

Scope of Work

GEM bid for Supply Installation and Commissioning of TabLabs in selected schools of District Dewas

Oct 2024

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Bid for implementation of Tab Lab in 07 schools across District- Dewas, Madhya Pradesh including Supply Installation and Commissioning of TabLabs including Functional Training and Maintenance of the Systems.

1. Introduction

The Government of India seeks to strengthen the use of ICT in almost every sphere. To promote the use of ICT in school education, the Government of India had introduced Tab Lab STARS. **District Education Office- District- Dewas** invites proposals for “Supply, Installation, Commissioning and Maintenance of Tablet based Digital Lab in 07 CM RISE schools of **District- Dewas** .” **The tentative list of schools is attached at Sr No. 16.** The Successful Bidder will provide following equipment in each school with commissioning and maintain for a period of 5 years and provide function training to school staff as defined in this document. The **Tentative Bill of Materials** as below:

#	Description (A)	Per school Qty. (B)	No. of Schools (C)	Total Qty. (D)
1	Tablet	40	7	280
2	Desktop Computer	1	7	7
3	Antivirus	1	7	7
4	65" Smart TV	1	7	7
5	600 VA Line Interactive UPS	1	7	7
6	Charging Station	1	7	7
7	Headphone	40	7	280

XX – Numbers to be filled

Note:

- 1.1 The minimum technical specification of the above items are as per point number-9.
- 1.2 The bidder has to quote only one make and model against each item. In case of two options quoted against any item, the bid will be straight away rejected.
- 1.3 There should be one Project Coordinator of bidder under this bid, who will co-ordinate with the DEO Office, for day-to-day activities and implementation of the project. The cost of the resources will be borne by successful bidder.
- 1.4 The responsibility of applicable GST will be of bidder/OEM only as per the category of the product & applicability of GST rate. Dept. will not take any responsibility OR make any additional payment if any tax liability arises. Bidders are required to submit undertaking letter for the same along with technical bid
- 1.5 L1 bidder will be decided from the Total Bid Value Inclusive of All taxes and GST

2. Implementation Process:

It is decided to implement Tab Lab in various schools across district – Dewas, Madhya Pradesh. This bid is floated for supply, installation, commissioning & maintenance services **for 3 years on turnkey basis.**

2.1 Capacity building and training:

- a) For smooth integration and long-term operations of the Tablet based Digital Lab with MDM Solution, the team should provide online training to district headquarter nominated group /team of various Schools, this process of online training may be an ongoing process for 1st three months Twice in a month from the date of date of go live, online training further may be extended for another 2 months by District authority.
- b) The training should include components on usage of all features of the system as well as integration with classroom learning etc.

3. Contact Details

Bidder shall submit their bids on GeM portal. Contact details of the District Education Office (“referred to as “purchaser”) is as mentioned below:

1.	Contact Person	Name: Hari Singh Bhartiya Designation: District Education Officer Office name: Office of the District Education Officer Office Address: Civil Line Square Dewas Madhya Pradesh Email: deodew@nic.in , dewas.rmsa@gmail.com Phone no.: 07272-253053
2	Bank Details for EMD	Bank Name - Punjab National Bank A/c Number - 1505000100232571 IFSC Code - PUNB0150500

Clarifications if any, should be submitted **on GEM portal**. Thereafter the clarifications received from the bidders will not be entertained.

4. Earnest Money Deposit (EMD)

- 4.1. **EMD** Amount is as mentioned in the GEM Bid.
- 4.2. **EMD exemption** is allowed as per latest GEM Terms and Conditions / For MSME Madhya Pradesh Store Purchase Rule will be applicable.
- 4.3. Bidder has to submit the scan copy of the proof of EMD in their technical bid and submit the original copy in office on or before 5 working days after the date of bid closing.

5. Performance Bank Guarantee:

Performance Bank Guarantee (PBG) i.e. 3% of contract value, is as mentioned in the GEM Bid.

6. Eligibility Criteria

6.1. Eligibility Criteria for the bidder:

The pre-qualification/Eligibility Criteria for the bidder are as follow:

Sn	Criteria of Bidder	Supporting Document
1.	The Bidder shall be a legally registered entity in India and shall have been in operation for at least three (03) years as on last date of bid submission.	Certificates of incorporation/ Registration Certificates along with relevant legal document
2.	The Bidder must have average annual turnover of Rs.280 Lacs in last three financial years i.e., FY 2021-22, FY 2022-23 & FY 2023-24.	The copies of Audited Annual Accounts/Statutory CA Certificate with UDIN number for last three years shall be uploaded along with the bid.

Sn	Criteria of Bidder	Supporting Document
3.	<p>Bidder should have</p> <p>a) One project of similar nature costing not less than the amount equal to Rs 44.80 Lacs to Rs 56.00 lacs</p> <p>b) Two projects of similar nature costing not less than the amount equal to Rs 28.00 Lacs to Rs 33.60 lacs</p> <p>c) Three projects of similar nature costing not less than the amount equal to Rs 22.40 Lacs to Rs 28.00 lacs</p>	Copy of work orders/Contract & Client Certificate - performed for similar type of IT Infrastructure works of Computers Supply, Installation, Testing & Commissioning/supply of Computer LAB Equipment's/ Smart Classroom Equipment in any Govt/semi-govt/public sector organization/institute satisfactorily during the last 5 years as on last date of bid submission.
4.	The bidder should be authorized by its OEM for Desktop, Tablet, Smart TV to quote for the bid.	Bid specific Ink Signed MAF from OEM should be submitted by bidder
5.	The bidder must have one office in Madhya Pradesh. In case, bidder does not have office in MP, bidder should give undertaking to open office in MP within 30 days from the date of contract.	Copy of any of the documents as follow: Property tax bill/Electricity Bill/ Telephone Bill/ VAT/ CST/ GST Registration/ Lease agreement. OR Undertaking to open office on bidder's letterhead
6.	The bidder must submit an undertaking that they have not been black- listed/ debarred by any state government / central government / PSU in last three years as on last date of bid submission.	Undertaking on the Stamp paper duly Notarized that the firm has never been blacklisted/barred (temporary or permanent) and disqualified by any state government / central government / PSU undertaking in India needs to be furnished.
7.	Bidder and OEM should submit the undertaking of No deviation for the Technical Specifications ask in bid.	Ink signed No Deviation Certificate from Bidder
8.	Bidder should submit valid ISO 9001-2015 for Quality Management System certificate	Valid Copy of ISO Certificate
9.	The Bidder must submit their valid PAN, GST Registration Certificate	Valid PAN & GST Registration Certificate

Note: Consortium in any form will not be permitted.

6.2. Eligibility criteria for OEM:

The pre-qualification/Eligibility Criteria of the various OEM (Original Equipment Manufacturer) are as follow:

Sn	Criteria of OEM	Supporting Document
1.	<p>Bidder should quote Desktop, SMART TV and UPS from those OEM who have average annual turnover as below globally during each last three financial Years i.e. FY 2021-22, FY 2022-23 & FY 2023-24</p> <ol style="list-style-type: none"> 1. For Tablet OEM- Rs. 65 Crores 2. For Smart TVs OEM- Rs. 6 Crores 3. For Desktop OEM- Rs. 5 Crores <p>If the country of origin of OEM follows (i.e. January to December) as the financial year, then the financial turnover of the OEM would be considered as per calendar year for 2022, 2023 and 2024.</p>	<p>The copies of Audited Annual Accounts/Statutory CA Certificate with UDIN number for last three years shall be uploaded along with the bid.</p>
2.	<p>OEM of any component should not be blacklisted/debarred by any state government/ central government / PSU in last three years as on last date of bid submission</p>	<p>Ink Signed Self-Declaration from OEM of Desktop, Tablet, Smart TV, and Antivirus in this regard.</p>
3.	<p>The Original Equipment Manufacturer (OEM) of the products quoted against this bid should be ISO 9001:2015 or higher Process Certified OEM for manufacturing.</p>	<p>ISO certificates are required for Desktop, Tablet, Smart TV, and Antivirus in this regard.</p>
4.	<p>Offered Desktop, Tablet and Smart TV OEM should have working service support mechanism to support the services under warranty period.</p>	<p>Service setup details on OEM letter head/ OEM Undertaking duly notarized on Stamped paper should be submitted by bidder in technical bid</p>
5.	<p>Smart TV OEM should have registered service branch/ office in MP since last 3 years.</p>	<p>Smart TV OEM should have valid registration certificate like GST registration, Registration certificate, from 3 years with service escalation process on OEM letter head, OEM should have Sufficient Service support Engineers on OEM's payroll in service center based out in MP (MP Govt Issued Registered GSTN Certificate , Shop License copy issued by MP Govt need to attach as documentary proof)</p>
6.	<p>The said project is to be delivered on turnkey basis by the OEM authorized bidder. For this, OEM has to ensure timely availability of Spare parts/ part replacement/ defective non repairable part or equipment during the warranty period.</p>	<p>Separate Ink signed undertaking from OEM of Desktop, Tablet, Smart TV, and Antivirus on OEM letter head is to be submitted adhering to the after-sales support parameters from the OEM side. Under this it should be confirmed that</p>

Sn	Criteria of OEM	Supporting Document
		OEM will responsible for after sales support on back to back basis and OEM will keep sufficient spares to fulfill the SLA parameters
7.	Notarized Power of Attorney (PoA- from OEM to authorize their representative) to Sign the MAF, undertaking as asked in the bid need to be submitted. Without PoA, technical bid will be rejected.	Notarized Power of Attorney/Board resolution from OEM of Desktop, Tablet and Smart TV should be submitted in this regard.
8.	Offered Desktop OEM should be listed in latest IDC report under Top 5 IT OEM.	Bidder will have to submit Latest IDC Report of Quoted Desktop OEM at the time of bidding.
9.	Line-by-line compliance of the Technical specification asked in the bid on OEM's Letter head. (It is applicable for all quoted products)	Line by line compliance of Technical Specification on OEM letterhead Ink signed by competent Authority. (It is required from all product OEM)
10.	Offered TV OEM should have the valid manufacturing License on its own name in India from 5 years at time of bidding to manufacture interactive display/Smart TV's on its own name	Copy of license, BIS is to be submitted in technical bid
11.	TV OEM should have BIS certificate on its own name and OEM's name and manufacturing Factory address Details should be mentioned on the BIS Certificate	Copy of BIS Certificate is to be submitted in technical bid
12.	Smart TV OEM should have the defined / authorized process of disposing off E-waste as per GOI guidelines valid approval letter form respective department (CPCB) under Govt. of India	Approval Letter from CPCB copy of letter is to be submitted in technical bid
13	Microsoft Authorization	Confirmation letter from the Microsoft authorized person stating that Desktop and Laptop OEM will supply all devices with Genuine Microsoft OS following Microsoft Shape the Future program guidelines and technical parameters.
14	Desktop Processor OEM Authorization	Desktop and Laptop OEM has to provide confirmation letter from the desktop Processor manufacturer/OEM that the offered Intel/AMD processor OEM will continue support throughout the life of the offered product under this bid.

15	Anti-Virus OEM- Offered Product should be 100% Make in India. and Offered License should be valid for 5 years.	Relevant document
16	Anti-Virus OEM- OEM's Datasheet for the technical verification each asked feature Ink signed Technical Compliance is to be submitted by Antivirus OEM. All mentioned features should be visible on public domain of OEM's official website	Ink signed Technical compliance on OEM letter head along with technical literature / Self-attested Product Datasheet to be submitted by OEM
17	Anti-Virus OEM- ISO/IEC 20000-1:2018 or ISO 9001: 2015 Certificate is to be submitted.	ISO Certificate
18	Anti-Virus OEM- OEM competent Authority should issue MAF in favor of bidder with details of authorized OEM Name, Designation, email id, phone no, office address in case of MAF verification.	Bid specific MAF from OEM should be submitted by bidder
19	Anti-Virus OEM- OEM Should have Company Operated Office in M.P from Last 5 Years.	Undertaking on the Stamp paper duly Notarized that the OEM has Company Operated Office in M.P from Last 5 Years. OEM has to submit OEM's GST certificate / Rent Agreement/ Electricity Bill / Telephone bill/ office registration certificate as a proof along with technical bid.
20	OEM Datasheet of offered each line item is required to submit along with technical bid	Bidder has to submit the Ink signed Technical compliance of all OEMs on their letter head along with technical literature / Datasheet of each line items offered under this tender is to be submitted. Self-attested Data sheet to be submitted by OEM

Note:

1. All computer OEMs should take operating system as Microsoft Windows 11 Prof., Price should be quoted Microsoft special academic pricing for schools under National Academic edition "**Shape the Future program**".
2. In GeM bid, Eligibility Criteria i.e. bidder/OEM experience criteria, Bidder/OEM turn over criteria etc. are not mentioned, however bidder & OEM of the quoted product must meet eligibility criteria as mentioned above only & Eligibility Criteria as mentioned above will be considered for evaluation.

7. Service Level Agreement (SLAs)

SLA as per **Sr no. 13** is to be signed between District Education Officer ,Dewas , and successful bidder on notarized Stamp paper of Rs. 500.

8. Warranty

- 8.1. Comprehensive **onsite warranty for 3 years** from the Go Live date after 100% installation & commissioning in all the schools in district.

- 8.2. Warranty certificate on OEM letter head for all equipments with serial number to be supplied against this bid is to be submitted along with invoice.
- 8.3. Computer OEM should have online warranty verification mechanism by which warranty status is verifiable with individual machine serial number/system part number of supplied product.

Note: Go Live Date is actual start date of project which will be next day after the installation & commissioning is completed in all the schools of the district.

9. Technical Minimum Specifications of Hardware, Software and connected accessories

9.1 Tablet for Tab Lab

Sn	Technical Details	Description	OEM Compliance on their Letterhead (Y/N)
1.	Operating system	Min Android® 12.0 or higher / better	
2.	Processor	Min OCTA CORE PROCESSOR 2.0 Ghz (Mediatek/Snapdragon)	
3.	RAM	Min 4 GB LPDDR 4 or higher	
4.	Storage	64 GB EMMC	
5.	Screen Panel	Min 10" or higher	
6.	Resolution	Min 1920*1200 or higher	
7.	Touch Screen	Min 10-points multi touch capacitive Incell	
8.	Color Display	Min 16 Million or higher	
9.	Camera	Front Camera of Min 5MP (Fixed Focus) + Rear of Min 8MP with features like Digital zoom, Auto focus	
10.	Cellular connectivity	No	
11.	Wireless LAN	802.11 a/b/g/n/ac or better or higher	
12.	Bluetooth	BT 5.0 or better	
13.	GPS	Included	
14.	Sensors	Accelerometer, Light Sensor, G Sensor	
15.	Geo Tagging	Should have inbuilt GEO tagging	
16.	Speakers /Microphone	Built in Speakers and Microphone	
17.	I/O interface	It should have min 1x Earphone 3.5mm, 1x Type C Port with OTG Support, 1x Micro SD Socket	
18.	Video Support	It should have min Support for MP4 ,M4V,3GP, 3G2 ,AVI ,FLV MKV,WEBM for digital teaching	
19.	Supported Audio	It should have min support for MP3/FLAC/OGG/AAC/WAV	
20.	Video Recording	IT should have min recording with Min 1080P, 30 fps	
21.	Supported Image	Min Jpg, gif, bmp, png or better or higher	
22.	Battery & Adaptor	7000 mAH Battery or higher with fast charging adaptor	
23.	Certification	BIS, CE, CB, FCC ROHS, EPR, ISO9000, ISO 14000, ISO27000	

Sn	Technical Details	Description	OEM Compliance on their Letterhead (Y/N)
24.	File format Supported for Recording and Playing: Major Format for Image, Audio and video	Yes	
25.	Standard Accessories to be supplied (Such as Charger, data cable, user Manual etc)	Yes	
26.	Add-on Accessories to be provided (a) Rugged Case (b) Dust proof Pouch (c) Screen Protector	Yes	
27.	Mobile Device Management	MDM to be inbuilt (With app & content distribution, remote management of devices, provision of locking select websites)	
28.	Warranty of main device	3 Years or above	
29.	Warranty of Battery	3 Years or above	
30.	Charging station	To ensure proper charging compatibility offered Tablet should be including charging station for charging of 40 Tablets as per Specification mentioned in Item-9.3.	

MDM solution

- a) An MDM solution should be pre-installed and integrated to the tablet devices.
- b) The MDM should allow the admin to blacklist and whitelist the apps to be shown to the end user on tablets.
- c) The admin should also be able to create a list of websites to be allowed to be shown to the end user on tablets.
- d) The admin should be able to send push notifications to a sub-group or to all the end users. These notifications can also be actionable.
- e) The solution should include a teacher application installed on the teacher tablet, with the features that teachers can connect to the student tablets in the digital Lab, assign topics and get reports on their device.

9.2 Headphones for TabLab

Sn	Technical Details	Description	OEM Compliance on their Letterhead (Y/N)
1.	Type	On-Ear	
2.	Connectivity	Wired	
3.	Type of connector	Aux - 3.5mm jack	
4.	Microphone	Yes	
5.	Frequency response	8Hz - 20000 Hz	
6.	Sound Pressure Level (SPL)(dB)	110 above	

9.3 Rack mounted Multiple Tablet Charging Station

Sn	Technical Details	Description	OEM Compliance on their Letterhead (Y/N)
1.	Suitable for charging of Mobile Devices	Tablet Computer	
2.	Maximum size of the device that can be accommodated (cm)	26	
3.	Min No of devices accommodated in station charging	40	
4.	Min Number of Charging Socket Outlet	40	
5.	Type of Socket outlet	Standard	
6.	Rating of the Socket Outlet used	5 Ampere / 6 Ampere	
7.	Min No of Pins in Socket Outlet	5	
8.	Conformity of the Socket Outlet to IS/BS	IS :1293 / 2005 for Standard	
9.	Min No of Input Plug used to connect with AC power	1	
10.	Min Rating of Input Plug used	15 Ampere / 16 Ampere	
11.	Number of the Pins in the Input Plug	3	
12.	Conformity of the Input Plug to IS/BS	IS :1293 / 2005 for Standard	
13.	Total Number of Switches used	1	
14.	Rating of the Switch used	5 Ampere / 6 Ampere	
15.	Conformity of the switches to IS/BS	IS : 3854 / 1997	
16.	Switch - ISI Marked	Yes	
17.	Length of Power Cord provided (Meters)	3	
18.	Conformity of Power Cord to IS/BS	IS : 694 / 1990	
19.	Pre define Timer	It should have Auto On-Off of tablets	
20.	Surge Protection	Inbuilt Electrical Circuit (MCB) to protect the device	

Sn	Technical Details	Description	OEM Compliance on their Letterhead (Y/N)
21.	Electrical Circuit (MCB) -ISI Marked to IS/IEC 60898-1:2002	Yes	
22.	Independent Control Switch for each Compartment	Yes	
23.	Ventilation provided in the side walls of the enclosure	Yes	
24.	Number of Cooling Fans used to exhaust the heat generated during charging of devices	2	
25.	Earthing	Yes	
26.	Power Supply	230 Vac +/-10%, 50 Hz	
27.	Power On LED Indicator	Yes	
28.	Flexible copper cables are used for wiring and connections are conforming to IS/BS	Yes	
29.	Enclosure Material	Mild Steel, Power Coated	
30.	Device Loading Facility	Front Loading	
31.	Door Lock Availability in the Charging Station	Front Only	
32.	Wheels / Casters to be used for easy movement of Charging Rack	Yes	
33.	Vermin Proof Enclosure in case of Wooden or Wooden Polymer Composite	Yes	
34.	Warranty	3 years	

9.4 Desktop Computer

Technical Details			OEM Compliance on their Letterhead (Y/N)
Processor			
1	Processor Make	Intel / AMD	
2	Processor Generation	Intel core i5 12400, 12th Generation or higher / AMD Ryzen 5 5600G or higher	
Motherboard			
3	Motherboard	Compatible chipset	
Memory			
4	Type of RAM	DDR4 or better	
5	RAM Size (GB)	16GB or above	
6	RAM Speed (MHz)	3200 Mhz or above	
7	RAM Expandability	32 GB or above	
Storage			
8	Type of Hard Disk Drive	SSD	
9	Capacity (GB)	512 GB	
Operating System			

10	Operating System (Factory Pre-Loaded)	Microsoft Windows 11 Prof. 64 Bit, OEM certified under Microsoft STF (Shape the future) program	
11	Recovery Image Media	Stored in partition of Hard Disk / USB drive from OEM / Cloud	
Input Devices			
12	Mouse Connectivity	USB Wired	
13	Type of Mouse	Optical same OEM	
14	Keyboard Connectivity	USB Wired	
15	Type of Keyboard	Standard Keyboard same OEM	
Networking			
16	Ethernet	Yes - 10/100/1000	
Ports			
17	Number of USB ports	Four or above	
18	HDMI or VGA or both	Yes	
19	Other	Microphone, Stereo Headphone and other standard ports	
Monitor -TCO with 8.0 and above			
20	Diagonal Viewing Size:	21.5 Inches or above	
21	Monitor Resolution	1920x1080 or higher	
Certification and Warranty			
22	Certifications	RoHS, TCO	
23	Onsite warranty	5 Years comprehensive onsite warranty.	
24	Additional Requirement	Antivirus for desktop, As per Specification mentioned in Item-9.5	

9.5 ANTIVIRUS

Technical Details	
<p>ANTIVIRUS with following features</p> <ul style="list-style-type: none"> • Anti Ransomware, EMAIL Protection, IDS/IPS Protection, FIREWALL Protection, Advanced Device Control, Spam Protection. • Application Control – Blocklist & Safelist, Disk Encryption Management, YouTube Access Controller, Google Access Controller, Asset Management, Installed Software report and change report, Session Activity Monitoring, Data Backup. • Browsing and Phishing Protection, Vulnerability Scan, 3rd Party App Remover, Web Filtering, Advanced Device Control, Spam Protection, Application Control – Patch Management. 	

9.6 600VA Offline UPS

S/No	Technical Details	Description	OEM Compliance on their Letterhead (Y/N)
1.	Capacity	600 VA	
2.	Backup Time	Minimum 20 minutes on full load	
3.	Input Voltage	140 - 300 VAC	
4.	Input Frequency	50hz+ _10%	
5.	Output Voltage	230+ _10%	
6.	Output Frequency Range	50~60 HZ	
7.	Transfer time	typically 4-8 ms	
8.	Output Waveform	Simulated or Modified Sine Wave	
9.	Battery Type	Sealed Maintenance Free (included)	
10.	Charging Time	4 to 6 hours up to 90% capacity	
11.	Efficiency	90% or better	
12.	Indicators	AC Mode, Battery Mode, Fault Mode	
13.	Noise Level	Less than 40dB	
14.	Warranty	2 years on UPS and Battery	

9.7 Smart TV (65 inch)

Sn	Technical Details	Description	OEM Compliance on their Letterhead (Y/N)
1	Display Type	UHD or better	
2	Screen Size (Inches)	65 inches or higher	
3	Resolution	3840 x 2160 or better	
4	Category	Smart	
5	Operating System	Android/WebOS/Tizen	
6	Viewing Angel (Horizontal: Vertical)	170:170 or better	
7	Contrast Ratio	1100:1	
8	Brightness	400 nits of higher	
9	Mount type	Both Table and wall mount	
10	Inbuild Speakers	20 watts of higher	
11	Port & connectivity	HDMI, USB, Audio, WIFI, RJ-45 and other standard ports	
12	Details of accessories	Remote, Connecting Cables, Batteries, Table Stand, Wall Mount Kit, User Manual Etc.	
13	Voltage	100-240 V, 50 Hz	
14	Certification	BIS Registration	
15	Warranty	Five Years	

10. Delivery, Payment Terms & Penalty

10.1. Delivery of all hardware will be done at school level. The list of the school consists of School Name, Address, Principal name and contact details as given in this document.

10.2. Delivery timeline, payment schedule and applicable penalty are as below:

Sn	Deliverables	Timeline	Payment	Penalty
1	Phase 1: Supply Hardware & Software & Successful installation and commissioning of equipments, Setting up of TabLab and make it functional at each schools of the respective District.	T1= T + 75 days	87.5% of the total value of Hardware & Software supplied shall be released after completion of following: - 1. Proof of delivery of consignment to the destination places verified by School Principal, as per dispatch instructions 2. Submission of bills along with verified copy of delivery challan by School Principal in triplicate and 3. Successful installation and commissioning Report verified by School Principal. 4. Technical Verification of equipment by District level technical committee at schools. Payment will be released after deduction of penalty if any.	0.5% per week or part of thereof, of the total payment to be made in Phase 1. Payment of those school will not be released in following conditions:- 1. Any equipment is not as per technical specification 2. Found Damage or Faulty 3. Incomplete or partial delivery of the Bill of material at school.
2	Phase 2: PBG submission and SLA signing.	T2= T1 + 30 Days	10% of total value shall be released after submission of performance bank guarantee and signing of Service Level Agreements (SLAs) with respective DEOs.	
3	Phase 3: Warranty period for 5 Year. (Go-live after Phase1)	T3= T1 + 5 years	The balance 2.5% payment will be released in installments of 0.5% at the end of each year during the warranty service period based on satisfactory performance after deduction of penalty if any.	Penalty will be deducted as mentioned in SLAs

T= Date of signing of contract between District Education officer and Successful bidder.

10.3. Penalty up to a cap of 5% will be applicable in each phase. Unrealistic Delay without any valid reason or without written intimation delay more than 10 weeks will be sufficient to forfeit Performance Bank Guarantee of the bidder. Phase 2 payment will not be released in such a case for all schools of the district.

- 10.4. In case, the selected bidder does not supply the ordered items for any reason, the bidder will be liable to pay the difference amount to the purchaser, over and above the performance guarantee, which the indenter department has to pay to the next or other selected bidder for purpose of the said items.

11. Change request of new make & model:

- 11.1. No "End of Life" product should be quoted in the bid. Make & Model quoted by the bidder should be available till the contract period (duly supported for spares/OEM support for contract period).in any case, change of make & model of quoted item will not be allowed.
- 11.2. However, during the contract period, if the OEM stops manufacturing the quoted model and the bidder will offer to supply a new make & model instead of quoted make & model, then compulsorily min. percent (2 %) of that item's total value shall be deducted from the payment of that particular qty. of item. Also, whenever such a change is proposed by the bidder, prior permission of DPI, SED to do so will be required.
- 11.3. It is ensured by the bidder that the offered new make & model should have comparatively equal or higher technical specification against the quoted make & model in the bid in all aspects. DPI, SED team will re-evaluate the product as per the technical comparison chart submitted by the bidder in such case.

12. Draft Service Level Agreement (SLAs)

[This agreement is to be made on Notarized Stamp paper of Rs. 500/-]

{to be signed by selected bidder and District Education Officer}

This AGREEMENT is made on between District Education Officer, Dewas (hereinafter called DEO Dewas) which expression shall include its SUCCESSORS and <<Successful bidder>> (hereinafter called the “Successful Bidder”) which expression shall include its SUCCESSORS.

Whereas the successful bidder has agreed with the DEO Dewas to supply and installation of computer hardware, peripherals and other related accessories in 07 Schools of MP in the manner set forth in the terms & conditions of the bidding document appended herewith and at the rates set forth in the said **Annexure-I** under warranty services during the warranty period of the FIVE years, on the following TERMS CONDITIONS.

- a) COMMENCEMENT: The AGREEMENT is effective after successful installation of all the equipment purchased and will remain valid for a period of FIVE years thereafter.
- b) Upon Completion of this AGREEMENT Successful bidder will return all papers, materials and other properties of the AGREEMENT to the DEO Dewas along with a certificate of fully functional status of the supplied equipments.
- c) No charges will be payable by the DEO Dewas to the Successful bidder for the replacement of any item which is under warranty.

1. Scope of Services to be performed by Bidder

- 1.1. The successful bidder has to supply, install, commission & maintain hardware, software and connected accessories, and keep in working condition.
- 1.2. The supplied Hardware, Software and connected accessories must be brand new and unused.
- 1.3. For providing after sales services during warranty period, the Successful bidder shall intimate the name, address, e-mail ID and contact number of qualified service engineers who shall be responsible for service support and report to the District level Committee and School Principal as well as DEO Office of the respective districts. The Successful bidder shall intimate online portal, toll free number (Escalation matrix).
- 1.4. Bidder should have service call logging mechanism through telephone number / Toll free Number/ Email ID/ Ticketing Tool /online portal.
- 1.5. The Successful bidder must attend the complaint within 3 working days.
- 1.6. All logged complaints related to Hardware/Software of the supplied equipment should be resolved within 5 working days after the complaint is being registered by the Principal.
- 1.7. The Service Engineer shall submit a sealed & signed Service call report by the School Head/Teacher hardcopy to school.
- 1.8. In case of any part replacement related issue, the complaint should be resolved within 7 working days.
- 1.9. In case of major fault due to unavoidable circumstances, DEO will give relaxation under cure period maximum up to 10 working days.
- 1.10. During Warranty period any defective part/s shall be repaired/replaced free of cost, if necessary, the Licensed OS shall be reloaded with all necessary updates and patches to make the system

fully operational except consumables like cartridges, cables/connectors/plastics Gears, force full damaged in furniture/wear and tear because of mishandling, sliding key-board tray of computer table.

- 1.11. The Successful bidder shall provide at least one preventive maintenance service at all locations every year and submit details of all the visits at the end of each year to the District Education office.
- 1.12. The operating system and other software packages shall be upgraded / updated by bidder from time to time as and when an upgraded version of operating system is available as well as during preventive maintenance schedule.
- 1.13. The successful bidder has to
 - Maintain the hardware, software and connected accessories in proper working condition throughout the contractual period.
 - To maintain necessary systems and processes to track the project progress
 - Report the progress periodically as required by the Department.
- 1.14. School Principal will maintain a Complaint Log register in the format as per **Annexure-1**.
- 1.15. Annual call details for complaint which are not resolved within 7 days will be compiled and forwarded to DEO as per **Annexure-2**. On the basis of Annexure-2, DEO shall have the right to recover the penalty amount from the annual amount to be paid to the successful bidder.
- 1.16. Preventive maintenance includes check system health, cleaning of system, dust removal, removal of temp file from system and making all the equipment operational.
- 1.17. Bidder needs to maintain log of service call report along with a signed hard copy of the service call report which are to be submitted to the DEO to claim yearly retention money.
- 1.18. The service support of the Successful bidder will be reviewed every quarter. If, the Successful bidder fails to provide service support as above, the Successful bidder shall have to pay a penalty of Rs. 200/- per machine per working day. On the recommendation of the School Principal, DEO shall have the right to recover the penalty amount to be paid to the successful bidder.
- 1.19. If any equipment gives continuous trouble, say five times in one month during the warranty period, the bidder shall replace the same with new equipment without any additional cost to the department.
- 1.20. During service support, in case of any dispute, the decision of the DEO will be final and binding on the successful bidder.
- 1.21. Before end of the contract period, the user department reserves a right to do a random check of minimum 5% of systems and the serial number of the systems should match the original serial numbers of the sub-assemblies with the exception of the parts or system that have been changed in the course of repairs and replaced during the contract period.
- 1.22. The Scope of services also includes:-
 - Necessary setup for TabLab.
 - The bidder to coordinate with school administration for installation sign-off in specified schools as per the requirements of the project
 - Maintain in working condition all Equipment deployed.
 - Bidder is responsible for providing users functional online training for the equipments & software to be supplied under this project in co-ordination with DEO/Schools for normal

operations and conversant in installation of hardware & software and its basic troubleshooting.

- Bidder will have to provide operational training of supplied hardware, Operating Software and peripherals to all school teachers during installation of all items at schools.

1.23. Upkeep of records and periodic reporting

- The Bidder shall deliver all reports, notifications and information, including all data, operating logs and information as required by DEO on the project as given below:
- Maintenance and Daily Operating Logs of equipment: The Bidder shall prepare and maintain daily operating logs, records and reports documenting the operation, maintenance and repair of Hardware and connected accessories.

1.24. The bidder to participate in quarterly, half-yearly and yearly review meeting

2. Bank Guarantee

- 2.1. The successful bidder shall furnish an irrevocable Bank Guarantee in favor of the District Education Officer, Dewas equal to 3% of the value of the purchase order valid for a period of **62 months** from the date of completion of all equipment installation.
- 2.2. The Bank Guarantee will be released by the District Education Officer „Dewas to the successful bidder after successful performance of the supplied equipments under the warranty period and OK report for complete functionality of the equipments duly signed by the teacher/Principal is received. In case the service provider fails to provide proper services as per terms and conditions, the DEO will have the right to forfeit the Bank Guarantee.
- 2.3. The Bank Guarantee should be of a Nationalized Bank/ Scheduled Bank situated in India.
- 2.4. When penalty is recovered under clause 1.11 and 1.19 through encashment of Bank Guarantee in part or in whole, the Successful bidder shall provide additional Bank Guarantee within a period of 7 days from such encashment to complete the deficiency and to make the Bank Guarantee amount equal to 3% of the value of Purchase Order as in clause 2.1.

FORCE MAJEURE: neither party shall be liable for any delay in performing obligations or for failure to perform obligation if the delay or failure results from any of the following (whether happening in India or elsewhere) FORCE MAJEURE shall mean Act of God or fire, earthquake, Explosion, accident, strikes or lockouts, riots, civil commotion, civil disobedience or anything beyond the control of either party, so as to lead to a complete inability to a party to perform its obligations. Force Majeure also includes the circumstances like Power fluctuation, earthing issue, lightening factor etc.

3. **SUB-CONTRACTING:** The Successful bidder shall not subcontract or permit anyone other than the Successful bidder personnel to perform any of the work, services or other performance required from the Successful bidder under the AGREEMENT.
4. **CONFIDENTIALITY:** The Successful bidder acknowledge that all materials and information which has or will come into its possession or knowledge in connection with this AGREEMENT or the performance hereof, whether consisting of confidential and proprietary data or not disclosure of which or use by the third parties may be damaging or is capable of causing loss to the DEO, will at all time be held by in the strictest confidence breach of confidentiality shall amount to a breach of this contract.
5. **ARBITRATION:** All disputes and differences of any kind arising out of or in connection with the AGREEMENT shall be resolved by ARBITRATION only in accordance with and subject to Arbitration and conciliation Act 1996. The dispute shall be decided by a sole Arbitrator at Bhopal, if the dispute is not resolved as per clause 1.8.

6. Each party warrants and guarantees that it has full power and authority to enter into and performing this AGREEMENT and the person signing the AGREEMENT on behalf of each party has been properly authorized and empowered to enter into this AGREEMENT. Each party acknowledges that it has read this AGREEMENT. Understands it and agrees to be bound by it.

In witness where of the parties hereto have executed this AGREEMENT on the above-mentioned date.

For Successful Bidder Authorized Signatory Name: Designation:	For District Education Office Authorized Signatory Name: Designation:
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Witness Name: Designation:	Witness Name: Designation:
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Annexure 1: Complaint Log register

Sn	Call Reporting Date	Complaint Details Hardware/Software	Service Engineer's Visit Date	Resolution Status Resolved / Pending	If Pending than 2 nd Visit Date	Resolution Status Resolved / Pending	If Pending than 3 rd Visit Date	Resolution Status Resolved / Pending	Sign of Service Engineer

Annexure 2: Annual call details for complaint which is not resolved within 7 days.

Sr. No. of Annexure 1	Call Reporting Date	Call resolution date	No. of Days Taken	No. of days beyond 7 working days
			Grand Total	

Preventive Maintenance Date:/...../

13. Shape the Future letter from Microsoft regarding Eligibility for Directorate of Public Instruction

Microsoft Corporation
One Microsoft Way
Redmond, WA 98052-6399

Tel 425 882 8080
Fax 425 706 7329
www.microsoft.com



Wednesday, September 11, 2024

Neeraj Kumar Saxena
School Education Department, Government of MP
Directorate of Public Instruction, Gautam Nagar
Bhopal, Madhya Pradesh 462021
India

Re: Shape the Future Letter of Eligibility for School Education Department, Government of MP (18676)

Microsoft hereby approves the School Education Department, Government of MP as eligible for the Microsoft Shape the Future Initiative ("Initiative"), using the National Academic Product pre-installed and distributed on devices that meet the Initiative device hardware configuration requirements.

School Education Department, Government of MP must provide this letter (all pages) and Appendix A to an Original Equipment Manufacturer ("OEM") when requesting information, requesting a price quotation or submitting an order for the fulfillment of the appropriate (National Academic only) Licenses ("Licenses") identified below.

School Education Department, Government of MP may order from the OEM, devices preinstalled with, no more than 14000 Licenses for the SKU listed below, or any subsequent product. All devices distributed pursuant to this Letter of Eligibility must meet the hardware configuration requirements for the corresponding SKU:

Windows® 11 Pro (National Academic only)(Standard)

The Licenses may only be distributed to the educational institutions in Appendix A and only in association with the Initiative. In addition, Microsoft may request School Education Department, Government of MP submit proof of receipt of the Licenses, such as an OEM invoice, a shipment record or similar documentation which demonstrate receipt.

School Education Department, Government of MP eligibility to participate in the Initiative described herein will expire two years from the date of this letter. Any modifications or extensions to participation in the Initiative, including but not limited to, Initiative terms, conditions, and eligibility criteria must be in writing and issued by Microsoft. Microsoft reserves the right to terminate the Shape the Future program and this eligibility letter entirely if and when Microsoft considers it appropriate.

Inquiries related to this letter should be submitted to your Microsoft representative.

Reference Number: 18676 9/11/2024

Microsoft Corporation is an equal opportunity employer.

14. Make & Model List

#	Item Description	Make & Model	Name of the OEM	Compliance Submitted (Yes/No)
1.	Tablet			
2.	Desktop Computer			
3.	Antivirus			
4.	65" Smart TV			
5.	600 VA Line Interactive UPS			
6.	Charging Station			
7.	Headphone			

Note:

1. The minimum technical specification of the above items is as per Sr. no-9.
2. The bidder has to quote only one make and model against each item.

15. Checklist for the Bidder

Checklist to be submitted along with technical bid

Sn	Description	Supporting Document	Reference file/Document (File Name)	Page No.#
1.	EMD Details (Receipt/Exemption Certificate etc.)			
Pre-qualification/Eligibility Criteria for Bidder				
2.	The Bidder shall be a legally registered entity in India and shall have been in operation for at least three (03) years as on last date of bid submission.	Certificates of incorporation/ Registration Certificates along with relevant legal document		
3.	The Bidder must have average annual turnover of Rs.280 Lacs in last three financial years i.e., FY 2021-22, FY 2022-23 & FY 2023-24.	The copies of Audited Annual Accounts/Statutory CA Certificate with UDIN number for last three years shall be uploaded along with the bid.		
4.	<p>Bidder should have</p> <p>(a) One project of similar nature costing not less than the amount equal to Rs 44.80 Lacs to Rs 56.00 lacs</p> <p>(b) Two projects of similar nature costing not less than the amount equal to Rs 28.00 Lacs to Rs 33.60 lacs</p> <p>(c) Three projects of similar nature costing not less than the amount equal to Rs 22.40 Lacs to Rs 28.00 lacs</p>	Copy of work orders/Contract & Client Certificate - performed for similar type of IT Infrastructure works of Computers Supply, Installation, Testing & Commissioning/supply of Computer LAB Equipment's/ Smart Classroom Equipment in any Govt/semi-govt/public sector organization/institute satisfactorily during the last 5 years as on last date of bid submission.		
5.	The bidder should be authorized by its OEM for Desktop, Printer, UPS and Smart TV to quote the bid.	Bid specific MAF from OEM should be submitted by bidder		
6.	The bidder must have one office in Madhya Pradesh. In case, bidder does not have an office in MP, bidder should give undertaking to open the office in MP within 30 days from the date of contract.	Copy of any of the documents as follow: Property tax bill/ Electricity Bill/Telephone Bill/VAT/CST/GST Registration / Lease agreement. OR Undertaking to open office on bidder's letterhead		

Sn	Description	Supporting Document	Reference file/Document (File Name)	Page No.#
7.	The bidder must submit an undertaking that they have not been black- listed/ debarred by any state government / central government / PSU in the last three years as on the last date of bid submission.	Undertaking on the Stamp paper duly Notarized that the firm has never been blacklisted/barred (temporary or permanent) and disqualified by any state government / central government / PSU undertaking in India needs to be furnished.		
8.	Bidder should submit the ink signed undertaking of No deviation for the Technical Specifications ask in bid.	No Deviation Certificate from Bidder		
9.	Bidder has to submit valid ISO 9001-2015 for Quality Management System certificate	Valid Copy of ISO Certificate		
10.	The Bidder must submit their valid PAN, GST Registration Certificate	Valid PAN & GST Registration Certificate		
Pre-qualification/Eligibility Criteria for OEM				
11.	Bidder should quote Desktop, SMART TV and UPS from those OEM who have average annual turnover as below globally during each last three financial Years i.e., FY 2021-22, FY 2022-23 & FY 2023-24. 1. For Tablet OEM- Rs. 65 Crores 2. For Smart TVs OEM- Rs. 6 Crores 3. For Desktop OEM- Rs. 5 Crores If the country of origin of OEM follows (i.e. January to December) as the financial year, then the financial turnover of the OEM would be considered as per calendar year for 2022, 2023 and 2024.	The copies of Audited Annual Accounts/Statutory CA Certificate with UDIN number for last three years shall be uploaded along with the bid.		
12.	OEM of any component should not be blacklisted/debarred by any state government/ central government / PSU in	Ink signed Self-Declaration from OEM of Desktop, Printer, Smart TV, UPS and Antivirus in this regard.		

Sn	Description	Supporting Document	Reference file/Document (File Name)	Page No.#
	last three years as on last date of bid submission			
13.	The Original Equipment Manufacturer (OEM) of the products quoted against this bid should be ISO 9001:2015 or higher Process Certified OEM for manufacturing.	ISO certificates are required for Desktop, UPS and Smart TV.		
14.	Offered Computers, UPS and Smart TV OEM should have working service support mechanism to support the services under warranty period.	Service setup details on OEM letter head/ OEM Ink signed Undertaking duly notarized on Stamped paper should be submitted by bidder in technical bid		
15.	Smart TV OEM should have registered service branch/ office in MP since last 3 years.	Service branch / office details on OEM letter head/ OEM Undertaking should be submitted by bidder in technical bid		
16.	The said project is to be delivered on turnkey basis by the OEM authorized bidder. For this, OEM has to ensure timely availability of Spare parts/ part replacement/ defective non repairable part or equipment during the warranty period.	Separate Ink signed undertaking from OEM of Desktop, Tablet, Smart TV, and Antivirus on their letter head is to be submitted adhering to the after-sales support parameters from the OEM side.		
17.	Notarized Power of Attorney (PoA- from OEM to authorize their representative) to Sign the MAF, undertaking as asked in the bid need to be submitted. Without PoA, technical bid will be rejected.	Notarized Power of Attorney from OEM of Desktop, Tablet, Smart TV, and Antivirus and should be submitted in this regard.		
18.	Offered Computer OEM should be listed in the latest IDC report under Top 5 IT OEM.	Bidder will have to submit the Latest IDC Report of Quoted Desktop Computer OEM at the time of bidding.		
19.	Line-by-line compliance of the Technical specification asked in the bid on OEM's	Ink signed Line by line compliance of Technical Specification on OEM		

Sn	Description	Supporting Document	Reference file/Document (File Name)	Page No.#
	Letterhead. (It is applicable for all quoted products)	letterhead. (It is required from all product OEM)		
20	TV OEM should have the valid manufacturing License on its own name in India from 5 years at time of bidding to manufacture interactive display, Smart TV's and other related items.	Copy of Valid manufacturing license to be submitted along with Technical Bid		
21	TV OEM should have BIS certificate on its own name and OEM's name and India manufacturing Factory address Details should be mentioned on the submitted BIS Certificate	Copy of BIS Certificate is to be submitted in technical bid		
22	Smart TV OEM should have the defined / authorized process of disposing off E-waste as per GOI guidelines valid approval letter form respective department (CPCB) under Govt. of India	Approval Letter from CPCB copy of letter is to be submitted in technical bid		
23	Microsoft Authorization	Confirmation letter from the Microsoft authorized person stating that Desktop and Laptop OEM will supply all devices with Genuine Microsoft OS following Microsoft Shape the Future program guidelines and technical parameters.		
24	Processor OEM Authorization	Desktop and Laptop OEM has to provide confirmation letter from the desktop Processor manufacturer/ OEM that the offered Intel / AMD processor OEM will continue support throughout the life of the offered product under this bid.		
25	Anti-Virus OEM- Offered Product should be 100% Make in India. and Offered License should be valid for 5 years.	Relevant document		

Sn	Description	Supporting Document	Reference file/Document (File Name)	Page No.#
26	Anti-Virus OEM- OEM's Datasheet for the technical verification each asked feature Ink signed Technical Compliance is to be submitted by Antivirus OEM. All mentioned features should be visible on public domain of OEM's official website	Ink signed Technical compliance on OEM letter head along with technical literature / Self-attested Product Datasheet to be submitted by OEM		
27	Anti-Virus OEM- ISO/IEC 20000-1:2018 or ISO 9001: 2015 Certificate is to be submitted.	ISO Certificate		
28	Anti-Virus OEM- OEM competent Authority should issue MAF in favor of bidder with details of authorized OEM Name, Designation, email id, phone no, office address in case of MAF verification.	Bid specific MAF from OEM should be submitted by bidder		
29	Anti-Virus OEM- OEM Should have Company Operated Office in M.P from Last 5 Years.	Undertaking on the Stamp paper duly Notarized that the OEM has Company Operated Office in M.P from Last 5 Years. OEM has to submit OEM's GST certificate / Rent Agreement/ Electricity Bill / Telephone bill/ office registration certificate as a proof along with technical bid.		
30	The responsibility of applicable GST will be of bidder/OEM only as per the category of the product & applicability of GST rate. Dept. will not take any responsibility OR make any additional payment if any tax liability arises.	Bidders are required to submit undertaking letter for the same along with technical bid.		
31	Make and Model as per Sr no. 15	Make & Model List		
32	Contact details of the bidder and OEM	Contact Details of the Bidder and the OEM is to submitted for the verification of the submitted papers under this bid		
33	Data Sheet of the product quoted	Data Sheet from OEM for all product quoted as per make & Model List.		

16. Tentative School List- District: Dewas

Note: This is a tentative list of schools. It may vary at the time of Contract signing.

S/N	Block	UDISE Code	School Name	Address	Pin Code	Principal Name	Mobile No.
1	DEWAS	23230105708	GOVT HSS SANNOD	Sannod	455221	MEHARBAN SINGH PARSANIYA	9827568730
2	DEWAS	23230137004	GOVT. HSS MODEL SCHOOL DEWAS	Dewas	455001	DEVENDRA BANSAL	9425051452
3	TONKKHURD	23230211910	GOVT. HSS CHIDAVAD	Chidavad	455116	SANTOSH KUMAR MANDLOI	9300406008
4	BAGLI	23230411808	GOVT. HS POLAKHAL	Polakhal	455227	LAXMI KHANDE	9993133660
5	BAGLI	23230440406	GOVT. HSS EXCELLENCE BAGLI	Bagli	455227	SMT.SONIYA VERMA	9617203860
6	KANNOD	23230521110	GOVT. HS NAVIN KANNOD	Kannod	455332	KISHAN BUDATIYA	9827800711
7	KHATEGAON	23230620801	GOVT. HSS MODEL SCHOOL KHATEGAON	Khategaon	455336	JYOTI BECK	7869142989