all Group items as required through this RFP, subject to the fulfilment of eligibility criteria.
- h) 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(s) 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 way.
- i) Tender Evaluation Committee reserves the right not to accept the Lower Price bid without assigning any reason whatsoever and the Bidder(s) will not challenge such decision on any forum what so sever.
- j) PICTES may, at its own discretion, extend the date for submission of bids. In such case all rights and obligations of the PICTES. Previously fixed deadline shall deemed to be the extended with same terms & conditions applicable.
- k) This Tender Document does not constitute an offer by PICTES. The Bidder(s)'s participation in this process may result in PICTES selecting the Bidder(s) to engage towards execution of the contract.
- l) PICTES reserves the right to cancel the whole contract at any time during the contract period. The SP shall have no right to challenge such decision on any forum/court what so sever

- m) PICTES reserves the right to increase or decrease the quantity to be ordered up to 25 percent at the time of placement of contract. The PICTES also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the installation period at the contracted rates. Bidder(s) are bound to accept the orders accordingly.
- n) Bidder(s) are advised to check e-tendering portal regularly for any Addendum / Corrigendum / Amendments related to project.

2.3 Validity of Bids

- a) Bids shall remain valid for a period of 180 (One hundred and Eighty) days (including holidays) from the last date of submission of bids. The PICTES reserves right to reject a bid valid for a shorter period as non-responsive and invalid.
- b) Prior to the expiration of the validity period, PICTES will notify the successful Bidder(s) 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 can request the Bidder(s) 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(s) shall be unconditional. A Bidder(s) granting the request will not be permitted to modify its Bid.

2.4 Right to Terminate the Process

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)(s) or any obligation to inform the affected Bidder(s)(s) about the grounds for such decision.

2.5 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) or alteration shall be allowed with the bid. Bidder(s) must ensure that pre-bid meeting is attended by their concerned authorized persons so that all clarifications and assumptions are clarified before bid submission

2.6 Pre Bid Meeting & Clarifications

- a) PICTES shall convene a pre-bid meeting as prescribed in document control sheet to address any Tender Document related queries.

- b) The Bidder(s) should send their queries through email id "icttech@punjabeducation.gov.in" before the date as prescribed in document control sheet.
- c) The prospective Bidder(s) 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 PICTES.

2.7 Clarification and Amendments of Bid Document

- a) 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(s), modify the Bid Document by an amendment/necessary submission.
- 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(s).
- c) In order to afford prospective Bidder(s) 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.

2.8 Cost of Tender Document

The Bidder(s) 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.

2.9 Earnest Money Deposit (EMD)

- a) The Bidder(s) shall furnish, as part of the 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 through e-payment mode. Tender without requisite EMD shall be rejected straight way.

- c) EMD is mandatory for every Bidder(s). EMD exemption is not allowed for any category of Bidder(s).
- d) **In case Bidder(s) is applying for multiple Groups, he needs to select the exemption category while applying for the bid on the eProc portal and needs to enter the consolidated amount.**
- e) EMD of all unsuccessful Bidder(s) would be released by PICTES after award of contract to the successful Bidder(s). EMD of the successful Bidder(s) will be released after the submission of Performance Bank Guarantee (PBG) & signing of Contract.
- f) The EMD amount is interest free and will be refundable to the unsuccessful Bidder(s) without any accrued interest on it.
- g) 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.
- h) The Earnest Money will be forfeited on account of one or more of the following reasons: -
 - i. Bidder(s) withdraws its Bid during the validity period specified in Tender Document.
 - ii. Bidder(s) does not respond to requests for clarification of its bid.
 - iii. Bidder(s) fails to provide required information during the evaluation process or is found to be non-responsive.
 - iv. In case of a successful Bidder(s), the said Bidder(s) fails to sign the Agreement in time; or furnish Performance Bank Guarantee.

2.10 Preparation of Bid

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

- a) The Bidder(s) 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)'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 Bidder(s). 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(s) or duly authorized person(s) to bind the Bidder(s) to the contract. The authorization shall be indicated by written power of attorney/Board resolution and shall accompany the Bid.
- d) No Bidder(s) shall be allowed to modify, substitute, or withdraw the Bid after its submission.
- e) The Bidder(s) 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 SP 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.
- f) Every page of the documents submitted by the Bidder(s) must be duly signed by the authorized signatory of the Bidder(s) 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 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.

2.11 Disqualifications

PICTES may at its sole discretion and at any time during the evaluation of Bid, disqualify any Bidder(s), if the Bidder(s) 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(s).
- 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.
- 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 than prescribed.
- m) Any non-adherence/ non-compliance to applicable Tender Document content.

2.12 Eligibility Criteria

S.No	Requirement								
1.	Bidder(s) must be registered either <ul style="list-style-type: none"> • Under Companies Act 2013 OR • Partnership firms registered under Limited Liability Partnerships (registered under LLP Act, 2008) OR • Partnership firms registered under Indian Partnership Act, 1932 								
2.	The Bidder(s) must be an Original Equipment Manufacturer (OEM) or their authorized wholesale dealer/ re-seller/ distributor.								
3.	The Bidder(s) must be ISO 9001:2008 or ISO 9001:2015 certified.								
4.	Net Worth of the Bidder(s) must be positive in any three out of last four financial years i.e 2019-20, 2020-21, 2021-22 & 2022-23. CA certificate for the same should be attached.								
5.	The Bidder(s) must have an average annual turnover as mentioned in item category wise table below for the last 3 consecutive financial years out of last four financial years i.e 2019-20, 2020-21, 2021-22 & 2022-23 as on 31 st March 2023. <table border="1"> <thead> <tr> <th>Group items</th><th>Minimum Average Annual Turnover in the last three FY's</th></tr> </thead> <tbody> <tr> <td>Group A- Desktop computer and UPS</td><td>Rs. 20 Cr</td></tr> <tr> <td>Group B- Interactive Flat Panel</td><td>Rs. 3 Cr</td></tr> <tr> <td>Group C- Printer and Multifunction Printer</td><td>Rs. 30 Lac</td></tr> </tbody> </table>	Group items	Minimum Average Annual Turnover in the last three FY's	Group A- Desktop computer and UPS	Rs. 20 Cr	Group B- Interactive Flat Panel	Rs. 3 Cr	Group C- Printer and Multifunction Printer	Rs. 30 Lac
Group items	Minimum Average Annual Turnover in the last three FY's								
Group A- Desktop computer and UPS	Rs. 20 Cr								
Group B- Interactive Flat Panel	Rs. 3 Cr								
Group C- Printer and Multifunction Printer	Rs. 30 Lac								
6.	The average annual turnover of OEM's from IT products only for the last three financial years as on 31st March 2023 must be as per below- <table border="1"> <thead> <tr> <th>Item Name</th><th>Annual Average turnover in last 3 financial years from IT products only</th></tr> </thead> <tbody> </tbody> </table>	Item Name	Annual Average turnover in last 3 financial years from IT products only						
Item Name	Annual Average turnover in last 3 financial years from IT products only								

	<table> <tr> <td>Desktop Computer OEM</td><td>250 crore</td></tr> <tr> <td>Interactive Flat Panel OEM</td><td>250 crore</td></tr> <tr> <td>Printer OEM</td><td>250 crore</td></tr> <tr> <td>Multifunction Printer OEM</td><td>250 crore</td></tr> </table> <p>The average annual turnover of OEM's of the quoted UPS by the Bidder(s) for the last three financial years as on 31st March 2023 must be as per below-</p> <table> <tr> <th>Item Name</th><th>Annual Average turnover in last 3 financial years</th></tr> <tr> <td>UPS OEM</td><td>100 crore</td></tr> </table>	Desktop Computer OEM	250 crore	Interactive Flat Panel OEM	250 crore	Printer OEM	250 crore	Multifunction Printer OEM	250 crore	Item Name	Annual Average turnover in last 3 financial years	UPS OEM	100 crore
Desktop Computer OEM	250 crore												
Interactive Flat Panel OEM	250 crore												
Printer OEM	250 crore												
Multifunction Printer OEM	250 crore												
Item Name	Annual Average turnover in last 3 financial years												
UPS OEM	100 crore												
7.	OEM of all quoted items must have minimum 5 authorized Service Centres in 5 different Districts across the State of Punjab at the time of bid submission.												
8.	<p>Bidder(s)'s Experience: -</p> <p>Group A (Desktop Computer and UPS)- The Bidder(s) must have experience for supply of 1200 Desktop Computer/Laptop/Server's in Govt. Sector/ PSUs/ Banks/ Universities or Educational Institutes in atleast one of the last the last three financial years as on 31st March 2023.</p> <p>Group B (Interactive Flat Panel)- The Bidder(s) must have experience for supply of 50 Interactive Flat Panels in Govt. Sector/ PSUs/ Banks/ Universities or Educational Institutes in atleast one of the last the last three financial years as on 31st March 2023.</p> <p>Group C (Printer and Multifunction Printer)-</p> <p>Group B- The Bidder(s) must have experience for supply of 50 Printers in Govt. Sector/ PSUs/ Banks/ Universities or Educational Institutes in atleast one of the last the last three financial years as on 31st March 2023.</p> <p>For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:</p> <ul style="list-style-type: none"> a) Purchase Order copy along with Invoice(s) & proof of payment with self-certification by the Bidder(s) that supplies against the invoices have been executed. OR b) Execution certificate by client with Quantity. OR c) Consignee Receipt and Acceptance Certificate (CRAC) created by the buyer on GeM portal. 												
9.	The Bidder(s) and OEMs of the quoted products 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 during the last 3 years on last date of bid submission. Undertaking should be submitted by the Bidder(s) and all OEMs. The Affidavit should be signed by CEO/MD/Director of the Concerned Bidder(s)/OEM.												
10	The Bidder(s) must have a valid PAN & GST number.												

2.13 Submission of Bids

Bidder(s) shall submit their bids as per checklist specified in **Performa 1 &2** through e-Tendering website on or before the last date and time for submission of bids as per Document control sheet. Bids are to be submitted online and in two parts:

- (i) Technical Bid
- (ii) Commercial Bid

2.14 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.

2.15 Evaluation of Bids

Bids will be opened as per the schedule mentioned at Document Control Sheet. Evaluation Committee will evaluate the Proposals submitted by Bidder(s) for a detailed scrutiny. Subject to terms mentioned in the tender, a two-stage process, as explained below, will be adopted for evaluation of proposals submitted by the specified date and time. During evaluation, Committee constituted by the PICTES reserves the right to seek clarifications from the Bidder(s) in relation to their submitted Bids for supporting eligibility criteria or any other requirements of the RFP or its corrigenda or if the submitted Bids are illegible in part or full. Bidder(s) shall submit all such clarifications timely to avoid rejection of their Bids. Evaluation Committee is at a discretion to reject/ accept/ extend the date for receiving such information. Seeking clarifications cannot be treated as acceptance of the proposal. Evaluation committee may waive any minor informality, non-conformity or irregularity in bid which does not constitute material deviation, provided such waiver does not affect the relative ranking of Bidder(s). The decision of the Committee in the evaluation of responses to the RFP shall be final. No correspondence in this regard shall be entertained.

a) Technical Bid

- a) Bidder(s) shall submit the Technical Bid as per bid formats (**Performa 1**)
- b) Preliminary Scrutiny: Preliminary scrutiny of the bid for eligibility will be done to determine whether the bids are in order and complete, whether the documents have been properly signed, whether any computational errors have been made. Proposals not conforming to such preliminary requirements are subject to being rejected.

- c) Conformance to eligibility criteria: Proposal responses conforming to preliminary scrutiny requirements will be checked for conformance to the eligibility criteria stated above and Non-conforming proposals will be rejected.
- a) Technical bid would be examined by the Tender Committee on the basis of responsiveness to documents (like product literature, Compliance sheets, Data sheets, any other information) submitted as part of the technical bid.
- b) Technical bid evaluation would be done by the Tender Committee after considering the compliance to technical specifications and certifications submitted by Bidder(s)
- c) Bidder(s) shall ensure that only one make / brand is to be quoted for each item as per **Performa 9**. In case any of the items of the list is found quoted with more than one brand, the bid shall be out rightly rejected. Also word such as equivalent / reputed make / not applicable etc. will lead to rejection of bid.
- d) Bidder(s) may be asked to provide a presentation on their organization's capabilities to execute the project.
- e) Only those Bidder(s) shall qualify technical bid who comply with all the technical specifications mentioned in **Annexure A**.

b) Commercial Bid

- a) Commercial Bids of only those Bidder(s) will be opened who qualify the technical bid
- b) Bidder(s) shall submit the commercial bid as per bid formats (**Performa 2**)
- c) If there is no price quoted for certain item of the Group i.e Group A, Group B & Group C, the bid shall be declared as disqualified for that particular Group.
- d) The prices shall be in Indian Rupees (F.O.R destination) and should be all inclusive of permits, approvals, travel costs, repairs, Taxes, GST, duties Transportation, Transit Insurance, Out of Pocket Expenses (OPE) and license fees to be done during the warranty of the hardware item.
- e) The Financial Bid should include all applicable taxes and duties, overhead & operational cost etc. and GST should be included separately in the Financial bid as per the defined format on the eProcurement portal.
- f) If there is discrepancy in 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. Moreover, if there is any discrepancy between words and figures, the amount in words will prevail.
- g) If the Bidder(s) does not accept the correction of error(s) as specified above, its bid will be rejected. Moreover, any conditional bid would be rejected.
- h) The Bidder, who has submitted the lowest quoted bid for the proposed Group items inclusive of the taxes, shall be selected as the L1 and shall be called for further process leading to Purchase Order for that Group items i.e Group A, B and C.
- i) Least cost commercial proposal for each Group items will be designated as L1 for that Group items i.e Group A, Group B and Group C. In case, there are

two or more Bidder(s) having the same 'L1' price in the Commercial bid for the same Group then those Bidder(s) having same L1 will be asked to re-submit commercial bid in sealed envelope within specified time period, which shall be communicated to Bidder(s).

- j) Commercial bid will be evaluated on total commercial bid value for selecting L-1 Bidder for each Group items i.e Group A, Group B and Group C. There will be no item wise comparison in the particular Group.

2.16 Submission of Samples

- a) The purchaser reserves the right to ask the technical qualified Bidder(s) to demonstrate the sample of their quoted models along with required certification at the O/o DGSE, Mohali before opening of commercial bid.
- b) Bidder(s) should ensure that the sample demonstrated by them fully confirm all the parameters of the Tender Specifications.
- c) The Committee reserves the right to reject sample in case of any parameters are not complied and quality is not satisfactory. Financial bids of Bidder(s) with rejected samples shall not be opened.

2.17 Award of Contract

- a) The selection of the Successful Bidder(s) for this project shall be done on lowest quoted value or L1 basis per Group item wise i.e Group A, Group B and Group C. The Bidder(s), who has submitted the lowest financial bid per Group item, shall be selected as the L1 for that particular Group item and shall be given the Purchase Order.
- b) If only a single Bid for any Group item is received, the entire process will not be cancelled but retendering process may be initiated for that specific item category only.
- c) PICTES reserves the right to accept or reject any or all the Bids without assigning any reason/notice whatsoever and does not bind itself to accept the Lowest Bid or any Bid and reserves the right to scrap the Bid enquiry at any stage without assigning any reasons and Purchaser shall not be liable for any costs and consequences thereof.
- d) PICTES will issue purchase order to L1 Bidder(s) of each Group item in writing. The L1 Bidder(s) shall submit acceptance to the society within 24 hours of the issue of the order.
- e) The work commences from the issue of Purchase Order from the PICTES for Supply, Installation and Commissioning of various Hardware Items.
- f) Wilful violation of the bid process by the selected Bidder(s) shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security (EMD) and PBG (if submitted), in which event the client may choose award the work to L 2 Bidder(s) for that respective line item at the L 1 rates and in case L 2 denies to accept the Purchase Order, L 3 shall be asked and

so on or call for fresh bids. In such a scenario PICTES may blacklist the concerned Bidder(s) for participation in State government projects.

2.18 Signing of Contract

The successful Bidder(s) will sign the Contract with PICTES within 2 days of the release of purchase order. 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 & SP).

2.19 Contract Period

The total final contract/warranty period shall be for Five (5) years from time of final acceptance certificate given by PICTES after successful delivery, installation & commissioning of all hardware items at all locations. The Successful Bidder(s) shall be responsible for the onsite warranty during the currency of the contract and shall ensure to replace/repair the faulty product within the specified timelines.

2.20 Delivery and Installation

- a) All items shall be delivered, installed & commissioned successfully at nominated locations within the number of days given below from the date of signing of issue of purchase order or from the date the site is ready, whichever is later: -

Phase 1-

Sr. No.	Item Description	Qty per School	No. of Schools	Total Quantity	Number of Days from the date of issue of order.
1.	Desktop Computers	41	10	410	30 days
2.	Interactive Flat Panel	2	10	20	
3.	2 KVA Line-Interactive UPS	4	10	40	
4.	1 KVA Line-Interactive UPS	2	10	20	
5.	Printer	1	10	10	
6.	Multifunction Printer	1	10	10	

Phase 2-

Sr. No.	Item Description	Qty per School	No. of Schools	Total Quantity	Number of Days from the date of issue of order
1.	Desktop Computers	41	28	1148	45 days
2.	Interactive Flat Panel	2	28	56	
3.	2 KVA Line-Interactive UPS	4	28	112	
4.	1 KVA Line-Interactive UPS	2	28	56	
5.	Printer	1	28	28	
6.	Multifunction Printer	1	28	28	

- b) The Bidder(s) will test all hardware operations and accomplish all adjustments for successful and continuous operation of equipment.
- c) Defective/ Partial/ Incomplete items will be treated as undelivered items.
- d) If there is delay in delivery due to any kind of inadequacy on part of Bidder(s), penalty may be imposed on Bidder(s) as defined in **liquidated damages clause at 2.29**.
- e) Upon successful delivery, installation & commissioning of all items / equipment's at user site, the Bidder(s) shall submit following documents :
 - (i) Two copies of Bidder(s) invoice showing items description, quantity, unit price and total amount.
 - (ii) Installation report of all items duly signed & stamped by respective head of the school as well as by concerned District Education officer (S.E) of the Department where the equipment is delivered and installed, specifying the date of installation as a proof of completion.
 - (iii) School wise Serial Numbers of IT equipment delivered.
 - (iv) One copy of installation report of items duly signed and stamped by respective head of schools should be submitted in the concerned District Education Officer (S.E) office.
- f) PICTES shall not be responsible for any postal delays about non-receipt/ non-delivery of the documents.

2.21 Inspection / Benchmarking

Pre-Delivery- PICTES or its nominated agency will carry out pre-dispatch inspection of all the equipment's at factory/storage on a sample basis. Bidder(s) shall inform their readiness for the inspection at least 7 days in advance. Inspection of the equipment's to be supplied will be carried out at Bidder(s)'s factory/site located in India only. The costs of inspection such as

travel, lodging and boarding of the PICTES's Staff / Agency should be borne by the vendor. The team will generally consist of up to five (5) officials.

Post Delivery- PICTES will also carry out inspection/benchmarking of installed hardware in schools on random basis at any time & any number of machines during the contract period of Five years.

2.22 Performance Bank Guarantee (PBG)

- a) The successful Bidder(s) will furnish two Performance Bank Guarantee's in accordance with the conditions of contract within 10 working days from the signing of contract, for a value equivalent to 5% each (total 10%) of the total cost of Contract.
- b) One PBG (5% of total contract value) shall remain valid for a period of Ninety (90) days beyond the date of completion of all contractual obligations of the successful Bidder(s) including warranty obligations.
- c) Second PBG (5% of total contract value) shall remain valid for a period of Ninety (90) days from the date of signing contract agreement. This PBG will be returned after the successful installation, Commissioning & testing of items at all locations
- d) The successful Bidder(s) 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(s) fails to submit performance guarantee within the time stipulated, the PICTES at its discretion, may cancel the award of contract to the successful Bidder(s) without giving any notice.
- e) PICTES shall forfeit the PBG 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(s)
 - Notice of reasonable time will be given in case of forfeiture of PBG. The decision of PICTES in this regard shall be final.

2.23 Fraud and Corruption

- a) All the Bidder(s) must observe the highest standards of ethics during the process of selection of project Service Provider(s) 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 PICTES 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 Bidder(s) (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.
 - "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) PICTES will reject a bid for award, if it determines that the Bidder(s) recommended for award, has been determined to having been engaged in corrupt, fraudulent or unfair trade practices, PICTES will declare a Bidder(s) ineligible, either indefinitely or for a stated period of time, for award of contract, if Bidder(s) 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.
- d) The Bidder(s) will not engage or retain any Service Provider(s)/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**.

2.24 Intellectual Property Rights

No services covered under the Contract shall be sold or disposed by the Bidder(s) in violation of any right whatsoever of third party, and in particular, but without prejudice to the generality of the foregoing, of any patent right, trademark or similar right, or any charge mortgage or lien. The Vendor shall indemnify the Corporation from all actions, costs, claims, demands, expenses and liabilities, whatsoever, resulting from any actual or alleged infringement as aforesaid and at the expenses of the Vendor, the Corporation shall be defended in the defense of such proceedings.

2.25 Standard of Performance

- a) Service Provider(s) (SP) 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.
- b) It shall employ appropriate advanced technology and safe and effective equipment, machinery, material and methods. SP 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 client's legitimate interests in

any dealings with the third party.

2.26 Terms and Conditions for Performance

- a) The Service Provider(s) (s) shall supply, install, commission & maintain all the equipment's as per detailed minimum specifications mentioned in the bid during the school timings.
- b) Only new unused equipment and non-defective equipment is to be supplied (used/re-manufactured equipment will not be accepted).
- c) The Service Provider(s)(s) has to supply all essential accessories required for the successful installation and commissioning of the goods supplied.
- d) The services shall be provided Mondays to Saturdays during the working hours of the Schools.
- e) The Service Provider(s)(s) shall maintain the hardware, software and all accessories in proper working condition during the contract period of 5 years.
- f) The operating system and other software packages including e-content shall be upgraded/updated by the Bidder(s) as and when the upgraded version is available.
- g) The equipment parts replaced must be new and equivalent or higher in performance of existing parts, failing which penalties will be levied as per SLA.
- h) The Service Provider(s) shall ensure sufficient Spares availability. In case, it is not possible to repair some equipment or not possible to repair at site and has to be taken out for repairs, The Bidder(s) shall provide a suitable replacement as Standby arrangement within 2 working days so that the work is not hampered. The packing/unpacking, transportation, loading/unloading, connection/ disconnection, configuration /reconfiguration and any associated activity with the repair and maintenance shall be the sole responsibility of the Bidder(s). If standby arrangement has been made then it shall be replaced with original or functionally equivalent equipment. The faulty parts arising out of replacements shall be the Bidder(s)'s property.
- i) All breakdown calls in Hardware/Software installed in computer labs are to be resolved by the Service Provider(s) irrespective of any reason of fault i.e. Physical & Electrical damage.
- j) Qualified maintenance engineers totally familiar with the equipment's shall perform all repair and maintenance service described herein.
- k) Service Provider(s) will hand over all the equipment's in working order to the new Service Provider(s)/school within one month after the expiry of contract. A certificate to this effect is required to be obtained by the Bidder(s) from the new Service Provider(s)/school and to be produced along with the final claim/release of PBG of the contract.
- l) In case of default, the PICTES has the right to arrange such task of maintenance/support at the risk and cost of Bidder(s), from any other source and shall be deducted from his next lease/contract payment.

- m) In case of failure on part of the Service Provider(s) with regard to such services, bank guarantee will be forfeited and subsequently the firm may also be blacklisted. The Service Provider(s) 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) PICTES at his own cost can move the equipment from one location to another with the help of Service Provider(s). PICTES shall bear all the charges for such shifting and the Service Provider(s) should be responsible for reinstallation of hardware.
- o) The Service Provider(s) will deploy adequate number of dedicated engineers to provide the service as per SLA. The Bidder(s) should also provide the details of support centres, engineers and other relevant service facilities to the users at various levels.
- p) Service Provider(s) shall arrange all infrastructure/additional equipment in order to provide any service under the contract.
- q) The Service Provider(s) shall be responsible for managing the activities of his personnel, and shall hold itself responsible for any misdemeanour.
- r) The Service Provider(s) shall prepare and maintain records of operation, maintenance and repair of all hardware items. The reports should be provided in a timely manner as and when required by the PICTES.

2.27 Help Desk

- a) The Service Provider(s) shall setup a helpdesk with minimum 1 line to log calls in the State of Punjab. Bidder(s) will provide a complaint lodging web portal having all functionalities like call logging, call close, monitoring, all type of reports as per the user requirement etc. A call at the helpdesk will be defined as successful registration of the call and a complaint ticket is generated in the system. Ticket shall be generated for every call received at Help desk and the ticket number shall be provided to the user through SMS. The Help Desk/ would be operational on all working days from 8.00 AM to 4.00 PM.

2.28 Penalty

- a) All below penalties shall be levied on the selected Bidder(s) for any failure happened on selected Bidder(s) part in any of the agreed terms & Condition-
 - **Installation:** In case of delay, the SP will be liable to pay penalty and **liquidated damages as per para 2.30 below.**
 - **Operation & Maintenance:** - To be calculated as per the Service Level Agreement (SLA), **attached as Annexure 'B'.**
- b) The penalty amount needs to be deposited by the Service Provider(s) within 21 days of date of intimation of the penalty. The Service Provider(s) will have

a choice of depositing the amount due towards him on account of penalties by cheque / draft / OTC / NEFT in favor of PICTES. PICTES reserves its right to recover the amounts on account of penalties by any mode such as; revoking PBG. in which case penalties shall not be recovered by any other means.

- c) If the Service Provider(s) fails to deposit the penalty amount within 21 days, PICTES may allow some extra time to deposit the amount or may also revoke the PBG and subsequently the firm may also be blacklisted.
- d) The amount of Operational/Warranty period Penalty shall be subject to a maximum limit of 10% of the total contract value. After this, PICTES may revoke the PBG and subsequently the firm may also be blacklisted.
- e) If at any stage of the contract PICTES finds that the services of the Bidder(s) are not upto the mark or as per the terms & conditions of the agreement, PICTES reserve the right to cancel the contract or/and forfeiture of earnest money/ Performance Bank Guarantee or/and blacklisting the Bidder(s).
- f) Hiding of facts, misrepresentation, corrupt practices by the Bidder(s) if revealed at any stage, would amount to forfeiture of EMD/ bank guarantee and subsequently the firm may also be blacklisted.
- g) Bidder(s) shall submit penalty report duly verified by all DEO's on half yearly basis.
- h) If at any stage of the contract department finds that the services of the Bidder(s) 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/ Performance Bank Guarantee or/and blacklisting the selected Bidder(s).

2.29 Liquidated Damages

If the Service Provider(s) fails to deliver any or all of the Goods/Services within the original/re-fixed delivery period(s) specified in the contract, the Buyer will be entitled to deduct/recover the Liquidated Damages for the delay, unless covered under Force Majeure conditions aforesaid, @ 0.5% of the contract value of delayed quantity per week or part of the week of delayed period as pre-estimated damages not exceeding 10% of the contract value of delayed quantity without any controversy/dispute of any sort whatsoever.

2.30 Schedule of Payment

- a) 80% of total contract value will be released after successful delivery of all the IT equipment/ items at all the locations subject to submission of required documents.
- b) 20% of total contract value will be released after successful Installation of all the IT equipment/ items at all the locations subject to submission of required

documents.

- c) Any payments shall be made as per actual on pro-rata basis after adjusting penalties (if any) as applicable. Penalty for not meeting SLA requirements during contract period may be recovered from Performance Bank Guarantee (PBG) as and when required.

2.31 Taxes and Duties

The Bidder(s) shall be entirely responsible for all taxes including GST, service tax, entry tax, duties, and license fees etc. In the event of any increase or decrease in GST due to any statutory notification(s) at the time of first invoice/bill, the consequential effect shall be to the client/PICTES.

2.32 Insurance

The installed equipment under the contract shall be fully insured throughout the contract period of Five (5) years by the Bidder(s) against loss, theft, fire, burglary or damage. In case of any loss, theft, fire, burglary or damage, SP shall replace those items within 6 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 SP in case of any theft. However, the required assistance would be provided to the SP in this regard.

2.33 Limitation of Liability

The maximum aggregate liability of successful Bidder(s) shall not exceed the total order value.

2.34 Use of Contract Documents and Information

- a) The SP 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 SP 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 SP 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 SP's performance under the contract if so required by the client.

2.35 Termination for Default

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

- The SP 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 SP fails to perform any other obligation(s) under the Contract.
- The SP shall be given maximum of two opportunities of 30 days each to improve his service level and meet the Obligations as per the contract.

2.36 Termination for Insolvency

The client may at any time terminate the contract by giving written notice to the Bidder(s) without compensation to the Bidder(s), if the SP 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.

2.37 No Claim Certificate

The Bidder(s) 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 Bidder(s) 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.

2.38 Suspension

The client may by a written notice of suspension to the SP, suspend all payments to the SP under the contract, if the SP 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 SP to remedy such failure within a specified period from the date of receipt of such notice of suspension by the SP.

2.39 Documents Prepared by the SP to be the Property of the Client

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

2.40 Confidentiality

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

2.41 Force Majeure

- a) Notwithstanding the provisions of the tender, the SP 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 SP and not involving the SP and not involving the SP 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 SP shall promptly notify the client in writing of such conditions and the cause thereof. Unless otherwise directed by the client in writing, the SP 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 SP, if as a result of Force Majeure, the SP being unable to perform a material portion of the services for a period of more than 60 days.

2.42 Arbitration

In case of dispute, the arbitration shall be done as per Arbitration & Conciliation Act 1996 and as per amendment of the Act in 2015.

2.43 Other Conditions

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

- d) 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.
- e) In all matters and disputes arising there under, the appropriate Courts at Chandigarh/Mohali alone shall have jurisdiction to entertain and try them.
- f) The SP shall provide training on appropriate aspects wherever desirable that client feels necessary to such persons as nominated by the client, wherever required.
- g) Quote should be F.O.R destination. The list of all Government schools may be collected from PICTES head office.
- h) Bidder(s) and OEMs of quoted items should submit an undertaking for Compliance of Govt. Instructions regarding "Restrictions under Rule 144 (xi) of the General Financial Rules (GFRs) 2017 " as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.:F.18/37/2020- PPD dated 08.02.2021 of Ministry of Finance, Dept. of Expenditure, Public Procurement division. Bidder(s) are requested to go through these Instructions. As per this, Bidder(s) are required to quote/offer the product of those OEMs which adhere to these instructions. The undertaking to this effect from both, the Bidder(s) and the OEM of the offered product is required to be submitted along with bid as per Performa.

Section 3: Scope of Work**3.1 Introduction**

This section provides details on broad features and services to be provided by the selected Bidder(s) to supply install and maintain IT equipment for Govt. Schools.

3.2 Scope of Work

Punjab ICT Education Society intends to provide new Computer hardware in 38 School of Eminence (SoE) in various rural and urban locations in Punjab.

Accordingly, online bids are invited from the reputed Companies for supply, installation and maintenance of IT infrastructure and Resources mentioned below **in 38-selected Schools across the State of Punjab.**

The Service Provider(s) (SP) would be responsible for carrying out the following tasks during the contract period of Five years as per the terms & conditions of the RFP:

- a) Supply, installation, repair and maintenance, trouble-shooting of following Information Technology (IT) infrastructure at 38 Schools as per the detailed technical specifications given in **Annexure 'A' (Numbers may vary):**

Sr. No.	Item Description	Qty per School	No. of Schools	Total Quantity
Group A				
1.	Desktop Computers	41	38	1558
2.	2 KVA Line-Interactive UPS	4	38	152
3.	1 KVA Line-Interactive UPS	2	38	76
Group B				
4.	Interactive Flat Panel	2	38	76
Group C				
5.	Printer	1	38	38
6.	Multifunction Printer	1	38	38

- b) Keep the infrastructure including Hardware, software, networking
- Operations and Management (O & M) of all hardware and system/application software products as per the term & conditions of the RFP.
 - 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.

- Keeping stock of required spares of hardware items at appropriate locations in the State for quick response time
- c) Provide onsite support & services for all other components of the System (excluding nothing) like Power Systems, Printers, and System Software & Services etc. as defined in RFP.
- d) **Battery Replacement-** The SP should supply UPS batteries with 5-year comprehensive warranty. However, at any time during the contract period, the batteries need to be replaced any number times immediately if its performance or backup (30 min) is not satisfactory.
- e) The Software such as MS office or any other software required would be procured separately by the society. The SP would have to install/reinstall and maintain system/application software products during the contract period of Five years. SP shall also responsible for installation/reinstallation of any system/application software products as decided by the client.

3.3 **Specifications and Quantity**

- a) The Service Provider(s) shall supply equipment as per detailed minimum specifications mentioned in **Annexure A**.
- b) The final quantities may vary. The charges shall be applied to actual items and quantities supplied.
- c) All listed accessories bundled by the OEM should accompany the equipment.
- d) Only new equipment and non-defective equipment is to be supplied (used/re-manufactured equipment will not be accepted).
- e) Model of items already earmarked by OEM for withdrawal from market / reaching their end of life in next five (5) years should not be offered
- f) The Bidder(s) must submit MAF certificate from the principal hardware company with an undertaking regarding validity product life of 5 years and stating that they would provide technical support for the equipment in terms of spares, replacement and repairs/ patches/ upgrades etc.
- g) Models, which are still under quality testing, should not be offered.
- h) The technical documentation involving detailed instruction for operation and maintenance, user's manual etc; shall be delivered with every unit of the equipment supplied. The language of the documentation should be English.
- i) If the configuration/ feature required are not available in a particular Item model, the next available configuration model meeting or exceeding the requirements shall be offered. The same should be evidenced with OEM certification.
- a) The SP will have to provide patches, fixes, security updates directly from OEM at no additional cost to the department.
- j) The SP will also be responsible to keep track of the version control of the system software or any other application.

Annexure 'A' – Technical Specifications**1. Desktop Computer: -**

Specification	Minimum Requirement
Processor Make	Intel/AMD
Chipset	B/Q or any other commercial series
Processor Description	12 th Generation, Intel Core i5 (6 core, 12 MB cache, 1.30 GHz base frequency) or equivalent AMD or higher
Form-Factor	Micro
Maximum Power Consumption in fully Operating Mode (Watt)	90
Operating System (Factory Loaded)	Windows 11 Professional under Microsoft Shape the Future Program/ Windows 11 professional/ Windows 11 Home
Type of RAM	DDR4 Or higher
RAM Size (GB)	16 Or higher
RAM Expandability upto (GB)	32 Or higher
Type of Storage 1	SSD 512 GB or higher
Wi Fi Connectivity	Yes
Availability of Vesa Mount Kit	Yes
Monitor Size (INCHES)	23.8 Or higher (Same brand as PC) TCO certified
Monitor technology	IPS/VA Antiglare or better
If Yes, Monitor Resolution (PIXELS)	1920 x 1080 Or higher
Monitor Stand	Standard, Height Adjustable Or higher
Keyboard & Mouse	USB Standard Keyboard and USB optical mouse (Same brand as PC)

Specification	Minimum Requirement
BEE / Energy Star for the given Model	Yes
Other Certifications	RoHS Compliance, BIS
OEM Manufacturing Certification	ISO 9001, ISO 14001/ ISO 20001/ISO 27001
Ports	Minimum 4 USB Ports with at least 2 USB 3.0 or higher • Minimum 1 HDMI/DP or higher • 1 x RJ45 (10/100/1000 Gigabit Ethernet Port) • 1 x Microphone/Headphone Combo Jack, 1- Type C port (optional)
Accessories	All required cables/connectors, Mouse pad,
Pre-loaded Software	Open Office
On Site OEM Warranty (Year)	5 Or higher
The Computers system should be easily maintainable and the main parts like RAM, SSD, Processor, motherboard can be replaceable & repairable individually.	

2. Interactive Flat Panel: -

Specification	Minimum Requirement
Display Type	IPS
Display Panel Diagonal size (mm)	1905 or higher
Backlight Technology	LED
Display Resolution (Pixels)	3840 X 2160 or higher
Display Brightness (Nits)	350 or higher
Display Aspect Ratio	16:9 or better

Specification	Minimum Requirement
Touch interface	Touch sensitive as well as pen driven
Touch Technology	Infrared optical/Capacitive
Number of touch points (Number)	10 or higher
Response time (milli seconds)	8 or better
In-built speakers	40 Watt or higher (OEM of Interactive display should provide external speakers, if required, if the wattage of inbuilt speakers is less than the required wattage)
Bluetooth connectivity	Yes
Wi-Fi connectivity	Yes
On Site OEM Warranty (Year)	5 or more
Other Parameters	Processor - Quad core (1.5 Ghz) or higher; Touch Accuracy – 2mm or lower, Viewing angle – 178 X 178: Protection Glass (Min 4 mm)– Tempered / toughened, scratch resistant, anti-glare coating; HDMI cable with minimum 5m length to be provided Number of pen or stylus to be supplied with the board (Nos) – Battery Free- 2
Memory	RAM- 4 GB or higher, Internal Storage - 32 GB or higher
Inbuilt OS	Windows 11 or Android 11 or higher
Ports	HDMI- 2 or higher, USB 3.0 – 2 or higher, USB 2.0 –1 or higher OPS slot- 1, Audio out - 1, USB Type C – 1, RJ 45- 1,
Certification	BIS/BEE, RoHS,
OEM Manufacturing	ISO 9001, ISO 14001/ ISO 20001/ISO 270001

Specification	Minimum Requirement
certification	
DMS	Device Management Software to check the device utilization
Availability of test reports from Central Govt /NABL / ILAC accredited Lab covering all the parameters	Yes
OPS	(10th Generation Intel Core i3, RAM- 8 GB DDR 4, SSD- 256 GB, HDMI out port- 1, Audio out port-1, Mic-1, USB-3.0- 2, USB 2.0- 1, Ethernet port-1, Built in Wi-Fi- Yes, OS- Window 11 Professional) or higher.
Software features	Support multi touch & multi writing
	Native handwriting recognition of English
	Support Gesture Recognition like zoom, pan, tilt, flicks (optional) etc.
	Have following interactive tools/features like Pen, Eraser, spotlight, curtain (optional), shape recognition, shape editing, auto grouping infinite color options for annotation, color bucket, back ground pattern, lines & arrows screen capture tools (freehand capture is must), import/export files, recycle bin, unlimited pages, Cut & Paste, page navigation save page(s), Undo/Redo, Geometric Tools like protractor/ compass, ruler etc.
	Recognition up to four-sided figures (preferably upto six-sided figures)
	Capable to annotate on any 3rd party applications.
	Recording feature
	Finger touch enabled.
	Capability of taking Snapshot from running video
	Real time interaction and writing speed without any time lag
	Must have inbuilt appropriate software for the following: 1. View pictures [all major formats like jpg, jpeg, png, gif, etc should be supported] 2. View pdf, MS word, MS excel, MS presentation, .odt, .ods, etc files etc. 3. Listen to audio files [all major formats like mp3, m4a, etc should be supported] 4. Play video files [all major formats like mp4, mpeg, avi, etc should be supported]

Specification	Minimum Requirement
	No LMS is required but the vendor may provide at no additional cost
	Inbuilt Pen Holder with up to two pens
	Inbuilt whiteboard software for teaching/ training using Interactive display with features like (Pen, thickness of pen, colours of pen, Pixels eraser and Region eraser, Shapes (Circle, Triangle, Rectangle, arrows), Background of White board (multiple colours also use picture, shape), Redo/Undo, Next/Previous, Select & Drag option, Switching between single touch and multiple touch, Clear screen, List of pages with deleting option, Switching tool bar right to left, Many other Tools (Compass, Protector, Insert Table, Calculator, Curtain, Timer, Calendar, Camera, Spotlight, Multiscreen (divide board in 2,3,and 4 parts with background and different pen colour), on screen annotation. Interactive software of the interactive Display should detect the Visual Presenter/ Visualiser and should be able to annotate on the image captured by the Visual Presenter/ Visualiser.
	Interactive display should allow user to share/mirror the content of Laptop/Desktop and mobile device (Android) wirelessly and should have Screen Share software
	Toolbar should be available on all screen for quick access tools and same should be customized as per user requirement.
	Built in Google Play store to download applications direct from Play store OR Similar App store.
	Built in YouTube application
	Interactive display should have inbuilt cloud drive access from Google drive / one drive etc.
	Device should support software-based VC with internal android platform like Google meet, Cisco WebEx, Skype, Microsoft teams & zoom applications.
	Device should have inbuilt virtual keyboard with English language support. However, System should support other language Punjabi, Hindi from inbuilt software or through any other 3rd party software or through OPS.
	Provision to lock all the USB port (optional), Screen Lock, application lock to restrict unwanted access.
	In-built Volume equalizer with optional surround sound support to enhance the sound quality.
	Built in screen shot option using single click
	After opening of bids, Bidder(s) may be required to provide demonstration of the features requested in the bid.

Specification	Minimum Requirement
	Above all features may be inbuilt OR through 3rd party application OR through OPS.

3. 1 KVA and 2 KVA Line-Interactive UPS

Parameter	Minimum requirement
Rating in KVA/ min VAH capacity of battery (KVA/VAH)	1.0/800 and 2.0/1600
Technology	MOSFET-PWM OR IGBT-PWM
Type of battery	SMF-VRLA: leak proof confirming to JISC-8702 Pt 1,2 &3
Battery Backup Time	30 mins with full load
Rated Output (Volt)	Single phase sinewave 230v AC , 50Hz, OR Single Phase Quasi-Sin-wave 230 V AC, 50 Hz
Degree of protection	IP-20/IP-21
Inverter Efficiency (%)	> / = 70% at full load on mains mode
Warranty for the battery from the date of delivery	5 years or more onsite warranty
Warranty for Line Interactive UPS	5 years or more onsite warranty
Overload Time (Minutes)	> / = 10 minutes (optional)
Overload (%)	>=10% (optional)
Load power factor	> / = 0.6
Variation in AVR output in AC mode (%) AVR (Voltage regulation) output voltage in AC Mode	230 Volts +/-9%, 50 +/-3 Hz
Variation in output voltage in battery mode (%) (UPS output voltage in battery mode)	230V +/- 10% with AVR (Automatic Voltage Regulation) 50Hz +/- 1%
Type of enclosure	Mild steel/ ABS
Protection against (over discharge) discharge per 12v battery (Volt)	10.5

Protection for outside input voltage range: If Input voltage goes outside the range 160 to 280 Volts, the system shall switch over to battery mode	Yes
Protection against short circuit of UPS	Yes
Protection for over voltage and over load	Yes
Damp heat Test at 45 degree , RH -95% for 2-cycle as per IS:9000 pt-5/sec-1	Yes (optional)
Dry heat Test at 45 degree for 16 Hrs as per IS:9000 pt-3/sec-5	Yes (optional)
Cold Test as per IS:9000 pt-2/sec-4	Yes (optional)
Damp heat Test at 45 degree , RH-95% for 2-cycle as per IS:9000 pt-5/sec-1	Yes (optional)
Availability of the type test report from central Govt./NABL/ILAC Accredited Lab	Yes
RoHS compliance	Yes
As per Meity (Government of India) guidelines UPS shall have valid BIS CRS certifications as Applicable	Yes
OEM Manufacturing Certifications	ISO 9001, ISO 45001, ISO 14001
Battery Enclosure	Powder Coated racks matching with color of UPS (Closed rack shall be preferred).

4. Printer

Specification(s)	Minimum Requirement
Printing Technology	Laser
Type of Printing	Mono
Paper Size	A4, Legal
Print Speed per minute as per ISO/IEC 24734 in (A4) Size – Mono	18 Or higher
Wireless Connectivity	Yes
USB Port	Yes

Specification(s)	Minimum Requirement
Number of Main Paper Trays	1 Or higher
Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19752/2004(E) for Black (Number of prints)	First toner should be standard full toner and should not be a demo toner.
Duty Cycle (No of Prints/month)	1500 Or higher
On site OEM warranty (Years)	5 Or higher
Certification	BIS, RoHS compliance

5. Multifunction Printer

Specification(s)	Minimum Requirement
Print Technology	Laser
Type of Machine	Multifunction Machine
Type of Printing	Mono
Cartridge Technology	Composite Cartridge/Separate Drum and Toner (Mono Component)/ Separate Drum and Toner (Dual Component)/ Ink Or higher
Resolution	Upto 600 X 600 dpi
Platen/Flatbed Size	A4 Or higher
Paper Size (Original/Image)	A4, Legal
RAM size (MB)	2 Or higher
Minimum Speed per Minute as per ISO/IEC 24734 in A4 Size-Mono	27 Or higher
Scanning Feature Availability	Yes, Or higher

Specification(s)	Minimum Requirement
Duplexing Feature Availability	Yes (automatic) Or higher
Networking Feature Availability	Yes (Ethernet 10/100/1000 Or Ethernet 10/100 Or higher)
Wi-Fi Availability	Yes (Wi fi 802.11 b/g/n OR Wi fi 802.11 b/g/n & Wi Fi Direct OR Wi Fi Dual Band Or higher)
Original Document Feeder Type	ADF/ DADF/RADF/ SPDF Or higher
Number of Main Paper Tray	1 Or higher
Yield of the cartridge/Ink Tank/Ink Pack supplied with Machine as per ISO/IEC: 19752/2004(E) for Black (Number of prints)	First toner should be standard full toner and should not be a demo toner.
Duty Cycle (No of Prints/month)	5000 Or higher
On Site OEM Warranty (Year)	5 Or higher
Certifications	BIS, RoHS Compliance

Performa 1**TECHNICAL BID CHECKLIST & ORDER IN WHICH DOCUMENTS ARE
SUBMITTED**

Name of Bidder(s): _____

S.No	Eligibility Criteria	Required Document	Comp liance (Yes/ No)	Page No.
1.	Bid Proposal sheet duly filled in, signed and complete in all respects.	Performa 3		
2.	Qualifying data duly filled in as per relevant Performa provided in the bid proposal that the Bidder(s) is eligible to bid and is qualified to perform the contract, if its bid is accepted.	Performa 4		
3.	Bidder(s) should be registered either <ul style="list-style-type: none"> Under Companies Act 2013 OR Partnership firms registered under Limited Liability Partnerships (registered under LLP Act, 2008) OR Partnership firms registered under Indian Partnership Act, 1932 	Attach Proof		
4.	The Bidder(s) should be an Original Equipment Manufacturer (OEM) or their authorized wholesale dealer/ re-seller/ distributor.	In case of OEM, self-declaration on company letter head and duly signed by authorized signatory to be submitted. In case of an authorized wholesale dealer/ re-seller/ distributor, a letter of authorization (MAF) from Original Manufacturer must be furnished in original duly signed & stamped.		

5.	Net Worth of the Bidder(s) should be positive in any three out of last four financial years i.e 2019-20, 2020-21, 2021-22 & 2022-23. CA certificate for the same should be attached.	Certificate from the practicing fellow member of Institute of Chartered Accountant of India(FCA)												
6.	The Bidder(s) should be ISO 9001:2008 or ISO 9001:2015 certified.	Attach Copy of Certificate												
7.	The Bidder(s) must have an average annual turnover as mentioned in item category wise table below for the last 3 consecutive financial years out of last four financial years i.e 2019-20, 2020-21, 2021-22 & 2022-23 as on 31 st March 2023.	Performa 5												
	<table><tr><td>Group items</td><td>Minimum Average Annual Turnover in the last three FY's</td></tr><tr><td>Group A- Desktop computer and UPS</td><td>Rs. 20 Cr</td></tr><tr><td>Group B- Interactive Flat Panel</td><td>Rs. 3 Cr</td></tr><tr><td>Group C- Printer and Multifunction Printer</td><td>Rs. 30 Lac</td></tr></table>				Group items	Minimum Average Annual Turnover in the last three FY's	Group A- Desktop computer and UPS	Rs. 20 Cr	Group B- Interactive Flat Panel	Rs. 3 Cr	Group C- Printer and Multifunction Printer	Rs. 30 Lac		
	Group items				Minimum Average Annual Turnover in the last three FY's									
	Group A- Desktop computer and UPS				Rs. 20 Cr									
Group B- Interactive Flat Panel	Rs. 3 Cr													
Group C- Printer and Multifunction Printer	Rs. 30 Lac													
8.	The average annual turnover of OEM's from IT products only for the last three financial years as on 31st March 2023 must be as per below-	Submit Performa 6 for each item												
	<table><tr><td>Item Name</td><td>Annual Average turnover in last 3 financial years from IT products only</td></tr><tr><td>Desktop Computer OEM</td><td>250 crore</td></tr><tr><td>Interactive Flat Panel OEM</td><td>250 crore</td></tr><tr><td>Printer OEM</td><td>250 crore</td></tr><tr><td>Multifunction Printer OEM</td><td>250 crore</td></tr></table>				Item Name	Annual Average turnover in last 3 financial years from IT products only	Desktop Computer OEM	250 crore	Interactive Flat Panel OEM	250 crore	Printer OEM	250 crore	Multifunction Printer OEM	250 crore
	Item Name				Annual Average turnover in last 3 financial years from IT products only									
	Desktop Computer OEM				250 crore									
	Interactive Flat Panel OEM				250 crore									
Printer OEM	250 crore													
Multifunction Printer OEM	250 crore													
	The average annual turnover of OEM's of the quoted UPS by the Bidder(s) for the last three financial years as on 31 st March													

	2023 should be as per below-							
	<table><tr><th>Item Name</th><th>Annual Average turnover in last 3 financial years</th></tr><tr><td>UPS</td><td>100 crore</td></tr></table>	Item Name	Annual Average turnover in last 3 financial years	UPS	100 crore			
Item Name	Annual Average turnover in last 3 financial years							
UPS	100 crore							
9.	OEM of all quoted items must have minimum 5 authorized Service Centres in 5 different Districts across the State of Punjab at the time of bid submission.	Attach Proof						
10.	<p>Bidder(s)'s Experience: -</p> <p>Group A (Desktop Computer and UPS)- The Bidder(s) must have experience for supply of 1200 Desktop Computer/Laptop/Server's in Govt. Sector/ PSUs/ Banks/ Universities or Educational Institutes in atleast one of the last the last three financial years as on 31st March 2023.</p> <p>Group B (Interactive Flat Panel)- The Bidder(s) must have experience for supply of 50 Interactive Flat Panels in Govt. Sector/ PSUs/ Banks/ Universities or Educational Institutes in atleast one of the last the last three financial years as on 31st March 2023.</p> <p>Group C (Printer and Multifunction Printer)-</p> <p>Group B- The Bidder(s) must have experience for supply of 50 Printers in Govt. Sector/ PSUs/ Banks/ Universities or Educational Institutes in atleast one of the last the last three financial years as on 31st March 2023.</p> <p>For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:</p> <p>d) Purchase Order copy along with Invoice(s) & proof of payment with self-certification by the Bidder(s) that supplies against the invoices have been executed.</p> <p>OR</p> <p>e) Execution certificate by client with Quantity.</p> <p>OR</p> <p>f) Consignee Receipt and</p>	Performa 6 and proof for experience.						

	Acceptance Certificate (CRAC) created by the buyer on GeM portal.			
11.	The Bidder(s) and OEMs of the quoted products 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 during the last 3 years on last date of bid submission. Undertaking should be submitted by the Bidder(s) and all OEMs. The Affidavit should be signed by CEO/MD/Director of the Concerned Bidder(s)/OEM.	Performa 7		
12.	The Bidder(s) should have a valid PAN and GST number.	Performa 8 and Copy of documents		
13.	The Bidder(s) would indicate make & model of the equipment and the components.	(Performa- 9)		
14.	Technical Brochures, data sheet etc. of the product quoted and current certifications asked for in the detailed technical specifications should be enclosed. Data Sheets of quoted products should be available on OEM Website and link to be shared in Technical bid	Attach Brochures, data sheet etc		
15.	The Bidder(s) must attach compliance report & Technical specifications for all hardware items.	Performa- 10)		
16.	The Bidder(s) must submit MAF certificate from all principal hardware companies with an undertaking regarding validity product life of 5 years and stating that they would provide technical support for the equipment in terms of spares, replacement and repairs/ patches/ upgrades etc. MAF should be bid specific.	Attach MAF for all items as per Performa-11		
17.	Bidder(s) and OEMs of quoted items should submit an undertaking for Compliance of Govt. Instructions regarding "Restrictions under Rule 144 (xi) of the General Financial Rules (GFRs) 2017 " as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.:F.18/37/2020-PPD dated 08.02.2021 of Ministry of Finance, Dept. of Expenditure, Public Procurement division. Bidder(s) are	Submission of undertaking as per Performa-12		

	requested to go through these Instructions. As per this, Bidder(s) are required to quote/offer the product of those OEMs which adhere to these instructions. The undertaking to this effect from both, the Bidder(s) and the OEM of the offered product is required to be submitted along with bid as per Performa.			
18.	Power of attorney (if any) in the name of the person(s) authorized by the Bidder(s) to sign bid documents.	Performa 13		

Performa 2**COMMERCIAL BID**

Sr. No.	Name of Item	Total Qty	Unit cost	GST/Taxes/Duties (if any)	Total cost on (inclusive of all taxes)
Group A		A	B	C	D=A*(B+C)
1.	Desktop Computer	1558			
2.	1 KVA Line Interactive UPS	76			
3.	2 KVA Line Interactive UPS	152			
	Total Value for Group A				
Group B					
4.	Interactive Flat Panel	76			
	Total Value for Group B				
Group C					
5.	Printer	38			
6.	Multifunction Printer	38			
	Total Value for Group C				

Performa 3

BID PROPOSAL SHEET

Bidder(s)'s Proposal Reference No. & Date :

Bidder(s)'s Name & Address :

Person to be contacted :

Designation :

Telephone No.& Email-ID

To:

**Punjab ICT Education Society (PICTES)
5th Floor, Block- E, Vidhya Bhawan, Phase-8,
Mohali**

**Subject: Supply, installation & maintenance of Hardware items in 38
Schools of Eminence in rural and urban areas of the State.**

Dear Sir,

1.0 I undersigned Bidder(s), having read and examined in detail the specifications and all bidding documents in respect of Supply, Installation & Maintenance of hardware item do hereby propose to provide Supply, Installation & 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 180 days from the last date of submission of bids.

2.2 In exceptional circumstances, the PICTES may solicit the Bidder(s)'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(s) should be unconditional. A Bidder(s) may refuse the request without forfeiting the Earnest Money Deposit. A Bidder(s) 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 _____ mode. 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 4

(Bidder(s) are required to submit on their letterhead)

PARTICULARS OF BIDDER(S)

Detail of Bidder(s)			
Name			
Address			
Year of establishment			
Service facilities available for maintenance			
Availability of spare parts, components			
Annual turnover of the firm for the last 3 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 5

To be filled, Signed, scanned on the letter head of the Chartered Accountant)

(Turnover of Bidder(s)/OEM)

Name of Bidder(s)/OEM - _____

S.no	Financial Year (FY)	Turnover (in INR)
1	FY 2019 – 20	
2	FY 2020 – 21	
3	FY 2021 – 22	
4	FY 2022 – 23	

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

(Name & Signature of CA with stamp)

Date:

Place:

Performa 6***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 Third supply Order
	Details of client along with address, telephone			
	Contract no. & date			
	Order Quantity (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 with stamp)

Date:

Place:

Note- Bidder(s) should submit the proof for each order mentioned in above table.

For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria:

- a) Purchase Order copy along with Invoice(s) & proof of payment with self-certification by the Bidder(s) that supplies against the invoices have been executed.
OR
- b) Execution certificate by client with order value.
OR
- c) Consignee Receipt and Acceptance Certificate (CRAC) created by the buyer on GeM portal.

Performa 7

Affidavit of Self Declaration

(Bidder(s) and OEM's of all quoted items are required to submit the declaration on their letterhead)

**To,
Director General School Education,
5th Floor, Block-E, Vidya Bhawan,
Phase-8, Mohali.**

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 8

To be filled, Signed scanned and Uploaded in Technical bid

(PAN, 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		
	GST		

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

(Signature of Authorized person with stamp)

Date:

Place:

Performa 9

Make & Model Sheet

S.No	Item Name	Make	Model

Performa 10

Compliance sheet for all hardware items

Make and Model offered: - _____		
Specification as per RFP	Proposed Specification	Compliance (Yes/No)

**(Sign and Stamp of Authorized Person
of Bidder(s))**

**(Sign and Stamp of Authorized Person
of OEM)**

Performa 11**MAF- MANUFACTURER'S AUTHORIZATION FORM**

. To be filled by OEMs in given format on Company's letter head.
To,

Subject:- Issue of Manufacture's Authorization Form (MAF)
Ref. no.- Dated-

Bid No.

Sir,

We, (Name and Address of the OEM)....., who are established and reputed original equipment manufacturers (OEM's) since having factories at (address(s) of manufacturing location) do hereby authorize (M/s.....) who is our (Distributor/Channel Partner/ Retailer/ Others (please specify) to bid, negotiate and conclude the contract with you against the aforementioned reference for the following hardware/software manufactured by us (OEM will mention the details of all the proposed product(s) with their make and model):-

1. We undertake that the validity life of offered hardware/ software is 5 years and offered product is not likely to be declared as END of Sale and Service/Support within next 5 years from the date of bid submission.
2. We Undertake to provide OEM warranty for the offered hardware/Software as mentioned in RFP during the warranty/maintenance period.
3. We hereby declared that we are in a business of supplying similar products in India from the last three years.

We hereby declared that we are not black listed/debarred within preceding 3 years from any Central/ States/ UTs/ Undertakings/ Autonomous Body or any other such procuring entity.

If above declaration is found to be incorrect then without prejudice to any other action that may be taken as per the provisions of the applicable Act and Rules thereto prescribed by Govt., my/ our /partner's security may be forfeited in full and our bid, to the extent accepted, may be cancelled.

Authorized Signatory (full name, designation) with stamp

Performa 12**On letterhead of the Bidder(s)**

Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 of Ministry of Finance, Dept. of Expenditure, Public Procurement division

I have read the clause regarding restriction on procurement from a Bidder(s) of a country which shares a land border with India. I certify that we as a Bidder(s) and following OEM of the quoted product are not from such a country or, if from such a country, Bidder(s) and OEM has been registered with competent authority. I hereby certify that these Bidder(s) and OEM fulfils all requirements in this regard and is eligible to be considered for procurement for Bid number: _____

No.	Item Category	Quoted Make & Model
1		

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise PICTES (user Dept.) reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s Name of Company»**

On letterhead of the OEM

Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 of Ministry of Finance, Dept. of Expenditure, Public Procurement division

I have read the clause regarding restriction on procurement from a Bidder(s) of a country which shares a land border with India. I certify that our company is not from such a country or, if from such a country, our company have been registered with competent authority. I hereby certify that our company fulfils all requirements in this regard and is eligible to be considered for procurement for Bid number: _____

No.	Item Category	Quoted Make & Model
1		

In case we are supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise PICTES (user Dept.) reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s Name of Company»**

Performa 13

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 _____ for selection of Bidder(s) 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>>

Annexure B- Service Level Agreement (SLA)**Service Level Agreement & Penalty****Timely Servicing/rectification of defects during warranty period Service Level Agreement (SLA):**

- a) After having been notified of the defects/service requirement during warranty period, Bidder(s) has to complete the required Service/Rectification within 1-day time limit during the school hours. If the Bidder(s) fails to complete service/rectification within defined time limit, a penalty shall be charged as follows-

Delay in School working days	Penalty amount for UPS, Interactive Flat Panel and battery (per item per day)	Penalty amount for Computer system & Printer (per item per day)
Up to 2 days (2 day will be counted from the next day on which the complaint is registered)	No penalty	No penalty
03-10	@ Rs. 150/- per day	@ Rs. 100/- per day
11-17	@ Rs. 250/- per day	@ Rs. 200/- per day
18-26	@ Rs. 500/- per day	@ Rs. 300/- per day

Working Hours (subject to change, if any):*** Summer- 8 am to 2 pm***** Winter – 9 am to 3:20 pm***(* School timings may vary as per the order of Education department)*

- b) NOTE: -After 26 working days, if the repair does not take place, the Principal of the concerned School, Designated Officer from PICTES will check & verify the faulty component/ equipment/ hardware and; concerned Principal in consultation with Designated Officer from PICTES 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 School will submit request to the PICTES for release of amount for the repair/purchase of faulty component/equipment/hardware through concerned official of the PICTES. The penalty imposed and amount utilized for purchase of faulty component/equipment/hardware will be deposited by the Bidder(s) in 21 days from the intimation.