

Tender Ref. No. WIL/TNDR/2010-11/SED/001

Date: 25/02/2011

Request for Proposal (RFP)
for

**Implementation of Integrated Computerised Education
using Information & Communication Technology (ICT)
in Schools under BOOT Model**

Issued by

**Webel Informatics Limited
225 F, A.J.C Bose Road, 4th Floor,
Kolkata 700 020**

Date of Issue	Issued to (Name & Address)	Payment Details			Signature of Issuing person
		D.D. No & Amount (Rs.)	Name of the Bank & Branch	Date	

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CRITICAL INFORMATION

S.No	Information	Details
1	Bid Inviting Authority	Webel Informatics Limited, 225F, A.J.C Bose Road, 4 th Floor Kolkata 700020
2	Bid Reference No and Date	WIL/TNDR/2010-11/SED/001 dt 25/02/2011
3	Place of Execution	Kolkata
4	Cost of RFP Document	Rs. 20,000/- in the form of Demand Draft In favour of "The Governor, West Bengal", drawn on any Scheduled, Nationalized Bank only. Payable at Kolkata. The RFP document will be available at the above address on all working days from 10 a.m. to 5 p.m.
5	Last date for submission of written queries for clarifications	10/03/2011, 15:00 HRS.
6	Response to clarifications	During pre-bid meeting to be held on 11/03/2011, 11:30 Hrs.
7	Last date (deadline) for receipt of proposals in response to RFP notice	25/03/2011 up to 15:00 Hrs.
8	Place, Date and Time of opening of Technical proposals received in response to the RFP notice	Webel Informatics Limited, 225F, A.J.C Bose Road, 4 th Floor Kolkata 700020 25/03/2011, 16:00 Hrs.
9	Contact Person for queries	Sri Tamal Sen / Sri Sourav Sinha,WIL
10	Addressee and Address at which proposal in response to RFP notice is to be submitted	Webel Informatics Ltd. 225 F, A.J.C. Bose Road, 4 th Floor Kolkata 700091 Tel. No: (033)-2283-3567/68/69 Email: procure.wil@gmail.com

OTHER IMPORTANT INFORMATION RELATED TO BID

S. No.	Item	Description
1	Earnest Money Deposit (EMD) in the form of a Demand Draft/ BG	As per EMD Criteria mentioned in Section 24 in Page no. 29 of this RFP document.
2	Bid Validity Period	120 days from the Last date of submission of proposal
3	Deadline / last date for furnishing performance security	Within Fifteen (15) working days of the date of notice of award of the contract or prior to signing of the contract whichever is earlier
4	Performance security value (Performance Bank Guarantee)	10% of contract value
5	Performance security validity period	6 Months beyond expiration of contract period
6	Deadline / last date for signing contract	Within 15 working days from date of notice of award

1. BACKGROUND

The ICT Policy in School Education aims at preparing youth to participate creatively in the establishment, sustenance, and growth of a knowledge society leading to all round socio-economic development of the nation and global competitiveness. Main vision of ICT @ School project is to provide Computer Literacy & Computer Aided Education in Secondary & Hr. Secondary Schools.

The Mission of the same is to Devise, catalyze, support and sustain ICT and ICT enabled activities and processes in order to improve access, quality and efficiency in the school system. Our Mission is to spread knowledge of computer and computer aided education across the state covering all the schools and maximum students of the State.

The goal of the programme is to create Universal, equitable, open and free access to state of the art ICT and ICT enabled tools and resources to all students and teachers. Development of local and localized quality content and enable students and teachers to partner in the development and critical use of shared digital resources. Development of professional networks of teachers, resource persons and schools to catalyze and support resource sharing, up gradation, and continuing education of teachers; guidance, counseling and academic support to students; and resource sharing, management and networking of school managers and administrators, resulting in improved efficiencies in the schooling process. Research, evaluation and experimentation in ICT tools and ICT enabled practices in order to inform, guide and critically utilize the potentials of ICT in school education.

With is aim, The Department of School Education, Government of West Bengal proposes to install well-equipped Computer Labs and to provide services under Integrated Scheme for Computer Education (CE) and Information & Communication Technology (ICT) in 2,000 Schools (Secondary and Higher Secondary) of the State with effect from the academic year 2010-2011.

The objective of the proposed scheme is to provide quality Computer aided educational infrastructure and services using ICT to the secondary and higher secondary students of these 2000 schools over a period of 5 years.

The general overview of the work to be performed for the implementation of the scheme includes installation and maintenance of computer labs with necessary computer hardware, software, networking and accessories/materials like UPS, Generator, Electric fittings and Furniture etc. Any additional software such as Multimedia based educational software, Online MIS and HRMS software provided by the Department of School Education, Government of West Bengal also need to be installed, operated and managed under this scheme. Training (induction and refresher courses) of all teachers and non-teaching staff is also an integral part of the scheme. A well-trained and qualified ICT Teacher/Instructor will be provided to each of the schools covered under the scheme, who will operate and maintain the computer lab, take up the student classes (both theory and practical), conduct periodic trainings for school staff and conduct Class wise periodical tests (both theory & practical) as per syllabus and schedules defined by the Board.

Towards this end, Webel Informatics Limited (A Govt of West Bengal Undertaking) has been engaged by School Education Department as the Nodal Agency for Consultancy, Management & Evaluation of the [ICT@School](#) Scheme in 2,000 Secondary Schools of West Bengal.

2. OBJECTIVE

1. To establish an enabling environment to promote the usage of ICT especially in Higher Secondary and Secondary Government Schools. Critical factors of such an enabling environment include widespread availability of access devices, connectivity to the Internet and promotion of ICT literacy.
2. To ensure the availability of learning content on-line and through access devices both in the private sector and by CIET, SIETs and RIEs.
3. Enrichment of existing curriculum and pedagogy by employing ICT tools for teaching and learning.
4. To enable students to acquire skills needed for the Digital world for higher studies and gainful employment.
5. To provide an effective learning environment for children with special needs through ICT tools.
6. To promote critical thinking and analytical skills by developing self-learning. This shall transform the classroom environment from teacher-centric to student-centric learning.
7. To promote the use of ICT tools in distance education including the employment of audio-visual medium and satellite-based devices.
8. All efforts would be made to make the school an information hub for the community. The facilities can be used outside the school hours for the benefit of the community so that optimal utilization of the ICT infrastructure takes place while enabling revenue generation.

3. KEY FOCUS AREA

1. **Emphasis on quality and equity:** A need was felt to expand the outreach of the scheme to cover all Government and Government aided secondary and higher secondary schools in the country with emphasis on educationally backward blocks and areas with concentration of SC, ST, minority and weaker sections. Along with that, there is a need for ensuring dependable power supply where the electricity supply is erratic and internet connectivity, including broadband connection.
2. **Teacher engagement and better in-service and pre-service training:** Since ICT education will be imparted to all secondary and higher secondary students, an exclusive ICT teacher is required for each school. Similarly, there is a need for pre service as well as in service training of all teachers in effective use of ICT in teaching and learning process.
3. **Development of e-content:** There is also a need to develop/preload and use appropriate e-content to enhance the comprehension levels of children in various subjects. The content should be available in both English and Bengali language

covering the hard spots of classes up to 10th Standard preferably already in use in the state in other ICT interventions in Schools.

4. **A strong mechanism for monitoring** and management needs to be set in place at all levels for ensuring optimal delivery of set targets.

4. SCOPE OF WORK OF THE IMPLEMENTATION PARTNER

1. To install and maintain Computer Labs and to provide Computer Aided Educational services in 2000 Secondary and Higher Secondary Schools affiliated to The West Bengal Board of Secondary Education (WBBSE) on Build-Own-Operate-Transfer (BOOT) basis for a contract period of Five (5) years.
2. To supply, install and maintain computer hardware, software, networking, and additional accessories/materials like UPS, Electric cables, Generator, Furniture etc. in working condition during the contract period.
3. To install, run and maintain Multimedia based educational content or any other application software provided by the Department of School Education, Government of West Bengal as stipulated in this tender document during the contract period.
4. To equip each school with the minimum equipment (Hardware, software, accessories/materials) as per technical specifications prescribed in Annexure II - Technical Specifications of this tender document.
5. To impart Computer Education to students of classes IX to XII in accordance with the syllabi / curriculum prescribed by the West Bengal Council for Higher Secondary Education (WBCHSE) /Government of West Bengal (<http://www.wbchse.gov.in>).
6. To impart computer training to teachers and non-teaching staff in each school. The mandatory trainings include Induction Training in ICT for an average of 10 teachers per school for 10 days and Refresher training for an average of 10 teachers per school for 5 days. Apart from this, periodic trainings should be conducted for the teachers every year, as required by the Head of the Institution as per schedule of the school. The total number of staff members (teaching and non-teaching) of the school is to be trained.
7. To provide one well-trained ICT teacher (Minimum Qualification of the Computer Instructor shall be BCA, BSC with one year experience in IT or IT teaching or MCA/MSc) during contract period to the schools.
8. To conduct class wise periodical tests (both theory & practical) as per syllabus every six months in coordination with school staff to check the efficacy of ICT training imparted by the bidder to ICT instructor/teachers of the school.

Detailed Scope of Work

Accommodation for Computer Lab: The Head of Institution will provide sufficient and safe room for computer lab and the maintenance & security of this lab is the sole responsibility of the Bidder. The Head of Institution would provide the computer room having hardwearing floor finish, with a pucca roof, easily maintainable and should not produce dust. The room to be provided by Head of Institution must have sufficient space for placing 10 computers

(including Server), one printer, UPS, Switch, and Modem etc. with necessary locking arrangements and to seat 20 students. Standard size of Computer Lab/Room: 200 Sq. feet with a ceiling height of a minimum of 10 feet or more to be provided by the respective schools. It will be preferred that not more than two students should work on a single terminal or one PC i.e. the student to computer ratio would be 2:1.

Fitting of Electricity/Site Preparation

- i. The basic Electric connection will be provided by the School. Other additional electric fitting materials within the computer lab shall have to be made by the Bidder.
- ii. The sub-meter will be installed in all schools by the Bidder.
- iii. The electricity bill of the computer lab will be paid by the Bidder.

Delivery, Installation & Commissioning of Contracted Hardware, Software and Accessories and Provision of Computer Education & ICT Services

- I. The successful bidder shall arrange to supply, install & deploy the ordered material (computer hardware, software and accessories etc.), manpower and CE & ICT services strictly in accordance with specifications given in the technical bid within a period of 90 days from the date of LOI.
- II. The bidder should give on-site comprehensive guarantee/warranty for Computer Hardware, Software and connected accessories covering the contract up to year 2016 against breakages and breakdowns. This guarantee/warranty shall cover all items irrespective of the fact whether the bidder has manufactured them or not. If the project extends for one more year than on-site comprehensive guarantee/warranty would also be extended without any financial liability of Department of School Education, Government of West Bengal.
- III. The installation and maintenance shall be done at the risk and cost of the bidder.
- IV. The School will maintain a Register of Assets for all the equipments and assets deployed by the vendor.
- V. The bidder shall only use licensed software and shall be held liable for any consequent action arising out of patent/intellectual property right violation and the Department of School Education, West Bengal/District Inspector of School(S)/Head of Institution shall not be liable for any liabilities or damages arising thereof.
- VI. The bidder shall not use the school or lab premises for any other purpose other than those stated.
- VII. The bidder should maintain all the computer hardware, software and other equipment in proper working condition throughout the contract period.
- VIII. The bidder shall provide all the other consumables such as Computer stationery, CD-Rs etc. as per the requirements of school during the contract period without any extra cost.
- IX. If any computer training is imparted to the teachers in the school by any agency, other than the bidder, the Head of Institution shall have the right to use the computer lab along with hardware and software for this purpose.

- X. If the bidder fails even after providing adequate notice, the Head of Institution is empowered for alternative installation of contracted hardware/software/accessories and for providing computer education services with the accumulated amount by the deductions after obtaining written permission from District Inspector of School/the Department of School Education, West Bengal.
- XI. Any Hardware/Software etc. installed by the bidder shall not be removed or taken out of the school and from the place of installation without prior written permission of the head of the institution
- XII. At end of 5 years of the project duration, the assets will property of the respective schools.
- XIII. The Bidder should present at the end of each Quarter, a consolidated list of expenditures block wise and maintain all supporting paper documents and bills with them for audit purpose.
- XIV. Bidder will indemnify the government from any dispute(s) and/or claim(s) that may arise between instructor and School/Department/Government at any point of time during or after the project's award and/or completion.

Commissioning of the Project: If the bidder has fulfilled following conditions then the Project will be deemed to have been commissioned and payments can start as per payment conditions:

- a) Has supplied and installed hardware, software & equipments in the computer lab as per the specifications and terms & conditions of this tender document, and
- b) Has deputed the Computer Instructor at the school as per the specifications and terms & conditions of this tender document, and
- c) Theory classes for training (of students or teachers or non-teaching staff) have commenced, and
- d) The delay in start of practical classes is due to the Government approval.

Computer Instructor: The bidder shall provide minimum one computer instructor to teach computer education & maintain the lab in each School. Bidder has to provide an additional instructor in a school where total strength of classes 9 to 12 is more than 840 students. The number of schools with number of students greater than 840 is provided in Annexure III.

The instructor to student ratio per lab would be 1:20 i.e. on every 20 students one instructor would take the practical. The student to computer ratio would be 2:1 i.e. 2 students per computer would take the practical. The instructor would take class wise & batch wise practical classes as per the timetable set by the Head of Institution/School and syllabus prescribed by WBCHSE/WBBSE.

Minimum Qualification of the Computer Instructor shall be BCA, BSC with one year experience in IT or IT teaching or MCA/MSc

- i. The instructor will produce attested photocopies of all the Degrees/Diplomas/Certificates and his/her bio-data along with photo attested by the bidder at the time of joining.
- ii. Female instructor will be preferred in girls' schools.
- iii. The working hours for instructor will be the school hours and/or as per directions given by the Head of institution.
- iv. The instructor shall not force the students to study computer education on private basis.
- v. The bidder shall replace the instructor if his/her performance is not found satisfactory consistently.
- vi. The instructor will maintain the following four registers (or one register covering all the required formats binded together for convenience) in each school duly verifying each entry by the Head of Institution and the registers will be placed in the custody of the Head of Institution:
 - (1) Stock Register,
 - (2) Consumables Register,
 - (3) Down Time and Movement Register
 - (4) Instructor's Attendance Register.
- vii. The instructor will maintain his/her daily diary as teacher's diary and students' attendance register separately. These registers will be provided by the bidder.
- viii. The bidder will follow the academic calendar issued by the School Education Department for teaching. Delay in executing teaching shall be treated as absence of instructor and penalty as per "the penalty for absence of instructor" will be imposed on bidder.
- ix. The instructor will bear identity card of the organization/company of the bidder.
- x. No experience certificates will be given to instructors by the school/department. The instructor/employee of the bidder will not claim any employment with Department of School Education, Government of West Bengal/School during or after the contract period.
- xi. The instructor will not indulge in any activity that disrupts harmony of the school environment.
- xii. The Bidder will be solely responsible for any dispute that arises between instructor(s) and bidder due to non/under payment, service conditions, etc. In case the School/Department/Head of Institution is made a party in any such court case the Bidder will bear any/all losses/expenses on account of such cases. The Bidder will indemnify the School/Head-of-the-institution/Department/Government in case of any and all claims arising from such action on part of the instructor.
- xiii. It will be responsibility of the Bidder to follow rules, regulations and Acts of State/Central governments regarding welfare of employees and labour/persons

- hired for services/appointed by it and School/Department will not be responsible if the Bidder violates the same.
- xiv. It will be responsibility of Bidder to verify past record of instructor(s). It will be binding on Bidder not to appoint/hire instructor(s) with criminal background or those found guilty of indulging in anti-social and anti-national activities.
 - xv. The instructor(s) will invariably make use of multimedia projector for theory and practice classes and will make the best use of the computer infrastructure in the best interests of learning of students.
 - xvi. The instructor should not involve in any other matter / action repugnant to the spirit of ethical practices, including, behavior to/by students; unauthorized use of copyrighted software etc.
 - xvii. School records, examination results etc. of the school may be computerized with the help of computer instructor.
 - xviii. The tenure of service of the Instructor will end as soon as the term of the agreement of the vendor expires.

Monitoring Setup:

The bidder shall dedicate the qualified and skilled staff with their own offices for management of the project during the entire project period for execution, co-ordination and implementation of the project and to provide periodic feedback and reporting to the respective Government authorities as demanded from time to time. Government of West Bengal may also appoint a Government agency/Third party agency to conduct periodic field inspection and audit and collect periodic feedback on the progress of implementation.

Dedicated District Coordinators shall be stationed at each district headquarters. The responsibilities of a district coordinator shall be the following:

- A. To ensure smooth implementation of the project
- B. Monitoring of the performance of School Instructors,
- C. Infrastructure maintenance.
- D. Conduct Monthly Review meets with the District Inspector of School/Head of Institutions
- E. Vendor Management to ensure the Machines are having high uptime
- F. To visit Schools on regular basis to check the execution, collect and verify all reports from Schools
- G. To get the desired data, reports always on time
- H. To solve/close all problems within 7 days by coordinating with Vendors
- I. To schedule Induction and Refresher Trainings in coordination with Heads of Institutions.
- J. Send Monthly reports to Directorate, School Education and participate in the monthly review

Security: The Bidder shall be responsible for arranging of insurance coverage for the equipment located in each computer lab in the school. The Bidder will get it insured from an

Insurance Company against calamities, theft, fire etc and all the insurance charges will be borne by the Bidder. The department will not be required to pay such charges. All Head of Institutions are expected to take adequate measures and to provide assistance to the Bidder for security arrangements of equipments and insurance claim if any. Bidder shall restore the lab in original condition as per Force Majeure clause. Computer education shall not be stopped in any case.

5. DEFINITIONS

“Agreement” means the Agreement to be signed by the Successful Bidder and Government of West Bengal

“Authorized Representative” shall mean any person/agency authorized by either of the parties.

“Bidder” means any firm offering the solution(s), service(s) and/ or materials required in the RFP. The word Bidder, when used in the pre-award period shall be synonymous with Bidder, and when used after intimation of successful bidder shall mean the successful bidder, also called ‘Vendor or Implementation Partner’, with whom Govt. signs the Contract.

“Contract” is used synonymously with agreement.

“DHQ” means District head quarter

“Documentary evidence” means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before a court.

“Gov./GoWB/Government/Govt. of West Bengal” shall mean Government of West Bengal.

“Law” shall mean any Act ,notification, bye law ,rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government or regulatory authority or political sub-division of government agency.

“LOI” means issuing of Letter of Intent which shall constitute the intention of the Purchaser to place the purchase order with the successful bidder.

“Party” shall mean Govt. or Bidder individually and “Parties” shall mean Govt. and Bidder collectively.

“PBC” means Pre-Bid Conference

“Rates/Prices” means prices of supply of equipment and services quoted by the Bidder in the Commercial Bid submitted by him and/or mentioned in the Contract

“RFP” means the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them.

“Services” means the work to be performed by the Bidder pursuant to this Contract, as detailed in the Scope of Work

“SHQ” means State Head Quarter

“Site” shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Agreement

“Implementer” shall mean the selected vendor.

“Purchaser” shall mean the authority issuing this Request for Proposal (RFP) and the authority under which the project to be implemented, operated, managed etc. and this authority shall be the Government of West Bengal.

“Termination notice” means the written notice of termination of the Agreement issued by one party to the other in terms hereof.

6. ELIGIBLE BIDDERS

1. The Bidder should be an individual organization or a consortium of organizations to a limit of maximum 2 partners in the consortium shall be eligible to submit the bid. The consortium shall be evaluated based on the total strength as defined in this RFP document.

However, if any member shall be deleted or withdrawn after submission of bid, the evaluation shall no longer be valid. In this situation, School Education Department, Government of West Bengal reserves the right to disqualify the consortium. No new member is to be included in the consortium after submission of bid.

A firm cannot be a member of consortium of more than one bidder.

2. The firm/ firms should be a reputed in Educational intervention in Schools in India with a specialization in IT based education delivery.
3. The bidder/ Prime bidder in case of consortium should have an average annual turnover of Rs. 50 Crore and above in the last three financial years for bidding for a single Division as mentioned in below. Bidders intending to bid for more than one bidding Division will require average annual turnover in proportionate multiples of Rs 50 Crore for each of the additional bidding Divisions. No single bidder will be awarded more than two bidding divisions.

Bidding Division	Districts Covered	No. of Schools (+- 10% possible Variation)
1	Bankura, Burdwan, Birbhum, Purulia	400
2	Nadia, Maldah, Murshidabad	400
3	Howrah, Paschim medinipur, Purba Medinipur, Hoogly	400
4	Kolkata, South 24 Parganas, North 24 Parganas	400
5	Darjeeling, Jalpaiguri, Coochbehar, Uttar Dinajpur, Dakshin Dinajpur	400

Note: The Webel informatics Limited on behalf of the Department of School Education will reject the bid if the turnover of the company does not match the above criteria. For example, if the bidder having turnover of 65 crore submits bid for 2 bidding Divisions, the bid document will be summarily rejected without further evaluation.

4. The Prime Bidder must have a positive net worth in each of the last three years. Relevant certificate from a registered Chartered Accountant should be provided in support of the statement.

5. The bidder should be in a profitable position for all these three financial years. The bidder have to submit copies of balance sheets/profit & loss accounts/ annual reports of last three financial years (upto 31-Mar-2010).
6. The Bidder should have adequate financial resources to undertake the contract. The Bidder will submit a letter from a financial institution (as unit or groups of same unit) that is willing to fund this project/scheme or should have sufficient reserves as per the audited financial statement. In Case Bidder wish to use the internal sources for funds, a declaration on bidders' letterhead for the same shall be furnished along with sufficient proofs.
7. In order to enable Govt. to assess the authenticity of the above, the bidder shall provide relevant and necessary documentary evidence in relation to the previous similar contracts executed by the bidder. e.g. Copies of the Work Order and its timely completion certificates, customer satisfaction certificate etc. Govt. reserves the right to verify, if it so desires, the correctness of documentary evidence furnished by the bidder.
8. The purchaser further reserves the right to verify the successful operation and performance of qualifying projects and Bidder shall arrange permission for the same.
9. The bidder shall have company registration certificate under company act, registration under Labour Laws Contract Labour (Regulation & Abolition Act) Act, valid sales tax registration certificate, valid income tax registration certificate and valid service tax registration certificate.
10. The Bidder shall have bank's certificate of solvency.
11. The bidder shall be required to give a declaration in their letter head that they have not ever been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization. If any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization has banned the bidder, **and no legal or criminal case has been filed against the bidder**, this fact must be clearly stated.

Any Bidder, who is currently banned by Government of India/ Any organization under Government of India/ any State Government/ Any organization under any State Government shall not be eligible to participate in the tender unless they produce current clearance certificate from the respective authority addressed to the bid inviting authority, for participating in the tender process.

12. The Bidder should have a valid ISO 9001:2008 certification. Copy of the same has to be submitted by the bidder.
13. The firm should have local office in Kolkata and shall provide the supporting documents for the same.

(Above details are MANDATORY. Without the above details, the bid shall not be taken into consideration).

The firm failing to meet these criteria or not submitting requisite supporting proof is liable to be rejected during evaluation.

7. SPECIAL TERMS AND CONDITIONS

1. The bidder should have adequate financial resources to undertake the contract. The Bidder will submit a letter from a financial institution (as unit or groups of same unit) that is willing to fund this project/scheme or should have sufficient reserves as per the audited financial statement. In Case, bidder wishes to use the internal sources for funds, a declaration on bidder's letterhead for the same shall be furnished along with sufficient proofs.
2. The bidder must have 5 yrs. experience in implementation & delivering of Computer Education Infrastructure/ Computer Aided Education/ Teacher Training/ Multimedia based educational content as a part of computer education development Project for not less than 10,000 candidates under 2 similar projects as on dated 31st December 2010. In case of Global experience, out of these 10,000 candidates at least 60% candidates must have been trained in India. The Global experience, if any, should be augmented with affidavit and Government order/documents which can be cross checked by Department anytime.
3. Looking to the large number of hardware, the hardware OEM manufacturer from whom the hardware (Desktop/Terminal/Server & UPS) are proposed to be procured by the bidder should fulfill the following preconditions (submit documentary evidence in support of fulfilling these conditions while submitting the technical bid):
 - (i) The Desktop hardware OEM must be the manufacturer of Desktops quoted by the bidder
 - (ii) The hardware OEMs must carry certifications as specified in the Technical Specifications (Annexure-IV). All the hardware equipment, mentioned in Annexure-IV, should confirm to prevailing Central/State Government/Board rules & regulations along with latest environmental norms and conditions. The bidder should enclose relevant internet printouts, photocopies of the certificates, catalogues, brochures, etc. in support of all the items quoted. The Manufacturer of the product (OEM) should be ISO 9001:2000 Process Certified for manufacturing. ISO certificates are must for items like Desktops, Printers, Scanner, Projector, Inverters and UPS.
 - (iii) (iii) The Bidder will indicate the exact make & model of it in the technical bid so that their performance eligibility could be assured as per specifications mentioned in this tender. Bidder would supply, install & deploy only those makes & models which have been accepted during technical evaluation. No other make & model will be supplied which is not quoted or not approved, which may result in termination of the bidder.
 - (iv) The bidder shall quote all equipment listed in the technical section as per the latest products and components available in the market. No product or component quoted should be launched more than one year prior to the date of submission of this tender. All products and components should have a minimum lifecycle certificate of 2 years from the date of the tender submission and must carry an additional warranty from the manufacturer for 3 years after retirement of the product. Bidders shall furnish manufacturers certificate for all major products and components to be supplied under the scope of this tender.

- (v) The bidder shall furnish along with the technical bid a Full Disclosure Report (FDR) of the Sysmark 2007 benchmark on the exact same configuration quoted. The FDR must be self certified by the bidder and furnished along with the technical bid for verification. The purpose of the Benchmark document shall be to compare relative performance on industry standard benchmarks for alternative systems quoted by different bidders, although the actual Operating system to be supplied may be different. The tenderer may use other specific OS related benchmark to evaluate the systems during technical evaluation.
- (vi) "No machine or component quoted should be launched more than one year before date of tender and should carry manufacturers warranty for at least 4 years thereafter"

8. COST OF THE RFP DOCUMENT

The RFP document is available for sale from the office of Deputy General Manager, Webel Informatics Limited, 225F A.J.C. Bose Road, Kolkata – 700 020, against non-refundable payment of Rs. 20,000.00 (Rupees Twenty Thousand only) by demand draft drawn in favour of “The Governor, West Bengal”, drawn on a nationalized bank, payable at Kolkata. The RFP Document is not transferable to any other bidder. The RFP document can also be downloaded from the website: [website www.webelinformatics.com](http://www.webelinformatics.com) <http://www.banglarmukh.gov.in> or the Departmental website www.wbsed.gov.in . The cost of tender document must be deposited in such cases along with submission of such Bid documents in the mode as aforesaid.

9. PROPOSAL PREPARATION COST

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by GoWB to facilitate the evaluation process, and in negotiating a definitive Service Agreement or all such activities related to the bid process. This RFP does not commit the Government of West Bengal to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.

10. RFP DOCUMENT

Bidder is expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish all information required by the RFP document or to submit a Bid not substantially responsive to the RFP document in every respect will be at Bidder’s risk and may result in the rejection of its Bid.

11. CLARIFICATION ON RFP DOCUMENT AND PRE BID CONFERENCE

The bidder or its official representative is invited to attend a pre-bid meeting to be held on 11th March 2011 at the office of Deputy General Manager, Webel Informatics Limited, 225F A.J.C. Bose Road, Kolkata – 700 020. The purpose of the meeting will be to clarify issues and to address clarifications sought by the bidders in this context. The bidder is requested to submit their Request for Clarifications through fax or email only to reach the Office of the Deputy General Manager, Webel Informatics Limited, 225F A.J.C. Bose Road, Kolkata – 700 020 latest by 10/03/2011, 15:00 HRS.. The responses for the clarifications sought by the bidders will be distributed to all the bidders. Any modifications in the bidding documents, which may become necessary as a result of the pre-bid meeting, shall be made by GoWB exclusively through the issue of an Addendum. The decision of GoWB on the need for any modification shall be final and binding on all.

However, it is not binding on GoWB to hold a pre-bid meeting or restrict itself to holding only one such meeting. If it feels, that the clarifications sought by the bidders do not warrant a prebid meeting, it can cancel the meeting and send the replies to the bidders by email.

12. AMENDMENT TO RFP DOCUMENT

At any time before the deadline for submission of bids, Webel Informatics Limited, on behalf of School Education Department, Government of West Bengal for any reason, whether at its own initiative or in response to the clarifications requested by bidders may modify the RFP document by amendment thereto.

Any amendment to the RFP document shall be notified in the form of a Corrigendum to be published on the specified website. All prospective bidders should keep track of any such corrigendum publication. Such modification once published in the specified website will be binding on all prospective bidders.

13. LANGUAGE OF BID

The bid prepared by the bidder, as well as all correspondence and documents relating to the Bid exchanged between the bidder and the Webel Informatics Limited shall be in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation by School Education Department, Government of West Bengal certified / approved translator of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

14. PERIOD OF VALIDITY OF BIDS

1. The bid shall remain valid for 120 days from the date of Technical Bid Opening being specified. Bidder should ensure that in all circumstances, its Bid fulfills the validity condition. Any bid valid for a shorter period shall be rejected as non- responsive.

2. In exceptional circumstances, Webel Informatics Limited on behalf of School Education Department, Government of West Bengal may solicit bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or by Fax. Bid Security shall also be suitably extended. A bidder granting the request is neither required nor permitted to modify the bid.

15. FORMAT AND SIGNING OF BIDS

1. The bidder shall prepare required number of copies (original plus one copy) of the bid and shall clearly mark each "Original Bid" or "Copy of Bid" as appropriate. In the event of any discrepancy between them, the original shall govern.
2. The original and all copies of the bid shall be typed or written in indelible ink and shall be signed and sealed by the bidder or a person duly authorized to bind the bidder to the bid. The person(s) signing the bid shall initial all pages of the bid with company seal, except for un-amended printed literature.
3. The complete bid shall be without alteration or erasures, except those accorded with instructions issued by GoWB or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

16. SEALING, MARKING AND SUBMISSION OF THE BID

- The proposals in the form of hard copy as well as soft copy (in CD media) shall be submitted in two separate sealed envelopes super scribed as "Technical" and "Commercial" respectively, has to be deposited in the office of Deputy General Manager, Webel Informatics Limited, 225F A.J.C. Bose Road, Kolkata – 700 020, on any working day up to the deadline specified in Section A. Bidders intending to bid for multiple Bidding Divisions, may submit a single technical bid response document but the Commercial bid must be sealed in separate envelopes for each of the Divisions.
- The Outer cover of the Technical and Commercial Bid envelope and the final envelope must be super scribed with the bidding Division/s bid for.
- Any tender received after the specified last date & time of submission of bid will not be considered. In the event of the specified date for submission of bid being declared as holiday, or if there is a sudden strike or bandh, the bids will be received up to the appointed time on the next working day of Webel Informatics Limited.
- The original and one Hard copy and one Soft copy in CD media of the Technical Proposal shall be placed in an envelope and properly sealed and clearly marked "TECHNICAL PROPOSAL" followed by the name of the assignment. The original and one Hard copy and one Soft copy in CD media of the Commercial Proposal (Price Schedule as per tender,) should be sealed in similar manner and marked as "COMMERCIAL PROPOSAL" followed by the name of the assignment. Both the Technical Bid and Commercial Bid should then be put in a single outer cover sealed

and superscripted **“Tender for Implementation of Integrated Computerized Education using Information & Communication Technology (ICT) in Schools under BOOT Model”**. Webel Informatics Limited shall not be responsible for misplacement, loss or premature opening if the outer envelope is not sealed and/or marked as stipulated in which case the Proposal may be rejected. If the Commercial Proposal is not submitted in a separate sealed envelope duly marked as indicated above, the entire Proposal shall be rejected.

- All pages in the price bid and technical bid should be signed with Company Seal and date. Technical specification sheet enclosed in the bid document should be signed and returned by the bidder with the words 'Noted & Complied' marked at the bottom of each page. In case of any deviation, the bidder should mention the same with "Asterisks" on the specific line and number the same. Detailed deviation list mentioning the nature of deviation against each such numbered item should be enclosed along with the technical bid.
- The Commercial Bid and the Technical bid document should be properly bound and separators should be used to mark, each section of the bid. Any loose sheet enclosed along with the bid will be treated as not part of the bid.
- Each Proposal should be marked 'Original' or 'Copy' as appropriate. If there are discrepancies in the 'Original' and the 'Copy', the 'Original' shall prevail.
- The bidder must bid with parity (at the consolidated quarterly rate per school for the contract period) for all the schools. If the services of the bidder are found to be satisfactory then after mutual agreement this contract period may be extended.
- The bidder shall be deemed to have carefully examined the conditions, specifications etc. for executing the scheme. All article supplied shall strictly conform to the specifications, trade mark laid down in the tender form and wherever articles have been required according to ISI specifications, those articles should conform strictly to those specifications and should bear such marks. The supply of articles should strictly to the approved samples and in case of other material where there are no standard or approved samples, the supplier shall be of the very best quality and description. The decision of the tendering authority whether the articles supplied conform to the specifications and are in accordance with the samples, if any, shall be final and binding on the bidders.
- Direct or indirect canvassing on the part of the bidder or his representative will be a disqualification.
- If a bidder puts in conditions which are in addition to or in conflict with conditions mentioned herein, his tender is liable to be summarily rejected.
- The rate should be clearly indicated in words and figures. Whenever there is discrepancy between words and figures, the rate indicated in words shall be considered.
- There should not be any overwriting/ cutting in the rates and the terms & conditions otherwise these shall not be considered and shall be rejected. Corrections, if any, must be done clearly and signed with date and stamp.

17. BID DUE DATE

The sealed tenders should reach the Office of Deputy General Manager, Webel Informatics Limited, 225F A.J.C. Bose Road, Kolkata – 700 020 and dropped in the Tender Box not later than the due date and time specified in the Important Dates Sheet.

The tenders received after the due date and time specified or unsealed or incomplete or by facsimile or email will be summarily rejected.

The Department Of School Education, Government of West Bengal may, in exceptional circumstances and at his discretion, extend the deadline for submission of proposals by issuing an Addendum or by intimating all bidders who have been provided the proposal documents, in writing or by facsimile or through email.

However, till such communication is received by the bidders in the above mentioned form, bidders may not assume any change in the schedule.

18. MODIFICATION AND WITHDRAWAL OF BID

1. The bidder may modify or withdraw its bid after submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by School Education Department, Government of West Bengal prior to the deadline prescribed for submission of bids.
2. The Bidder's modification shall be prepared, sealed, marked and dispatched as follows:
 - I. The Bidders shall provide an original and one (1) copy of any modifications to its bid, clearly identified as such, in two inner envelopes duly marked "Bid Modifications-Original" and "Bid Modifications-Copies". The inner envelopes shall be sealed in an outer envelop, which shall be duly marked with "Bid Modifications".
 - II. Other provisions concerning the marking and dispatch of bid modifications shall be in accordance with the RFP.
 - III. A Bidder wishing to withdraw its bid shall notify Webel Informatics Limited in writing prior to the deadline prescribed for bid submission. A withdrawal notice may be sent by post or by telefax followed by post confirmation postmarked not later than the deadline for submission of bids. The notice of withdrawal shall be addressed to Webel Informatics Limited, 225F, A.J.C Bose Road, 4th Floor, Kolkata 700020 as mentioned / stated in the documents, bear the tender reference number and the words "Bid Withdrawal Notice".
 - IV. Bid Withdrawal notices received after the bid submission deadline will be ignored, and the submitted bid will be deemed to be a validly submitted bid. No bid may be withdrawn in the interval between the bid submission deadline and the expiration of the bid validity period specified in the RFP.

- V. Withdrawal of a bid during this interval may result in the Bidder's forfeiture of its EMD, pursuant to this RFP. No bid shall be modified subsequent to the deadline for submission of bids.
3. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified by the bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the bidder's forfeiture of its Bid security.

19. LATE BID

Any bid received by the School Education Department, Government of West Bengal after the bid due date mentioned at the Important Information sheet will be treated as "Late Bid" and rejected.

20. OPENING OF BIDS

1. Purchaser will open bids (Part-1 and Part-2) at the place and time mentioned at important Information sheet. Bidder's representatives (Maximum 2) may attend the opening, and those who are present shall sign a register evidencing their attendance.
2. The bidder's names, bid modifications or withdrawals and such other details as the School Education Department, Government of West Bengal at its discretion, may consider appropriate, will be announced at the time of opening.
3. Commercial Bid will be considered for those bidders whose technical bid will meet all the eligibility criteria mentioned in the technical bid.

21. PROJECT MANAGEMENT

WORK PROGRAMME

The Vendor should design a detailed Project Plan, which should include the following components.

- Hardware Procurement Plan for all the Implementation Locations
- Hardware and System Software installation plan
- Manpower Deployment Plan for Hardware and Software Maintenance and Support. The deployment plan should include details of personnel to be stationed at the district headquarters, including their names, qualifications, designation and their reporting hierarchy (reporting manager and upward).
- Training Plan including a training calendar for User Training
- Any other relevant items related to the Program Development

PROGRAMME IMPLEMENTATION

The Vendor shall:

- Assume responsibility of managing and monitoring the project as per the indicative Time schedule specified in this RFP
- Set up a Helpdesk at the District Level to take care of the following issues
 - o Prime Business Hour (PBH) Support for logging calls
 - o All kind of trouble shooting regarding Hardware, System Software
 - o Training, Hand Holding and Knowledge Transfer to the Teachers
 - o Complete SLA Monitoring
 - o Reporting to the proper authority
 - o Any other related and relevant issues
- Depute one Project Manager as a single point of contact for onsite project management during the Contract period. He/she should have relevant certification and should have appropriate authority to take decisions for smooth and early completion of work.
- Bidder has the liberty to decide on the number of Manpower required at the Helpdesk but they need to provide the managed IT support strategy for these offices in their technical bid. It will be vendor's obligation to augment manpower to ensure hardware and system software functionality along with its components.
- Monitor the progress of Change Management Plan in order to enable smooth transition into the new system.

22. EVALUATION CRITERIA

BID SECURITY & COST OF RFP

Bidders who have submitted the valid bid security as per the format shall be considered for further evaluation. Similarly if the RFP document fee has not been deposited /submitted in case of downloaded forms the Bid shall be out rightly rejected.

OPENING AND EVALUATION OF TECHNICAL BIDS

The Evaluation Committee would evaluate the technical bids. Bidders should be ready to give the presentation on their proposed solution in front of the Evaluation Committee at a date, time and location determined by Webel Informatics Limited on behalf Department Of School Education, Government of West Bengal, in 3-4 days notice by Department Of School Education, Government of West Bengal. They are expected to reply to all the queries from the Evaluation Committee during the presentation. The presentation would be part of technical evaluation process.

Purchaser may also undertake oral clarifications with the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents.

In order to facilitate the Technical Bid evaluation, the technical criteria laid down along with the assigned weights have been presented below. The marking scheme presented is an indication of the relative importance of the evaluation criteria.

Bidders securing a minimum of 70% marks in the technical evaluation will only be considered for further Commercial bid evaluation. Bids which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered from Commercial evaluation. Scores of technically qualified Bidders shall be weighed prorate on a scale of 50 and shall be carried forward for evaluation together with the scores of Commercial evaluation.

Sl No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/Sub Criteria Points	Section No. and Page in the Bidders Proposal
1	Past Experience of the Bidder	30			
a.	Experience of executing ICT intervention in Schools	All completed/ongoing projects together(with each having a minimum value of 5 crore) for the last three years to be looked at	>25 Crores = 10 points; >10 crores but less than 25 crores=7 points; >5 crores but less than 10 crores=5 points; ; else 0	10	
b.	Experience in ICT Intervention in Schools impacting Target Schools	Number of Schools covered under all completed/ongoing Projects for the last three years would be Considered	>1500 Schools - 15 points; <1200-1500 Schools >- 10 points; <1000-1200 Schools> - 5 points; <500-1000 Schools> - 2 points; <500 Schools-0 points	15	
c.	Experience Executing Project with a High Value for Computerization based system integration in any Govt. / State Govt./ PSU/ Corporation etc.	All completed/ ongoing projects together(with each having a minimum value of 15 crore) for the last three years to be looked at	>=2 Projects - 5 points; 1 – 2 Projects - 2 points; else 0.	5	
2	Financial Strength of the Bidder	25			

a.	Turnover figure for Last three Years	Turnover of the bidder in last three years	Qualifying turnover should be at least Rs. 50 crores-5 points < 50 Crores = 0 Point 51 - 70 Crores = 10 Points 71 Crore-100 crore=15 points, >100 Crores = 20 Points	20	
b.	Average Net worth for 3 years (2007-08, 08-09 & 09-10)	Profit of the bidder in last three years	Upto 50 Crores = 3 Points >50 Crores = 5 Points	5	
3	Project Plan and Implementation Methodology	10			
	Technical Presentation	Technical presentation to be looked into	The bidder's clarity of the total scope of work, approach and methodology and the solution etc. Weightage of the technical presentation shall be on the following:- Proposed solution = 2 point Deployment plan = 2 points Capacity building plan = 2 points Educational Content = 2 points Clarifications to the queries raised by the Technical Evaluation Committee =2	10	

			points		
4	Educational Software	5			
a.	Curriculum based Courseware Software	The quality and use of the content proposed to be looked into	Content used in more than 2000 Schools=5 Points,		
			Content used in more than 1000 Schools but less than 2000 Schools=2 Points		
			Content used in less than 1000 No point		
			Content available in both Bengali and English Language =5 points		
			Content available in either Bengali or English Language =2 points		

5	Resource Deployment	5			
a.	Quality of people proposed in the schools	Quality of the technical instructor to be looked at	Post Graduate Teacher for all HS Schools And Graduate Teacher for all High Schools	5	
6	Quality and Value Addition	5			
	ISO 9001 Certification ISO 14001, Certification of OEM ISO 18001 Certification of OEM ISO 27001 Certification		1.25 marks for Each ISO certification	5	
7	OEM Credential (Supporting Documents has to be enclosed with technical Bid)	10			
	Presence in India		Office in India	2	
	Presence in the State of West Bengal		Office in West Bengal	3	
	Manufacturing Facility in India		Manufacturing Plant in India	2	
	Market Presence in India		>5 Years >10 Years	1 3	
8	Technical Compliance	10			
	Upward Deviation in Specification		Comparison of Offered Spec with Tender Spec.	Per upward deviation 1 Mark maximum up to 10 Marks	

OPENING AND EVALUATION OF COMMERCIAL BIDS

After evaluating the Technical Bids, Webel Informatics Limited on behalf of Department Of School Education, Government of West Bengal, shall notify the bidders who's Technical Bids were considered acceptable to Department Of School Education, Government of West Bengal, indicating the date, time and place for opening of the Commercial Bids. An indicative date for opening of commercial bid is given in the important date sheet.

The following points may be noted for the evaluation of the Commercial Bid

Prices shall be written in both words and figures. In the event of difference, the price in words shall be valid and binding.

Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.

Any discrepancy relating to prices quoted in the offer across different sections of the bid, only prices given in the prescribed format given in this RFP shall prevail.

Scores of the Commercial evaluation would be weighed prorata on a scale of 100 with the Bidder with the lowest commercial quote getting 100. These commercial scores would then be added up with the score of the technical evaluation and the Bidder getting the maximum total score out of 100 would be considered as the successful bidder (i.e. L1 Bidder) and called for negotiations, if required.

Formula for Final Bid Evaluation is

$$B_m = .5 (T_M) + .5 (F_n)$$

$$F_n = (F_{min} / F_b) * 100$$

Where

B_m is total marks of the bidder in consideration

T_M is Technical Marks of the bidder in consideration

F_n is Normalized Commercial score of the bidder in consideration

F_b is Evaluated Cost of bidder under consideration

F_{min} is Minimum evaluated cost of any bidder

Purchaser reserves the right to negotiate with the Bidder whose proposal has been ranked first on the basis of best value.

23. BID CURRENCY

Prices for services offered shall be quoted in Indian National Rupees only.

24. BID SECURITY

All bidders shall furnish, as part of its Technical Bid, an Earnest Money as per amount determined in the following table based on the Bidding Divisions Bid for.

1 Division	Rs. 25,00,000/-
2 Divisions	Rs. 40,00,000/-
3 Divisions	Rs. 60,00,000/-
4 Divisions	Rs. 80,00,000/-
5 Divisions	Rs. 1,00,00,000/-

Bids without this bid security will be rejected.

The Bid Security shall be in Indian Rupees and shall be in the form of Demand Draft/Pay Order/ Bank Guarantee, issued by any Scheduled Nationalised Bank in India. In case the EMD is Demand Draft, it should be drawn in favour of "The Governor, West Bengal" payable at Kolkata. Such negotiable instrument should be valid for at least sixty (60) days beyond the validity of the Bid.

In case the EMD is issued in the form of Bank Guarantee, The Bank Guarantee should be issued as per format provided in Annexure-4

Unsuccessful bidder's Bid security will be discharged or returned within sixty (60) days after the expiration of the period of Bid validity prescribed.

The successful bidder's Bid security will be discharged upon the bidder signing the Contract Agreement, and furnishing the Performance Security.

25. FORFEITURE OF BID SECURITY

The Bid security may be forfeited either in full or in part, at the discretion of Department Of School Education, Government of West Bengal, on account of one or more of the following reasons:

1. The bidder withdraws his Bid during the period of Bid validity specified by him on the Bid Letter Form
2. The bidder fails to co-operate in the Bid evaluation process

3. If the bid or its submission is not in conformity with the instruction mentioned herein
4. If the bidder violates any of the provisions of the terms and conditions of the tender
5. In the case of a successful bidder fails to (a) accept award of work, (b) sign the Contract Agreement with Department Of School Education, Government of West Bengal, after acceptance of communication on placement of award, (c) furnish performance security, (d) fails to sign the Contract Agreement in time, (e) or the bidder violates any of such important conditions of this tender document or indulges in any such activities as would jeopardize the interest of Department Of School Education, Government of West Bengal in timely finalization of this tender. The decision of Department Of School Education, Government of West Bengal regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default in such a case may involve black-listing of the bidder by Department Of School Education, Government of West Bengal.

26. WAIVER

Department of School Education, Government of West Bengal reserves the right to waive specific terms and conditions contained in this RFP. It shall be understood by Vendors that the proposal is predicated upon acceptance of all terms and conditions contained in this RFP, unless the Vendor has obtained such a waiver in writing from the Department of School Education, Government of West Bengal prior to submission of the proposal. Such a waiver, if granted, will be granted to all Vendors.

27. FORCE MAJEURE

If at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract be prevented or delayed by reason of:

- any war or hostility
- acts of public enemy, civil commotion, sabotage, explosions
- effects of flood, epidemics, quarantine restrictions, freight embargoes
- general strikes, bandhs
- acts of God

hereinafter referred to as EVENT, neither party shall, by reason of such EVENT, be entitled to terminate this contract, nor shall any party have any claim to the damages against the other in respect of such non-performance or delay in performance, - provided that notice of happening, of any such EVENT is given by either party to the other within 7 (Seven) days from the date of occurrence of the EVENT

Unless otherwise directed by Department of School Education, Government of West Bengal in writing, the contractor shall continue to perform its obligations under the contract as far as reasonably practicable and shall seek all reasonable alternative means for performance not prevented by the Force majeure EVENT.

Expected work and deliveries under this contract shall resume as soon as practicable after such EVENT comes to an end or ceases to exist.

If the performance in whole or part of any obligation under this contract is prevented or delayed by reason of any such EVENT for a period exceeding 90 (ninety) days, Department of School Education, Government of West Bengal may, at its option, terminate this contract.

In Case of termination of contract due to force majeure event, Department of School Education, Government of West Bengal would pay the reasonable amount to the contractor for the portion of work already completed till date.

28. DISPUTE AND ARBITRATION

In case of any dispute or differences, breach and violation relating to the terms of this agreement, the said dispute or difference shall be referred to the Arbitrator so appointed by the Department of School Education, Government of West Bengal. The award of the arbitrator shall be final and binding on both the parties. In the event of such arbitrator to whom the matter is originally referred to vacates his office on resignation or otherwise or refuses to do works or neglecting his work or being unable to act as arbitrator for any reason whatsoever, the Secretary, Department of School Education, Government of West Bengal shall appoint another person to act as arbitrator in the place of outgoing arbitrator and the person so appointed shall be entitled to proceed further with the reference from the stage at which it was left by the predecessor. The Vendor will have no objection in any such appointment that arbitrator so appointed is employee of Department of School Education, Government of West Bengal. The adjudication of such arbitrator shall be governed by the provision of the ARBITRATION and CONCILIATION Act, 1996, or any statutory modification or re-enactment thereof or any rules made thereof. The arbitration shall be held in Kolkata.

29. LIABILITY

In case of a default on contractor's part or other liability, Department of School Education, Government of West Bengal shall be entitled to recover damages from contractor. In each such instance, regardless of the basis on which Department of School Education, Government of West Bengal is entitled to claim damages from contractor (including fundamental breach, negligence, misrepresentation, or other contract or tort claim), Contractor shall be liable for no more than:

- Payments referred to in the Patents and Copyrights section below:
- Liability for bodily injury (including death) or damage to real property and tangible personal property limited to that caused by contractor's negligence; and
- As to any other actual damage arising in any situation involving nonperformance by contractor pursuant to, or in any way related to, the subject of this Agreement, the charge paid by Department of School Education, Government of West Bengal for the individual product or service that is the subject of the claim.

It is the maximum for which contractor and its subcontractors are collectively responsible

30. PATENTS, COPYRIGHT & INTELLECTUAL PROPERTY RIGHTS

Intellectual Property Rights for any software property and documents (including source codes, databases, documents, training manuals, course content etc.) developed for this project shall lie with the Department of School Education, Government of West Bengal. Subsequently, Department of School Education, Government of West Bengal has all the rights to modify, reproduce, rewrite, redeploy and redistribute this IP as Owner and the Vendor will not have any claim, whatsoever to this software property and documents.

If a third party claims that a product delivered by the Vendor to Department of School Education, Government of West Bengal infringes that party's patent or copyright, the Vendor shall defend Department of School Education, Government of West Bengal against that claim at the Vendor's expense and pay all costs, damages, and attorney's fees that a court finally awards or that are included in a settlement approved by the Vendor, provided that Department of School Education, Government of West Bengal promptly notifies Vendor in writing of the claim and Allows Vendor to control, and cooperates with the Vendor in the defense and any related settlement negotiations.

31. GOVERNING LAWS

This Tender Document and the contract shall be governed by and interpreted in accordance with Laws in force in India. The courts at Kolkata shall have exclusive jurisdiction in all matters arising under the contract.

32. AWARD OF CONTRACT

Purchaser will award the contract to successful bidder whose bid has been determined to be responsive and has been determined to be most competitive.

In case, a Bidder emerges as the Lowest Bidder (through Techno-Commercial Evaluation) for multiple schedules, then the Purchaser shall check whether the Bidder has exceeded its Bid Capacity. In case, the Bidder has exceeded the eligible Bid Capacity, then the Bidder shall be asked to choose the Bidding Division(s) in which the Bidder has maximum interest, such that the Bidder does not exceed the maximum Bid Capacity allowed for the Bidder's Financial Capacity TIER.

In such cases, the Purchaser shall award the Contract to the second lowest bidder (through Techno-Commercial Evaluation) for those Divisions which are not chosen by the Lowest bidder, provided the Second Lowest bidder also does not exceed its Bid Capacity.

The Purchaser shall follow this process till all the Divisions are awarded to Bidders and shall ensure that the Bidders do not exceed the Bid Capacity.

33. PERFORMANCE SECURITY

Within 7 (Seven) days of Notification of "Award of the Work" the company shall furnish Performance Security to Department Of School Education, Government of West Bengal @

10% of the total value of quoted bid for each of the Bidding Divisions Awarded by way of irrevocable and unconditional Bank Guarantee in favor of “Secretary, School Education Department”, payable at Kolkata for a period to be specified in the award of work. This Bank Guarantee should be of duration of 60 months from the date of execution of Agreement . The proceeds of the Performance Security shall be payable to Department Of School Education, Government of West Bengal as compensation for any loss resulting from the Company’s failure to fulfill its obligations under the terms and conditions of the Work Order.

The Performance Security regarding commencement of job / task will be discharged by Department Of School Education, Government of West Bengal and returned to the company not later than 30 (Thirty) days following the date of completion of the company’s performance, related obligations under the terms & conditions of the Work Order.

34. PURCHASER’S RIGHT TO ACCEPT BID AND TO REJECT ANY OR ALL BIDS

Prior to expiration of the period of Bid validity, Webel Informatics Limited on behalf of Department Of School Education, Government of West Bengal will notify the successful bidder in writing that its Bid has been accepted.

Within 7 days of receipt of such intimation, the successful bidder shall give its acceptance to the Department Of School Education, Government of West Bengal

Upon the successful bidder's furnishing of Performance Security pursuant to acceptance by successful Bidder, Webel Informatics Limited on behalf of Department Of School Education, Government of West Bengal will promptly notify all unsuccessful bidders and will discharge their Bid security

Effort will be made by the Department Of School Education, Government of West Bengal to sign an agreement with the successful bidder within 15 days.

35. PROPRIETARY INFORMATION/PUBLIC DISCLOSURE

Materials submitted in response to this competitive procurement shall become the property of the Department of School Education, Government of West Bengal.

All proposals received shall remain confidential until the contract, if any; resulting from this RFP is awarded, i.e. signed and approved by all parties. Thereafter, the proposals shall be deemed public records.

In the event a Vendor desires to claim portions of their proposal as exempt from public disclosure, the Vendor must identify those portions in the proposal cover letter. Each page of the proposal claimed to be exempt must be clearly identified as “CONFIDENTIAL”. Department of School Education, Government of West Bengal has the authority to decide whether any or all of the claimed exemptions are appropriate. The entire proposal cannot be marked as proprietary.

36. TAXES AND DUTIES

Any “FORM” for availing concession rate of VAT will be issued by Department of School Education, Government of West Bengal if applicable. The prices shall be exclusive of all taxes & duties leviable including service tax, and indicated separately in the Price Schedule both in total amount of tax/duty and in percentage rate for each tax/duty. Department of School Education, Government of West Bengal shall reimburse taxes/duties at actual as applicable at the time of delivery. Department of School Education, Government of West Bengal shall be authorized to deduct any income tax as applicable from the bidder.

For the purpose of the contract, it is agreed that the Contract Price specified in Price Schedule, is based on the taxes, duties and charges prevailing one (1) day prior to the last date of bid submission date. If any rates of tax are increased or decreased or a new tax is introduced or an existing tax is abolished, or any change in interpretation or application of any tax occurs in the course of the performance of contract, which was or will be accessed on the Bidder in connection with performance of the Contract, an equitable adjustment of the Contract Price shall be made to fully take into account any such change by addition to the Contract Price or deduction there from as the case may be.

37. PAYMENT TERMS

Department of School Education, Government of West Bengal shall not make any payment in advance. Vendor shall be paid after products, services and solutions are delivered and accepted as per the following payment schedule:

- School Education Department, Government of West Bengal will make the payments after satisfactory Acceptance Test.
- School Education Department, Government of West Education will make the payments in 20 Equated Quarterly Guaranteed Revenue (QGR) subject to successful and satisfactory maintenance of SLA.

The payment will be in combination of both milestone based payment and QGR based payment. The QGR payment period will be through the contract period of 5 years, which would start from the date of issuance of Acceptance certificate after the Acceptance Test of the sites as defined in the Contract as per BOOT Model.

Items	Payment- Milestone Based	Payment QGR Based
Non-Recurring (Capital) Expenditures	50% of total Hardware on acceptance at the Schools (implementation locations).	50% to be paid as Equated QGR in a span of 5 years (20 QGRs). [Yearly payout @ 10%]

Recurring (Operational) Expenditures	NIL	100% of total Recurring Expenditures to be paid in Equated QGR in a span of 5 years (20 QGRs) [Yearly payout @ 20%]
--	-----	--

Department of School Education, Government of West Bengal may engage an independent auditor to audit the progress of implementation as a part of verification towards satisfactory performance.

Any additional tax on account of VAT shall be borne by the Vendor.

After completion of the job, pre-receipted bills in triplicate along with necessary delivery challans and related documents should be submitted to the authority placing the order for arranging the payment. All payments will be made by A/C payee cheques only from Department of School Education, Government of West Bengal.

38. PENALTY AND TERMINATION DUE TO NON-FULFILLMENT OF CONTRACT

Penalty for delay in execution of scheme: If the installation and commissioning of the system is not completed in full within the stipulated period as prescribed in the implementation schedule, a penalty at the rate of 2% per week of the total value for hardware & infrastructure for only the un-commissioned number of schools will be levied for a maximum period of 8 weeks. If the installation and commissioning is not completed even within this 8 weeks period the Contract may be terminated in part or whole at the discretion of Department of School Education, Government of West Bengal and at the risk and cost of the Bidder.

SLA REQUIREMENTS

Service Level Agreement (SLA) is the contract among the School Education Department, Government of West Bengal, and the Vendor Selected through this agreement. SLA defines the terms of the vendor's responsibility in ensuring the performance of the Project based on the agreed Performance Indicators as detailed in the Agreement. This section defines various Service Level Indicators for the Project, which can be considered by the State in the Service Level Agreement with Implementing Partner.

The Table below summarizes the Indicative Performance Indicators for the services to be offered by the Vendor. This is not an exhaustive list. A complete Service Level Agreement will be made with the successful bidder at the time of signing the contract.

Sl. No.	Indicative SLA Parameters	SLA Target
1	Availability Servers/ Desktops during School working	99%

	Hours	
2	Availability of peripherals like Projector, printer etc	97%
3	Inverter/ UPS System with Battery Backup	99%
	Availability of Helpdesk personnel in the respective Districts for 24X7 for logging calls from the respective Schools	99%
4	Resolution of Priority 1 Calls	Within 24 Prime Business Working hours
5	Resolution of Priority 2 Calls	Within 48 Prime Business Working Hours of logging the call
6	Resolution of Priority 3 Calls	Within 72 Prime Business Working Hours of logging the call
7	Availability of Instructor at School	99%

SLA terms and Definitions:

Sl. No	SLA Term		Description
1	Prime Working (PBH)	Business Hours	PBH shall be typically starting from 09:00 AM hrs till 18:00 (PBH) hrs Monday to Friday or any other period to be defined by School Education Department, Government of West Bengal

Measurement of SLA:

The Measurement of SLA parameters shall be decided by School Education Department, Government of West Bengal jointly with the concerned District Officials.

- The SLAs should indicate on the following parameters.
- Availability all hardware.
- Complete details including the resolution time of all call logged at Helpdesk
- Proper call monitoring process
- Progress reports, MIS reports from Helpdesk
- Details of change requests

In the event of continuing non-functioning or defective functioning of any equipment provided under the Contract, the Bidder shall forthwith replace such equipment provided by the Bidder to the School concerned by equivalent/similar/better equipment, failing which the Department shall be entitled to replace such equipment as found non-functioning or defective and charge the said cost(s) together with interest thereof to the account of the Bidder.

PENALTIES

The bidder shall be paid QGR after calculating penalties (if any) as per the following table given below:

Parameters	Availability During Working Hours	Penalty
All categories of Servers, Desktops, Projectors, Printers and UPS, generators etc.	Within SLA	Nil
	Less by 1% of SLA	0.5% of the QGR
	Less by >1% but < 2% of SLA	Additional 1% of the QGR
	Less by >2% but <5% of SLA	Additional 2% for every %age
	Less by >5% but <20% of SLA	Additional 2.5% for every %age
	>20% of SLA	No Payment of the respective QGR
Instructor Availability	Within SLA	Nil
	Less by 1% of SLA	0.5% of the QGR
	Less by >1% but < 2% of SLA	Additional 1% of the QGR
	Less by >2% but <5% of SLA	Additional 2% for every %age
	Less by >5% but <20% of SLA	Additional 2.5% for every %age
	>20% of SLA	No Payment of the respective QGR

TERMINATION OF CONTRACT FOR DEFAULT:

The Department of School Education, Government of West Bengal without prejudice to any other remedy available for breach of contract, may terminate the contract in whole or in part on a per School basis by a 30 (thirty) days notice in writing to the Bidder in the event of any one or all of the following:

- i. If the Bidder fails to implement the scheme in the school/schools within the time period stipulated in the bid and within time period extended with or without liquidated damages.
- ii. If the Bidder fails to provide any one or all services as per this Contract, and fails to set right the disruption in service within the 30 (thirty) days notice period or show a valid reason to the Department for the lapse.
- iii. If the Bidder has engaged in corrupt or fraudulent practices in executing the Contract.
- iv. In the event of termination of the contract in part or in whole for default of the Bidder, Department of School Education, Government of West Bengal is entitled to forfeit the proportionate amount from the amounts of the Bidder which are in the hands of the Department of School Education, West Bengal.

TERMINATION FOR INSOLVENCY:

If the Bidder becomes bankrupt or is otherwise declared insolvent, then the Department of School Education, West Bengal may at any time terminate the contract by giving written notice of 60 (sixty) days to the Bidder. Such termination shall not prejudice or preclude any right of the action or remedy, which has accrued or will accrue to the Department of School Education, West Bengal and vice versa.

Provisions for Unsatisfactory Services: If services of bidder are not found satisfactory, at any stage during the period in any school/Schools by the Department of School Education/District Inspector of School(S) or any competent authority, in such situations the bidder will be bound to remove the deficiencies at his own cost within the time period fixed by the Department of School Education, West Bengal. In case the bidder is not able to remove and rectify the deficiencies within the given time period, the Department of School Education, West Bengal will be competent to make alternative arrangements of Computer Installation and Computer Education Services at the risk and cost of the bidder and the costs so incurred shall be deducted from the due amount payable to the bidder.

39. INSPECTION

- The bidder shall furnish complete address of the premises of its offices and training centers where the inspection may be made as per requirement before/ after the finalization of the tender. The Department of School Education or its duly authorized representative/committee shall at all reasonable time have access to the bidder premises and shall have the power at all reasonable time to inspect and examine the materials and workmanship of the goods/ equipment/ machineries/services during manufacturing process or afterwards as may be decided. The hardware may be subjected to a SYSMARK 2007 benchmark test to verify the information furnished in the Full Disclosure Report submitted with the technical bid. In case of desktops and UPS the Pre-Dispatch Inspection (PDI) shall be made at the Hardware (OEM) Manufacturer's Factory site (at bidder's cost) by the technical team/inspection committee appointed by the Government of West Bengal. In case of other hardware, the inspection can be made at factory/godown (at bidder's cost). The inspection period would be inclusive in the duration provided for the complete delivery & installation under the project. The bidder will not supply the hardware directly to the schools without the PDI being successfully completed. The PDI will be completed within 15 days of receiving the request in writing from the bidder; the time taken for PDI is included in the delivery period. However, if the time taken for PDI exceeds 15 days then the additional time taken by the Department/Government to complete PDI would be in addition to the total delivery & installation period under the project. Bidder would supply, install & deploy only those makes & models of hardware/software which have been accepted during technical evaluation. No other hardware (make & model)/software will be supplied which is not quoted or not approved during the technical evaluation. The hardware/software items not quoted or not technically approved shall be rejected during the PDI.

- The Department of School Education/or its authorized representative(s) shall have all the powers at all reasonable times to inspect and monitor the computer installation & computer education services at the Schools. Officers of any other Government body/Third party agency authorized by the Department of School Education, Government of West Bengal shall also have power to inspect, examine & monitor the computer installation & computer education services rendered by the bidder under Integrated Scheme for Computer aided Education using ICT in schools.
- Articles not approved during inspection or testing shall be rejected and will have to be replaced by the bidder at his own cost within the time fixed by the Tendering Authority. If, however, due to exigencies of Government work, such replacement either in whole or in part, is not considered feasible, the Tendering Authority after giving an opportunity to the bidder of being heard, shall for reasons to be recorded, deduct a suitable amount from the approved rates. The deduction so made shall be final.

40. WINDING UP

If the Vendor being a corporation / company commence to be wound up, not being a voluntary winding up for the purpose only or amalgamation or reconstruction, or carry on their business under a receiver for the benefit of their creditors or any of them, Department of School Education, Government of West Bengal shall be at liberty:

- To terminate the engagement forthwith without any notice in writing to the contractor or to the liquidator or receiver or to any person in whom the contractor may become vested.
- To give such liquidator or receiver or other person the option of carrying out the engagement subject to their providing a guarantee for the due and faithful performance of the engagement up to an amount to be determined by Department of School Education, Government of West Bengal .

41. PROJECT IMPLEMENTATION SCHEDULE

Sl. No.	Project Mile Stone	Timeline
1.	Issue of Letter of Intent (LoI) to successful Bidder	T
	Site survey	T+15
2.	Signing of Contract	T + 20 = P
	Site Preparation	P+30
	Delivery and Installation of Power Backup Solution	P+45
3.	Delivery, Deployment and commissioning of the ICT Lab including deployment of ICT assistant	P+60
5.	Completion of work and acceptance testing	P + 75
7.	Completion of work and acceptance testing in Phase II	P + 145

ANNEXURE 1: BIDDER PROFILE

RFP No.

Name of The project:

1	Name of the company	
2	Company registered office address Telephone number Fax number e-mail	
3	Correspondence/ contact address	
4	Details of contact person (Name, designation, address etc.) Telephone number Fax number e-mail	
5	Is the company a registered company? If yes, Submit documentary proof. Year and place of the establishment of the company	
6	Former Name of the Company if any	
7	Is the company? -a Government/ Public Sector Undertaking? -a proprietary firm? -a partnership firm (if yes, give partnership deed)? - a limited company or limited corporation? -a member of a group of companies (if yes, give name and address, and description of other companies)? -a subsidiary of a large corporation (if yes give the name and address of the parent	

	organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project? -joint venture consortia (if yes, give name and address of each partner)?	
8	Is the company registered with sales tax department? If yes, submit valid sales tax registration certificate.	
9	Is the company registered for service tax with Central Excise Department (Service Tax Cell)? If yes, submit valid service tax registration certificate.	
10	Attach the organizational chart showing the structure of the organization including the names of the directors and the position of the key officers. What is the total number of employees?	
11	Number of years in the relevant field	
12	Are the company registered with any Government/Department/Public Sector undertaking? (if yes, give details)	
13	How many years have your organization been in business under your present name? What were your fields when you established your organization? When did you add new fields (if any)?	
14	What type best describes your company? (Documentary proof to be submitted)	
15	Number of offices / project locations in India West Bengal	
16	List the major clients with whom your organization has been/ is currently associated.	
17	What is the total year of experience of handling Government projects?	

18	Whether your organization has Bank's certificate of solvency. If yes, submit documentary proof.	
19	Have you ever been denied tendering facilities by any Government/ Department/ Public sector Undertaking? (Give details)	
20	Submit receipt of latest Income Tax Return filed with Income Tax Department and PAN no.	

Signature:-

Name & Designation of the authorized Signatory

Company Seal

ANNEXURE 2: FORMAT FOR FINANCIAL INFORMATION

Name of the Bidder	Turn Over (Rs. Crore)			Net Worth (Rs. Crore)		
	07-08	08-09	09-10	07-08	08-09	09-10

Signature: -

Name of the Authorized signatory:

Company Seal: -

Note:

- Submit the audited financial statement/ audited annual report of the last three financial years.
- Bidder should have a positive Net worth. In this regard bidder should submit a certificate in original from a chartered account.

ANNEXURE 3: PRE-QUALIFICATION CHECKLIST

Sl. No	Eligibility Criteria	Compliant (Y/N)	Documentary Evidence Page Ref.
1	The Bidder should be an individual organization or a consortium of organizations to a limit of maximum 2 partners in the consortium shall be eligible to submit the bid. The consortium shall be evaluated based on the total strength as defined in this RFP document.		
2	The firm/ firms should be a reputed in Educational intervention in Schools in India with a specialization in IT based education delivery.		
3	The bidder/ Prime bidder in case of consortium, should have an average annual turnover of Rs. 50 Crore and above in the last three financial years for bidding for a single Division as mentioned in below. Bidders intending to bid for multiple bidding Divisions will require proportionate multiple turnover.		
4	The Prime Bidder must have a positive net worth in each of the last three years. Relevant certificate from a registered Chartered Accountant should be provided in support of the statement.		
5	The bidder should be in a profitable position for all these three financial years. The bidder have to submit copies of balance sheets/profit & loss accounts/ annual reports of last three financial years (upto 31-Mar-2010).		
6	The bidder should have satisfactorily completed/ implementing at least three works of similar nature each of value not less than Rs 15 Crore in Central Govt. /State Govt./Public Sector Undertakings/cooperatives during the last three years.		
7	The bidder shall have company registration certificate under company act, registration under Labour Laws Contract Labour (Regulation & Abolition Act) Act, valid sales tax registration certificate, valid income tax		

	registration certificate and valid service tax registration certificate.		
8	The Bidder shall have bank's certificate of solvency.		
9	The bidder shall be required to give a declaration in their letter head that they have not ever been banned by any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization. If any Government Agencies / Govt. Department / Quasi Govt. Dept / PSU / Board / Council or similar organization has banned the bidder, and no legal or criminal case has been filed against the bidder, this fact must be clearly stated. Any Bidder, who is currently banned by Government of India/ Any organization under Government of India/ any State Government/ Any organization under any State Government shall not be eligible to participate in the tender unless they produce current clearance certificate from the respective authority addressed to the bid inviting authority, for participating in the tender process.		
10	The firm should have local office in Kolkata and shall provide the supporting documents for the same. The bidder should also have support offices in the districts. In case of the bidder does not have the support office, it will furnish a declaration to setup an office within 15 days of receipt of the work order.		

ANNEXURE 4: FORMAT FOR BID SECURITY BANK GUARANTEE

BID SECURITY FORM (FORMAT OF BANK GUARANTEE (BG))

(ON A NON-JUDICIAL STAMP PAPER (stamp duty as applicable in West Bengal))

TO

The Secretary, School Education Department

Government of West Bengal

Bikash Bhavan, 6th Floor, Salt Lake, Kolkata-700091

WHEREAS _____ (hereinafter called "the Bidder") has submitted its bid dated _____ (date of submission of bid) for selection of Implementation Partner for Implementation of Integrated Computerised Education using Information & Communication Technology (ICT) in Schools under BOOT Model in West Bengal (RFP) No. WIL/TNDR/2010-11/SED/001 Dated: 25/02/2011 (hereinafter called "the Bid").

KNOW ALL PEOPLE by these presents that WE _____ (name of bank) a body corporate constituted under the Banking Companies Acquisition and Transfer of Undertakings Act, 1970/1980 having its _____ Office at _____ (give full address) and a branch inter alia at _____, India (hereinafter called "the Bank") are bound unto The Secretary, School Education Department, on behalf of the Governor of West Bengal, having its address at Bikash Bhavan, 6th Floor, Salt Lake, Kolkata-700091, (hereinafter called "SED"), at the request of the aforesaid Bidder, in the sum of Rs. _____/- (Rupees _____ only) for which payment will and truly to be made to SED, the Bank binds itself, its successors and assigns by these presents. Sealed with the common seal of the Bank on this _____ day of _____, 2011.

THE CONDITIONS of this obligation are:

1. If the Bidder withdraws its Bid during the period of bid validity specified by SED through Webel Informatics Limited on the Bid Form; or

2. If the Bidder, having been notified of the acceptance of its bid by Webel Informatics Limited for SED during the period of bid validity:

(a) fails or refuses to execute the mutually agreed Contract Form if required; or

(b) fails or refuses to furnish the Performance Security, in accordance with the Terms and Conditions of the Contract;

3. We do hereby expressly, irrevocably and unconditionally undertake to pay SED up to the above amount upon receipt of its first written demand, without any demur and without SED having to substantiate its demand, provided that in its demand SED will note that the amount claimed by it is due owing to the occurrence of one or more of the above conditions, specifying the occurred

condition or conditions. Any such demand made by SED shall be conclusive as regards the amount due and payable by us to SED.

4. Any notice by way of demand or otherwise hereunder may be sent by courier, fax or registered post to our local address as aforesaid and if sent accordingly it shall be deemed to have been given when the same has been posted.

5. This Bank Guarantee shall not be affected by any change in the constitution of the Service Provider or us nor shall it be affected by any change in constitution of SED or by any amalgamation or absorption thereof or therewith.

6. This Bank Guarantee shall come into force from the date of its execution and shall not be revoked by us any time during its currency without SED's previous consent in writing.

7. We further agree and undertake to pay SED the amount demanded in writing irrespective of any dispute or controversy between SED and the Service Provider in any suit or proceeding pending before any court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payments so made by us shall be a valid discharge of our liability for payment hereunder.

8. This guarantee will remain in force up to _____, and any demand made as per clause 4 above shall be construed as demand within these presents and the Bank shall make the payment accordingly.

9. Notwithstanding any other term contained herein

a) this guarantee shall be valid only up to and including _____ (Insert Guarantee End Date) whereupon it shall automatically expire irrespective of whether the original guarantee is returned to the Bank or not; and

b) the total liability of Bank under this guarantee shall be limited to Rs. _____/- (Rupees _____ only) only.

10. We have the power to issue this Bank Guarantee in SED's favour under the Memorandum and Articles of Association of our Bank and the undersigned has full power to execute this Bank Guarantee under the Power of Attorney issued by the Bank.

Dated this the _____ day of _____ 2011

Place :

SEAL

Code No.

SIGNATURE.

NOTE:

1. BIDDER SHOULD ENSURE THAT THE SEAL & CODE NO. OF THE SIGNATORY IS PUT BY THE BANKERS, BEFORE SUBMISSION OF BG

2. STAMP PAPER IS REQUIRED FOR THE BG ISSUED BY THE BANKS LOCATED IN INDIA.

ANNEXURE 5: FORMAT FOR PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No. Date:

To

Dear Sir,

WHEREAS(Name of Solution Provider) hereinafter called "the Service Provider" has undertaken, in pursuance of Contract dated ... 2011 (hereinafter referred to as "the Contract") to implement the _____ on BOOT Model for the Biding Divisions of _____ in West Bengal under School Education Department, Government of West Bengal..

AND WHEREAS it has been stipulated in the said Contract that the Service Provider shall furnish a Bank Guarantee ("the Guarantee") from a scheduled bank for the project/performance as per the agreement

WHEREAS we ("the Bank", which expression shall be deemed to include its successors and permitted assigns) have agreed to give the The Secretary, School Education Department, on behalf of the Governor of West Bengal, having its address at Bikash Bhavan, 6th Floor, Salt Lake, Kolkata-700091 the Guarantee:

THEREFORE the Bank hereby agrees and affirms as follows:

1. The Bank hereby irrevocably and unconditionally guarantees the payment of Rs. _____ (being 10% of the sum of order value) to The Secretary, School Education Department, on behalf of the Governor of West Bengal, having its address at Bikash Bhavan, 6th Floor, Salt Lake, Kolkata-700091 under the terms of their Agreement dated on account of full or partial non-performance / non- implementation and/ or delayed and/ or defective performance / implementation. Provided, however, that the maximum liability of the Bank towards GoWB under this Guarantee shall not, under any circumstances, exceed in aggregate.
2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from The Secretary, School Education Department, on behalf of the Governor of West Bengal stating full or partial non-implementation and/ or delayed and or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to The Secretary, School Education Department, on behalf of the Governor of West Bengal any and all sums demanded by School Education Department, Government of West Bengal under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from GoWB to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address: Attention
Mr.
3. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 60 months from the date of its execution. However, the Guarantee

shall, not less than 30 days, prior to its expiry, be extended by the Bank for a further period of 12 months. The Bank shall extend the Guarantee annually in the manner herein before provided for a period of five years from the date of issue of this Guarantee.

4. The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:
 - a. any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
 - b. any breach or non-compliance by the implementer with any of the terms and conditions of any Agreements/credit arrangement, present or future, between implementer and the Bank.
5. The BANK also agrees that School Education Department on behalf of Governor of West Bengal at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against implementer and notwithstanding any security or other guarantee that School Education Department, on behalf of Governor of West Bengal may have in relation to the Solution Provider's liabilities.
6. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of School Education Department, on behalf of Governor of West Bengal or any other indulgence shown by GoWB or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.
7. This Guarantee shall be governed by the laws of India and only the courts of Kolkata, West Bengal shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this the Day of2011

Witness

(Signature) (Signature) (Name) (Name)

Bank Rubber Stamp

(Official Address) Designation with Bank

Stamp Plus Attorney as per Power of Attorney No.

Dated:

ANNEXURE 6: FORMAT FOR PROVIDING CITATIONS

Sl. No.	Item	Guidelines	Attachment Ref. No. for details
1.	Name of the Project		
2.	Client Details		
3.	Domain/Sector		
4.	No. of Locations		
5.	Scope of Work		
6.	Contract Value		
7.	Complete Project Duration		

The Citations should be given in the above format. A separate copy of this format should be used for each citation and at least three citations should be provided.

Signature:

Name of the Authorized signatory: Company seal:

ANNEXURE 7: FORMAT FOR QUERIES

Bidders requiring specific points of clarification may communicate with DY. General Manager, Webel Informatics Limited during the specific period using the following format.

RFP No. <RFP Number>

Name of Project:

Name of the Bidder-

Contact Address of the Bidder-

Sl. No.	Section No.	Page No.	Query.

Signature:

Name of the Authorized signatory: Company seal:

Note: All the queries should be sent in a sealed envelope superscripted with "Pre-Bid

Query- _____ RFP No..." & should be addressed to

ANNEXURE 8: TECHNICAL BID PARTICULARS

1. Tender Number :.....
2. Name of the Bidder :.....
3. Full Address of the Bidder :.....
4. Name of the actual signatory :.....of the product(s) offered
5. Bidder's proposal number and date :.....
6. Name and Address of the officer :..... to whom all references shall be made regarding the tender

Telephone :

Fax : E-mail :

Bidder

Signature -----

Name -----

Designation -----

Company -----

Date -----

ANNEXURE 9: TECHNICAL BID LETTER

To,

Reference. RFP No.Dated.....

Sir,

We hereby declare

That we have domain knowledge in _____

2. We are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Tender Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of School Education Department, Government of West Bengal and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.

A. We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid at Annexure_____.

B. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.

C. We enclose herewith the complete Technical Bid as required by you. This includes:

1. This Bid Letter
2. Bid Particulars
3. Details of the proposed solution, proposed Methodology & Timeline

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions.

Certified that the Bidder is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to Rs. _____ (Rs. _____ Only) is enclosed in the cover containing the letter for Pre-Qualifying requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this Day of 2011

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of bidder

Witness Signature: Witness Name:

Witness Address:

ANNEXURE 10: COMMERCIAL BID PARTICULAR

1. Tender Number :.....
2. Name of the Bidder :.....
3. Full Address of the Bidder :.....
4. Name of the actual signatory :.....of the product(s) offered
5. Bidder's proposal number and date :.....
6. Name and Address of the officer :..... to whom all references shall be made regarding the tender

Telephone :

Fax :

E-mail :

Bidder

Signature -----

Name -----

Designation -----

Company -----

Date -----

ANNEXURE 11: COMMERCIAL BID LETTER:

To,

Reference. RFP No.Dated.....

Sir,

We hereby declare

That we have domain knowledge in _____.

We/our principals are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Tender Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of School Education Department, Government of West Bengal and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.

We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid at Annexure _____

We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.

We enclose herewith the complete Commercial Bid as required by you.

We agree to abide by our offer for a period of 120 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions. The Commercial Deviations are only those mentioned in (Annexure ____).

Certified that the Bidder is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to Bid Security (Earnest Money) for an amount equal to Rs. _____ (Rs. _____ Only) is enclosed in the cover containing the letter for eligibility requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this Day of 2011 (Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of bidder

Witness Signature: Witness Name:

Witness Address:

ANNEXURE 12: COMMERCIAL BID FORMAT

Sl. No.	Commercial Quote	Rate per Bidding Division in INR
		Bidding Division Bid For< ____>
1	Non-Recurring Expenditure for all Schools under the Division	
2	Recurring Expenditure for all schools under the Divisions for 5 years	
TOTAL		

However, the Rate per school for point No. 1 above must not exceed the maximum permissible limit of Rs. 6.4 Lakh and for point no. 2 above must not exceed the maximum permissible limit of Rs. 2.7 Lakhs per years per school as defined in the Revised guidelines for implementation of ICT @ School under XIth Plan by MHRD, Government of India.

ANNEXURE 13: DETAILED BILL OF MATERIAL AND SERVICES REQUIRED

Independent Desktops connected in LAN

1). Desktop Hardware:

A. Desktop Computer with DVD-RW	
Specifications	Processor: Latest Generation Multicore 64 bit CPU with 3.2 GHz or Higher Clock Speed, 32 nm technology or equivalent with minimum sysmark rating of 190 or higher Mother Board: Preferably same make as of the processor; OEMs may offer own proprietary boards as well, with expandability upto 8 GB RAM: Minimum 4 GB 1333 MHz DDR3 RAM Video Graphics : Integrated HD Graphics supporting at least 1280 x 1024 x 32 bit (true colour) with Graphics Media Accelerator Bus Architecture: 2 PCI, 1PCI Express x 1 and 1 PCI Express x 16 Hard Disk: 500 GB SATA 2 @ 7200 RPM

	Power Supply: 220-300 Watt (88%-90% efficiency). Optical Drive: 24X DVD-RW Ports: 4 USB Ports (with at least 2 in front), 1 Serial Port, 1 Parallel port, 1 PS/2 Keyboard and 1 PS2 Mouse Port, audio ports for microphone and headphone in front Colour Monitor: 18.5" wide LED or Higher with inbuilt speaker Ethernet/LAN: Gigabit with RJ45 jack, Wireless PCI card Mouse: Optical with scroll mouse Keyboard: OEM Keyboard OS Certifications: Linux certifications, Windows certifications Cabinet: Micro ATX with Front USB Port(s)
Compliance	1. ROHS Compliance 2. Energy Star 5.0 Compliance 3. ISO 9000, ISO 14001, ISO 18001 4. TCO-05 Compliance (for Monitor) 5. FCC or equivalent 6. UL
Preloaded Operating System and Office Suite	a) Ubuntu Server 10.04 LTS; OpenOffice 3.2 OR b) Dual-booting with Ubuntu Server 10.04 LTS along with Windows 7 Professional Academic Edition; OpenOffice.org 3.2 <i>(The bidder may quote with either or both option)</i>

A. Desktop Computer (Without Optical Drive)	
Specifications	Processor: Latest Generation Multicore 64 bit CPU with 3.2 GHz or Higher Clock Speed, 32 nm technology or equivalent with minimum sysmark rating of 190 or higher Mother Board: Preferably same make as of the processor; OEMs may offer own proprietary boards as well, with expandability upto 8 GB RAM: Minimum 2 GB 1333 MHz DDR3 RAM

	Video Graphics : Integrated HD Graphics supporting at least 1280 x 1024 x 32 bit (true colour) with Graphics Media Accelerator Bus Architecture: 2 PCI, 1PCI Express x 1 and 1 PCI Express x 16 Hard Disk: 500 GB SATA 2 @ 7200 RPM Power Supply: 220-300 Watt (88%-90% efficiency). Optical Drive: Optical drive optional Ports: 4 USB Ports (with at least 2 in front), 1 Serial Port, 1 Parallel port, 1 PS/2 Keyboard and 1 PS2 Mouse Port, audio ports for microphone and headphone in front Colour Monitor: 18.5" wide LED or Higher with inbuilt speaker Ethernet/LAN: Gigabit with RJ45 jack, Wireless PCI card Mouse: Optical with scroll mouse Keyboard: OEM Keyboard OS Certifications: Linux certifications, Windows certifications Cabinet: Micro ATX with Front USB Port(s)
Compliance	7. ROHS Compliance 8. Energy Star 5.0 Compliance 9. ISO 9000, ISO 14001,ISO 18001 10. TCO-05 Compliance (for Monitor) 11. FCC or equivalent 12. UL
Preloaded Operating System and Office Suite	a) Ubuntu Server 10.04 LTS; OpenOffice 3.2 OR b) Dual-booting with Ubuntu Server 10.04 LTS along with Windows 7 Professional Academic Edition; OpenOffice.org 3.2 <i>(The bidder may quote with either or both option)</i>

Note: Manufacturers should guarantee that the products being manufactured by them and / or the components being used for the manufacture of such products and / or the facilities being used for the manufacturing of such products conform to the basic parameters which restrict and protect the environment and the living beings who use these products from any type of hazardous emission, touch, feel, contact of any type, that could cause any type of discomfort to the living beings or cause the depletion of the environments (atmospheres) protective layers. All the hardware equipments are to be environmental friendly as these are to be used by students and should have the necessary compliance/certifications.

2. Other Hardware

Laser Multifunction (Print, Copy, Scan, Fax) Networked	
Functions	Print, copy, scan, fax
Black print speed	19 ppm
Print resolution	600 x 600 dpi (1200 dpi effective)
Printer memory	64 MB
Processor	400 MHz
Black scan speed	6 ppm
Color scan speed	3 ppm
Scanner resolution	Optical: 1200 dpi Enhanced: 19,200 dpi
Scanner bit depth	24-bit
Fax transmission speed	3 sec per page
Fax resolution	300 x 300 dpi
Incoming fax memory	500 pages
Copy speed	19 cpm
Maximum number of copies	99 copies
Copy scaling	25 to 400%
Supported paper sizes	A4, Letter, legal, index cards, postcards

Duty cycle	Up to 8000 pages
Paper handling	150-sheet input tray
Connectivity	1 Hi-Speed USB 2.0; 1 Ethernet; 2 RJ-11 telephone
Supported operating systems	Windows 7 Professional, Ubuntu 10.04 LTS
MANDATORY CERTIFICATION	ENERGY STAR®

Multimedia Projector

Multimedia Projector (DLP with short throw – 1.4m max distance for full screen),
 Brightness: Min. 2500 ANSI lumens; Resolution: min. 1280 x 1024, WGA native resolution;
 Throw Ratio: 0.72- 0.79, 63" @1m Lamp life: Min. 3000 hours; Digital keystone correction;
 Contrast ratio: Min. 3000:1; Video color signals compatibility: NTSC, PAL, SECAM etc.;
 Interface: Computer-in & Monitor-out; Wireless remote control: Required; Laser pointer:
 Required; Menu On Screen Display: English/Bengali (if possible); Cables: All necessary
 cables and carrying bag; Screen Type: White Matte Hi-Gain screen wall mounted; Screen
 Size: 4ft x 6ft

Web Camera

Image Sensor: High quality 1/4 CMOS sensor
 Effective Pixels: 1.3M pixels (Interpolated 12M pixels still image & 2M pixels
 video)
 Video Resolution: Max. upto 1600x1200
 Image Resolution: Max. upto 4000x3000
 Frame Rates: 60 frames per second
 Colour Depth: 24-Bit True Colour
 Interface: USB 2.0, backward compatible to USB 1.1
 Focus: 5 cm to Infinity
 Microphone: Built-in high sensitive USB microphone
 Snap Shot Button: Built-in snap shot button
 Night Vision: 6 LEDs for night vision, with brightness controller
 Low Light Boost: Automatic low light boost
 Supported operating systems: Windows 7 Professional, Ubuntu 10.04 LTS

Pure Sine Wave Inverter (Minimum 4 Hours Backup for the entire Lab.)

Type	Single Phase
------	--------------

Series	Pure Sine Wave Inverter
Technology	IGBT
Rating	10KVA
Input Voltage Range	110-280VAC
Frequency Range	45-55 Hz
Output Voltage Range	220V $\pm$ 5%
Total Harmonic Distortion	< 3%
Backup	Min 4hrs on full Load
Battery Type	12V/100-200AH
Battery Voltage	180V
Battery Charging Current	20A $\pm$ 1A
Global Certification	ISO 9001:2000,ISO 14001:2004,CE
Change over	3 ms

Wireless Access Point cum Router

1. High Speed 2.4 GHz (802.11G, 802.11 B, 802.11N) Wireless 108 MBPS Access Point cum Router
2. Interface: 4 nos. 10/100 Base-TX Ethernet LAN Port, 1 no WAN port, 802.11 B/G/N Wireless LAN
3. Antenna: 2 DBI Gain Omni-Directional Antenna
4. Certifications: FCC Class B or equivalent, IC, CE
5. ISO Certification of the OEM manufacturer

3. Internet Connectivity:

The Bidder shall provide Broadband connection or any connection other than dial-up option, if Broadband is not available. Dial-up option is not preferred. Bidder will provide internet connectivity of minimum 512 Kbps at each lab through a suitable Internet Service Provider (ISP). Monitoring, management and recurring expenses of internet will be in the scope of Bidder. The Bidder will ensure the provision of required modem/router/broadband antenna either by itself or through ISP as per his internal arrangements with ISP. This connection should be made available on all the computer systems through proxy/sharing by the Bidder by legal means throughout the contract period. This internet bandwidth would be used for following works among other usages:

- Teaching purpose for the student as part of curriculum

- Utilized for data entry / data uploading / online MIS reporting etc. to be sent at regular interval
- Official E-Mail communications
- The teachers will use Internet available educational resources and material and standard software to develop lessons and to integrate ICT tools in the classroom.

4. Application & Education Software:

(a) Bidder will install and maintain in the ICT lab, the licensed copies of software provided by the Department of School Education, West Bengal, as and when required. All software should be licensed as understood within the terms of Intellectual Property Rights (IPR).

(b) Bidder may have to install, maintain and upgrade Application software such as Office suite, and other utility software as well as Interactive Multimedia software for education of students time to time. Bidder will also install, maintain and upgrade the online MIS and HRMS systems of the Department of School Education, if required to be hosted in the computer lab server. This is included in the scope of work of this scheme and Bidder shall not charge any extra cost for the same during contract period.

(c) The Bidder will submit the original software, media (CD) and manuals to the Head of Institution to be kept in his custody.

(d) The bidder will preload the computers with the following Educational Software

Educational Software
1. Interactive Multimedia Content to be preloaded in the Desktops for Computer Education of Class IX-XII as per syllabi of WBBSE and WBCHSE which has to be Windows and Ubuntu 10.04 LTS compatible. 2. As per the Revised guidelines for implementation of ICT @ Schools issued by MHRD, GoI, the preloaded interactive content will also cater to the needs of comprehensive learning and understanding of various subjects for classes up to 10th Standard preferably in both English and Bengali language already in use in the state in other ICT interventions in Schools.

5. Computer Stationery:

The Bidder shall provide Computer Stationery such as CD-Rs, Printer cartridges, Paper etc. free of cost as per requirements provided below so that the practical training of students is not hampered in any manner. The Bidder will also provide a CD-RW with jewel case (at least one CD-RW per student per year) to all students. The students will keep record of their final projects, tasks, exercises, presentations etc. on CD and may be asked to submit the same for examinations/inspections, temporarily or permanently by school or departmental authorities. However, the CDs given to students will not be collected back by Bidder for redistribution.

(a) Paper – minimum 24,000 pages per year or (100 pages per month per user (students + teachers)), whichever is less

(b) Printer Cartridge - 6 per year per school, and

(c) CD –RW with jewel case for students – One per year per student as described above.

6. Consumables & Utilities:

(a). The Bidder shall provide consumables like replacement of Inverter/ UPS Batteries during entire contract period free of cost so as to have uninterrupted power supply to the ICT labs in schools. The power downtime of a computer lab should never exceed 10-15 minutes, when the lab is under use for teaching, self-learning or training purposes by students/teachers.

(b). The Bidder shall take care of Electricity, Telephone and Internet/Broadband charges during entire period of contract so as to maintain uninterrupted power supply, phone and internet facility in the computer labs of schools.

7. Electrical Fitting:

Electrical Fittings	
Make & Model	As per specs and actual for connecting 10 nos. of PCs and other electrical fittings in the lab
Through PVC conduit with copper cable for mains feeder including distribution box and socket boxes (6Amp and 16Amp). Feeder provided with Isolators and MCBs.	
Earthing: Earthing provided with copper plate, and electrode with copper wire with main switch. The copper plate has been buried at a depth of 4 ft. in the soil, along with required quantity of salt, sand, and charcoal filling, after necessary excavation.	
The conditioning of electrical power is the sole responsibility of the Bidder wherever required.	
All equipment/appliances/fittings should be ISI/ISO certified.	

8. Lab Furniture: The Bidder shall provide 10 Computer Tables, 20 Computer Chairs and 1 Printer table to each school as per specification mentioned below:

A. Computer Table	
MAKE & MODEL	Offering Same (Y/N)
600mm x 400mm x 725mm with Sunmica Top/ Polyurethane (PU) Paper lamination having facility for keeping CPU, Monitor and Keyboard (pull out). Also a hole/conduit for LAN cable through it.	
B. Computer Chair	
MAKE & MODEL	Offering Same (Y/N)
PVC/Plastic moulded without arms rest (preferably Ergonomically tested and certified)	
C. Multi – function Laser Jet printer Table	
MAKE & MODEL	Offering Same (Y/N)
600mm x 400mm x 725mm with Sunmica Top/PU Paper lamination having facility for keeping LJ Printer & Scanner. The table should have locker (cabinet) to safely keep loose h/w, cables etc.	

ALL THE ABOVE SPECIFICATIONS, AND TECHNICAL PARAMETERS OF THE ITEMS ARE MINIMUM REQUIREMENTS. NO DOWNWARD DEVIATION IS ALLOWED. IN CASE OF ANY DOWNWARD DEVIATION IN THE SPECIFICATIONS OF THESE ABOVE MENTIONED ITEMS, THE BID WILL BE SUMMARILY REJECTED.

9. Induction Training in ICT to teachers:

The Bidder shall provide first time induction training in ICT to all the teachers of a school for a period of 10 days (8 hours per day). The main topics to be covered and their duration (80 hours in total) are as follows:

S. NO.	TOPICS	HOURS
1.	INTRODUCTION TO ICT	0.30
2.	COMPUTER OVERVIEW – PARTS OF A PC, DIGITAL DEVICES AND THEIR FUNCTIONS AND WORKING ETC.	7.30

3.	UNDERSTANDING OF OPERATING SYSTEMS – SCALABLE, STANDARDIZED, USER-FRIENDLY AND LEAST SUPPORT REQUIRED OS	10.20
4.	OFFICE SUITES AND INTEGRATION OF POWERPOINT IN CLASSROOM TEACHING AND LEARNING	11.40
5.	DOCUMENTS WRITING AND MANAGEMENT USING WORDPROCESSOR	12.00
6.	SPREADSHEET CREATION, CALCULATIONS AND UTILITIES	14.00
7.	INTERNET/E-MAIL, USING SEARCH ENGINES FOR ONLINE EDUCATIONAL RESOURCES AND CONTENT	14.00
8.	DIGITAL CLASSROOM LEARNING AND TEACHING TOOLS – WHITEBOARDS, COLLABORATIVE TEACHING ETC	8.30

NOTE:

(A). THE BIDDER SHALL SCHEDULE ABOVE TRAINING AFTER ENSURING ATTENDANCE AND AVAILABILITY OF ALL THE TEACHERS IN COORDINATION WITH THE HEADS OF INSTITUTIONS.

(b). The Bidder shall also maintain an attendance register for the above training and submit the same to the Head of Institution on completion of training.

8. Quantities required in each school (Bill of Material):

S. No.	Item Name	Estimated Qty. per School
1.	Hardware	
A.	Desktop Computer with DVD-RW	1
B.	Desktop Computer (Without Optical Drive)	9
C.	Additional 2 GB 1333 MHz DDR3 RAM	1
D.	Multi-function Laser Jet printer	1
E.	Multimedia Projector (Short throw, 1.4 m max)	1
F.	Webcam	1
G.	Sine Wave Inverter	1

2.	LAN & Internet	
A.	Network	a) 10 no. 802.11b/g/n PCI WiFi card; b) 1 no. 802.11b/g/n PCI WiFi Access Point cum Router
B.	Internet	On each PC with Proxy/Sharing as mentioned above
3.	Software	
A.	Operating System (Desktop Computer with DVD-RW)	1 No. of “a” OR “b” a) Ubuntu 10.04 LTS Server OR b) Dual-boot with Ubuntu 10.04 LTS Server and Windows 7 Prof (Academic License)
B.	Operating System (Desktop Computer (Without Optical Drive))	9 Nos. of “a” OR “b” a) Ubuntu 10.04 LTS Desktop OR b) Dual-boot with Ubuntu 10.04 LTS Desktop and Windows 7 Prof (Academic License)
C.	Office Suite	OpenOffice.org 3.2 10 Nos. – One on each PC
D.	Interactive Multimedia Educational Software	Pre-loaded in each of the Computers
F.	Others – MIS or HRMS provided by the Department	As required and whenever provided by the

		Department of School Education
4.	Computer Stationary	
A.	CD-RW	1 per each student/teacher per year
B.	Paper	50 per user (student/teacher) per month
C.	Printer cartridges	As per the requirements (approx. 6-7 per year)
5.	Consumables (Inverter Battery etc.)	As per the requirements
6.	Electrical Fittings	As per the requirements
7.	Furniture	
A.	Computer Table	10 Nos. – 1 for each PC
B.	Computer Chair	20 Nos. – 2 for each PC
C.	Multi – function Laser Jet printer Table	1 No for MFP

Note: Bidder shall also attach separate sheet/documents mentioning the brands and specifications of the above items to be supplied by it.

ANNEXURE 14: MANUFACTURER AUTHORIZATION FORMAT

MANUFACTURER'S AUTHORISATION FORM

(TO BE SUBMITTED ON OEM LETTERHEAD, SIGNED BY A PERSON COMPETENT AND HAVING THE POWER OF ATTORNEY [Notarized copy to be attached] TO BIND THE PRODUCER)

Tender No.

Date:

To

WHEREAS **< Name of the Manufacturer>** who are official producers of **<Name of the Product>** and having production facilities at **<countries and places where manufacturing units exist>** do hereby authorize **< Name of the Bidder>** located at **<Address of the Bidder>**(hereinafter, the "Bidder") to submit a bid of the following Products produced by us, for the Supply Requirements associated with the above Invitation for Bids.

Sl. No.	Product Name	Make	Model

When resold by **< Name of the Bidder>** these products are subject to applicable warranty terms of this NIT

We assure you that in the event of **< Name of the Bidder>** not being able to fulfill its obligation as our Sales & Service Provider in respect of this NIT, we would continue to meet our the terms stated in the abovementioned NIT through alternate arrangements.

We also confirm that **< Name of the Bidder>** our authorized service provider / system integrator and can hence provide maintenance and upgrade support for our products.

We also undertake to supply the materials in the event of the non-supply of the materials by **< Name of the Bidder>** as per the NIT.

Name

In the capacity of

Signed

Note: This letter of authority must be on the letterhead of the Manufacturer, must be signed by a person competent and having the power of attorney (Notarized copy to be attached) to bind the Producer, and must be included by the Bidder in its bid as specified in the Instructions to Bidders.

ANNEXURE 15: LIST OF SCHOOLS IDENTIFIED FOR IMPLEMENTATION

TO BE PROVIDED TO THE SUCCESSFUL BIDDERS LATER

ANNEXURE 16: BIDDING DIVISION CHECKLIST

Name of the Bidder	
Bidding Division	If Bid for or No (Yes/ No)
Division 1	
Division 2	
Division 3	
Division 4	
Division 5	

This Checklist Must be incorporated in the Bidders Technical Bid Response Document