

**GEM bid for Supply of Computer hardware and other peripherals to set up ICT Labs and Vocational IT Labs in schools of District **Ratlam** Madhya Pradesh**

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**District - **Ratlam****

**2024**

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**Bid for implementation of ICT Lab in 27 schools across District- Ratlam Madhya Pradesh including Supply of Hardware, Software, including Functional Training and Maintenance of the Systems for 5 years on behalf of District Education Office- District- Ratlam**

**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 ICT Lab/Vocational IT Lab and Digital Library facilities under Samagra Shiksha Abhiyan, PMSHRI and STARS.

The School Education Department of Government of Madhya Pradesh aims at preparing its students to participate creatively in the establishment, sustenance and the growth of a knowledge society leading to all round socio-economic development of the state and be a competitive match at the global stage. Towards this goal the department intends to set-up ICT/Vocational IT Labs in schools across districts of the state. Procurement is to be carried out in de-centralized mode in all districts across MP. Under ICT, the state plans to integrate technology-enabled learning, assessments, and remediation by providing access to computers to students within the classroom environment.

Currently, it has planned to implement ICT Lab as below:

**Table-1**

**Number of Labs in the district**

Sn	ICT Lab	No. of Schools
1	SSA-ICT Lab and SSA Vocational IT Lab– with 9 Computers	19
2	SSA-ICT Lab – with 6 Computers	XX
3	PMSHRI ICT Lab and STARS VocLab(Spill over) – with 15 Computers	01
4	STARS Vocational IT Lab(Spill over)– with 23 Computers	XX
5	Digital Library – with 3 Computers	XX
6	Digital Library(Spill over)– with 5 Computers	XX
7	Digital Library(Spill over)– with 8 Computers	XX
8	Atal Tinkering Lab– with 3 Laptops	05
9	CM Rise school lab - with 55 computers	02

**The tentative list of schools is attached at Sr No. 16**

The selected agency will provide computer hardware, operating system software & other equipment's with LAN cabling, commissioning and maintain for a period of 5 years and provide function training to school staff as defined in this document.

**2. Implementation Process:**

It is decided to implement ICT Lab in various schools across district - Ratlam, Madhya Pradesh. This bid is floated for supply, installation, commissioning & maintenance services **for 5 years on turnkey basis.**

**Requisite Facilities at Govt. Schools Classroom under this Project to be provided on Turnkey basis:**

Under this bid, IT LAB infrastructure is to be established at selected schools of the district for which below mentioned list of equipments are to be set-up in computer lab:

Table-2

## Component wise Quantity (Number of Items in a Lab)

Sn	Items	ICT/IT lab				Digital Library			ATL Lab	CM Rise school lab
		SSA-ICT Lab	SSA-ICT Lab	PMSHRI-ICT Lab	STARS Voc Lab	Sanc in 24-25	Spill over 23-24	Spill over 23-24		
1	Desktop Computer i5 (with necessary LAN cabling for Networking)	9	6	15	23	3	5	8	x	x
1A	Desktop Computer i5 (without Networking)	x	x	x	x	x	x	x	x	55
2	Anti Virus (As per number of PC and Laptop)	9	6	15	23	3	5	8	3	55
3	Laser Printer- MFP	1	1	1	2	1	1	1	x	3
4	1 KVA Online UPS (UPS power supply with network switch and computers. Mains supply to Printer)	x	x	1	x	1	1	x	x	1
5	2 KVA Online UPS (UPS power supply with network switch and computers. Mains supply to Printer and Smart TV)	1	1	1	2	x	x	1	x	1
6	10 KVA Online UPS (UPS power supply with network switch and computers. Mains supply to Printer and Smart TV)	x	x	x	x	x	x	x	x	1
7	65" Smart TV	1	1	1	1	x	x	x	x	4
8	Networking Switch 8	x	1	x	x	1	1	1	x	x
9	Networking Switch 16	1	x	1	2	x	x	x	x	x
10	ATL Lab Laptop	x	x	x	x	x	x	x	3	x

Table-3

## Total Quantity Calculation Chart

Total Quantity = "Numbers of Items as mentioned in Table-2" X "Number of Labs" (filled by district)

Components →		ICT/IT Lab				Digital Library			ATL Lab	Cm Rise School lab	Total Items
Number of Computers in a Lab →		9	6	15	23	3	5	8	3	55	
1	Number of Labs	19	XX	01	XX	XX	XX	XX	05	02	27
1A	Total Computers	171	XX	15	XX	XX	XX	XX		XX	186
2	Total Computers	XX	XX	XX	XX	XX	XX	XX	XX	110	110
3	Total Anti Virus	171	XX	15	XX	XX	XX	XX	15	110	311
4	Total Printers	19	XX	01	XX	xx	XX	XX		06	26
5	Total UPS1 KVA			01		xx	XX			02	03
6	Total UPS2 KVA	19	XX	01	XX			XX		02	22
7	Total UPS10 KVA	xx	xx	xx	xx			xx		02	02
8	Total Smart TV	19	XX	01	XX			XX		08	28
9	Total Switch 8 port	xx	XX	xx	xx	xx	XX	XX		xx	00
10	Total Switch 16port	19	xx	01	xx				XX	xx	20
11	Total Laptop								15	xx	15

XX – Numbers to be filled

**The bidder must quote only one make and model against each item.**

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.

### 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 Details of Purchaser	Name: SMT ANITA SAGAR Designation: DISTRICT EDUCATION OFFICER Office name: DISTRICT EDUCATION OFFICE RATLAM Office Address: SAYAR CHABUTARA GHAANS BAZAR RATLAM Email: deorat-mp@nic.in PhonNo.: 07412-270446, 407402
2	Bank Details for EMD	Bank Name : STATE BANK OF INDIA, Ratlam A/c Number : 41442349827 IFSC Code : SBIN00313385

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)

EMD Amount is as mentioned in the GEM Bid.

EMD exemption is allowed as per latest GEM Terms and Conditions/For MSME Madhya Pradesh Store Purchase Rule will be applicable.

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

#### 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. 1020 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><b>Bidder should have</b></p> <p>a) <b>One project</b> of similar nature costing not less than the amount equal to <b>Rs. 163 Lacs to Rs. 204 lacs</b></p> <p>b) <b>Two projects</b> of similar nature costing not less than the amount equal to <b>Rs. 102 Lacs to Rs. 123 lacs</b></p> <p>c) <b>Three projects</b> of similar nature costing not less than the amount equal to <b>Rs. 82 Lacsto Rs. 102 lacs</b></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, Laptop, Printer, UPS, Smart TV to quote 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. <b>OR</b> Undertaking to open office on bidder's letter head
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 <b>PAN, GST</b> Registration Certificate	Valid PAN & GST Registration Certificate

**Note: Consortium in any form will not be permitted.**

**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, Laptop, 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 &amp; FY 2023-24</p> <ol style="list-style-type: none"> <li>1. Desktop and Laptop OEM- Rs. 270 Cr or More</li> <li>2. Smart TV OEM- Rs. 30.00 Cr or More</li> <li>3. UPS OEM- Rs. 32.00 Cr or More</li> </ol> <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, Laptop, Printer, Smart TV, UPS 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, Laptop, Printer, UPS and Smart TV in this regard.</p>
4.	<p>Offered Desktop, Laptop Printer, UPS 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</p>	<p>Separate Ink signed undertaking from OEM</p>

Sn	Criteria of OEM	Supporting Document
	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.	of Desktop, Laptop, Printer, Smart TV, UPS 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 OEM will responsible for after sales support on backto 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,Laptop,Printer, UPS and Smart TV should be submitted in this regard.
8.	Offered Desktop/Laptop OEM should be listed in latest IDC report under Top 5 IT OEM.	Bidder will have to submit Latest IDC Report of Quoted Desktop/Laptop 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/Laptop Processor OEM Authorization	Desktop and Laptop OEM has to provide confirmation letter from the desktopProcessor manufacturer/OEM that the offered Intel/AMD processor OEM will continue support throughout the life of the offered product under this bid.
15	<b>Anti-Virus OEM</b> -Offered Product should be 100% Make in India. and Offered License should be valid for 5 years.	Relevant document
16	<b>Anti-Virus OEM</b> -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	<b>Anti-Virus OEM</b> -ISO/IEC 20000-1:2018 or ISO 9001:2015 Certificate is to be submitted.	ISO Certificate
18	<b>Anti-Virus OEM</b> -OEM competent Authority should issue MAF in favor of bidder with details of authorized OEM Name, Designation, email id, phoneno, office address in case of MAF verification.	Bid specific MAF from OEM should be submitted by bidder
19	<b>Anti-Virus OEM</b> -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, **Ratlam** and successful bidder on notarized Stamp paper of Rs. 500.

## 8. Warranty

Comprehensive **onsite warranty for 5 years** from the Go Live date after 100% installation & commissioning in all the schools in district.

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.

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-**

Bidder must quote/offer product with min. specifications as mentioned below only and evaluation will be carried out on following specifications:

**Item-1 : Desktop Computer (with necessary LAN cabling for Networking)**

<b>Processor</b>		
1	Processor Make	Intel / AMD
2	Processor Generation	Intel core i5 12400, 12th Generation or higher / AMD Ryzen 5 5600G or higher
<b>Motherboard</b>		
3	Motherboard	Compatible chipset
<b>Memory</b>		
4	Type of RAM	DDR4 or better
5	RAM Size (GB)	16 or above
6	RAM Speed (MHz)	3200 Mhz or above
7	RAM Expandability	32 GB or above
<b>Storage</b>		
8	Type of Hard Disk Drive	SSD
9	Capacity (GB)	512 GB
<b>Operating System</b>		
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
<b>Input Devices</b>		
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
<b>Networking</b>		
16	Ethernet	Yes - 10/100/1000
<b>Ports</b>		
17	Number of USB ports	Four or above
18	HDMI or VGA or both	Yes
19	Other	Microphone, Stereo Headphone and other standard ports
<b>Monitor -TCO with 8.0 and above</b>		
20	Diagonal Viewing Size:	21.5 Inches or above
21	Monitor Resolution	1920x1080 or higher
<b>Certification and Warranty</b>		
22	Certifications	RoHS, TCO
23	Onsite warranty	5 Years comprehensive onsite warranty.
24	Additional Requirement-1	Computer should be offered with networking work including Cat 6 Cable , Casing- capping with all accessories along with cable laying. I/O, Patch cords connected to network switch fixed in network Rack etc. As per Specification mentioned in Item-6.
25	Additional Requirement-2	Antivirus for every desktop, As per Specification mentioned in Item-2.

## Item-1A : Desktop Computer for CM Rise Schools (without Networking)

<b>Processor</b>		
1	Processor Make	Intel / AMD
2	Processor Generation	Intel core i5 12400, 12th Generation or higher / AMD Ryzen 5 5600G or higher
<b>Motherboard</b>		
3	Motherboard	Compatible chipset
<b>Memory</b>		
4	Type of RAM	DDR4 or better
5	RAM Size (GB)	16 or above
6	RAM Speed (MHz)	3200 Mhz or above
7	RAM Expandability	32 GB or above
<b>Storage</b>		
8	Type of Hard Disk Drive	SSD
9	Capacity (GB)	512 GB
<b>Operating System</b>		
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
<b>Input Devices</b>		
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
<b>Networking</b>		
16	Ethernet	Yes - 10/100/1000
<b>Ports</b>		
17	Number of USB ports	Four or above
18	HDMI or VGA or both	Yes
19	Other	Microphone, Stereo Headphone and other standard ports
<b>Monitor -TCO with 8.0 and above</b>		
20	Diagonal Viewing Size:	21.5 Inches or above
21	Monitor Resolution	1920x1080 or higher
<b>Certification and Warranty</b>		
22	Certifications	RoHS, TCO
23	Onsite warranty	5 Years comprehensive onsite warranty.
24	Additional Requirement	Antivirus for every desktop, As per Specification mentioned in Item-2.

## Item 2 Antivirus (forevery desktops and laptops)

### ANTIVIRUS with following features

- 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 reportand 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.

### Item-3 :Specifications of A4 size Multi-Function Laser Printer

1	Technology	Laser with Print/Scan and Copy feature
2	Toner Technology	Integrated Drum and Toner
3	Print/Copy Speed	18 ppm or higher
4	First-Page-Out Time	12 sec or better
5	Resolution	600 dpi or better
6	Processor/Bits/MHz	600 Mhz or higher
7	Recommended Monthly Volume	2,000 pages or higher
8	Std Paper Capacity	100 sheets or higher
9	System Memory (Std/Max)	128 MB or higher
10	Duplex	Manual
11	Std Output Tray Capacity	50 sheets or higher
13	Toner Capacity	Minimum 1000 pages
14	Interface Type	Hi-Speed USB 2.0;
15	Warranty	5 Years onsite warranty.

#### Item-4 : 65 inch Smart TV

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 standardports
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

#### Item-5 : Online UPS - 2 KVA

Sn	Description / Parameter	Specifications
1	Input Voltage Range	160 V to 280 V at full load
2	Input Frequency Range	47 Hz to 53 Hz
3	Input Power Factor	0.98 or better
4	Output Voltage Regulation	230V ± 1%
5	Output Frequency	50 Hz ± 0.1% Free running
		50 Hz ± 0.6% synchronised to mains
6	Output Power rating	2000 VA / 1600 watts
7	Output Waveform	Pure Sine Wave
8	Total Harmonic distortion for linear and non linear loads	Less than 5% for linear and non linear load.
9	Overload capacity	150% for 10 seconds
10	Efficiency overall	better than 90%
11	Operating Temperature	0-45 degree Celsius or better
12	Protection	Input and output under voltage and over voltage protection
		output short circuit protection
		output overload protection
		phase reversal feature between input and output

13	Indications	Mains on, Charger on, Battery low, Invertor on, Trip
14	Alarm	a) Low Battery b) Mains failure
15	Management	
a	SNMP	UPS should have SNMP enabled capability
b	RS 232 / USB	Should support all major operating systems and environments
16	Backup time	1 Hour on full resistive load of 1600 watts
17	Static Bypass	To be provided if required with changeover within 4 ms
18	UPS warranty	5 years onsite warranty including related accessories
19	Battery Warranty	Minimum 2 years ( SMF Battery )
20	Certification & Testing	BIS certified
21	Testing	To be tested at any NABL accredited LAB if required by the successful bidder
22	Additional Requirement	Offered UPS should be including UPS power connectivity with each supplied computers and Network Switch. Mains connectivity with Printer and TV to make the LAB in working condition.

### Item-6 : Online UPS - 1 KVA

Sn	Description / Parameter	Specifications
1	Input Voltage Range	160 V to 280 V at full load
2	Input Frequency Range	47 Hz to 53 Hz
3	Input Power Factor	0.98 or better
4	Output Voltage Regulation	230V $\pm$ 1%
5	Output Frequency	50 Hz $\pm$ 0.1% Free running 50 Hz $\pm$ 0.6% synchronized to mains
6	Output Power rating	1000 VA / 800 watts
7	Output Waveform	Pure Sine Wave
8	Total Harmonic distortion for linear and non linear loads	Less than 5% for linear and non linear load.
9	Overload capacity	150% for 10 seconds
10	Efficiency overall	better than 90%
11	Operating Temperature	0-45 degree Celsius or better
12	Protection	Input and output under voltage and over voltage protection output short circuit protection output overload protection phase reversal feature between input and output
13	Indications	Mains on, Charger on, Battery low, Invertors on, Trip
14	Alarm	a) Low Battery b) Mains failure

Sn	Description / Parameter	Specifications
<b>15</b>	<b>Management</b>	
a	SNMP	UPS should have SNMP enabled capability
b	RS 232 / USB	Should support all major operating systems and environments
16	Backup time	1 Hour on full resistive load of 800 watts
17	Static Bypass	To be provided if required with changeover within 4 ms
18	UPS warranty	5 years onsite warranty including related accessories
19	Battery Warranty	Minimum 2 years ( SMF Battery )
20	Certification & Testing	BIS certified and D&B Certificate with 2A3 rating
21	Testing	To be tested at any NABL accredited LAB if required by the successful bidder
22	Additional Requirement	Offered UPS should be including UPS power connectivity with each supplied computers and Network Switch. Mains connectivity with Printer to make the LAB in working condition.

### Item-5 : Online UPS - 10 KVA

Sn	Description / Parameter	Specifications
1	Input Voltage Range	160 V to 280 V at full load
2	Input Frequency Range	47 Hz to 53 Hz
3	Input Power Factor	0.98 or better
4	Output Voltage Regulation	230V $\pm$ 1%
5	Output Frequency	50 Hz $\pm$ 0.1% Free running
		50 Hz $\pm$ 0.6% synchronised to mains
6	Output Power rating	10000 VA / 8000 watts
7	Output Waveform	Pure Sine Wave
8	Total Harmonic distortion for linear and non linear loads	Less than 5% for linear and non linear load.
9	Overload capacity	150% for 10 seconds
10	Efficiency overall	better than 90%
11	Operating Temperature	0-45 degree Celsius or better
12	Protection	Input and output under voltage and over voltage protection
		output short circuit protection
		output overload protection
		phase reversal feature between input and output



13	Indications	Mains on, Charger on, Battery low, Invertor on, Trip
14	Alarm	c) Low Battery d) Mains failure
15	Management	
a	SNMP	UPS should have SNMP enabled capability
b	RS 232 / USB	Should support all major operating systems and environments
16	Backup time	1 Hour on full resistive load of 1600 watts
17	Static Bypass	To be provided if required with changeover within 4 ms
18	UPS warranty	5 years onsite warranty including related accessories
19	Battery Warranty	Minimum 2 years ( SMF Battery )
20	Certification & Testing	BIS certified
21	Testing	To be tested at any NABL accredited LAB if required by the successful bidder
22	Additional Requirement	Offered UPS should be including UPS power connectivity with each supplied computers and Network Switch. Mains connectivity with Printer and TV to make the LAB in working condition.

### Item-7 :Network Switch

Switch	Type	Ports
10/100/1000 MBPS Auto Sensing Layer2 Switch	Layer 2	16
10/100/1000 MBPS Auto Sensing Layer2 Switch	Layer 2	8

### Item-8 :Networking

Switch	Type	Ports
Network Cable (For connecting Computers to Switch)	Cat6E	
Input/Output Connector (For connecting Computer over LAN)	Cat6E	
Patch Cord (For connecting Computer to LAN)	Cat6E	
Network Rack for keeping Network switch in lock and keys	01	

#### Additional

**requirement** - Cat 6E-Cable Casing, Capping along with cable laying. Including I/O, Patch cords etc as below:

- a) Network Cable (For connecting Computers to Switch)
  - b) Input/output Connector (For connecting Computer over LAN)
  - c) Patch Cord (For connecting Computer to LAN)
- Completion of LAN related above works are Integral part of the supply.

### Item-9 :Mains and UPS Power Distributionin computer Lab to make the Lab operational

1	Main supply connection to UPS, Printer and Smart TV.
2	UPS Power Distribution points with 3 Switchesand 3 Sockets connected to Network Switchand each Computer (as per number of computers mentioned in Scope of work document)
3	All UPS Power Distribution point should be connected with UPS backup.
4	Switches, Socketsand Cable should be BIS-ISI Mark
5	All the electrical switches will be installed as per the layout provided by principal of the school.

## Item-10 :Core i5 Laptop for ATL

SN	Item	Min Asked Technical Specifications
1	Processor	Min Intel® Core i5-1334U processor / AMD Ryzen 5 5625U or higher
2	Chipset	Integrated in Processor
3	Chassis	With metallic hinges
4	Memory	Min16 GB DDR4,should support Dual Channel, Memory expandability up to 32 GB or higher with 2 DIMM Slots.
5	Storage	Min Storage of 512 GB SSD or higher
6	Graphics	Integrated graphics
7	Audio	Integrated audio controller with 2 Integrated stereo speakers
8	Operating System	Microsoft Windows 11 Professional Under Microsoft STF Program
9	Networking	Integrated Gigabit 10/100/1000 Ethernet Controller 802.11ax, WLAN and Bluetooth® 5.1 or higher
10	Ports/ Slots	Video: 1 HDMI, Audio: 1 Headphone/microphone combo jack. USB 3.1 -2 numbers, USB Type C -1 number, M.2 for WLAN & Storage
11	Keyboard	keyboard with backlit
12	Touchpad	Touchpad with gestures support
13	Battery	Min 3-cell, 36Whr Li-ion Long-life Battery or better
14	Power Adapter	45 W with 85% average efficiency or better Adapter
15	Display	15.6" , FHD (1920 x 1080), 720pHD Webcam
16	Security	Firmware TPM 2.0 or higher, security lock slot
17	Manageability	Drivers should be available on OEM Website for download
18	Certifications	Microsoft Windows 11, FCC,CE, RoHS, Energy Star 8, ISO 9001, 14001, 20001, 27001 for OEM.
19	Weight including battery	1.8 Kg or less
20	Warranty	3 Years onsite including battery
21	Carry Case	Carry Case should be from the OEM, 3 <sup>rd</sup> party carry case will not be accepted

### 10. Delivery, Payment Terms & Penalty

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.

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

Sn	Deliverables	Timeline	Payment	Penalty
1	<b>Phase 1:</b> Supply Hardware & Software & Successful installation and commissioning of equipments, Setting up of Infrastructure, Computer Lab and make it functional at each schools of the respective District.	T1= T + 75 days	<b>87.5% of the total value of Hardware &amp; Software supplied shall be released after completion of following: -</b> 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 there of, 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	<b>Phase 2:</b> 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.**

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.

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:**

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.

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.

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, <<Ratlam >> (hereinafter called DEO Ratlam) 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 <<Ratlam >> to supply and installation of computer hardware, peripherals and other related accessories in 27 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 Ratlam along with a certificate of fully functional status of the supplied equipments.
- c) No charges will be payable by the DEO Ratlam to the Successful bidder for the replacement of any item which is under warranty.

### 1. Scope of Services to be performed by Bidder

The successful bidder has to supply, install, commission & maintain hardware, software and connected accessories, and keep in working condition.

The supplied Hardware, Software and connected accessories must be brand new and unused. 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).

Bidder should have service call logging mechanism through telephone number / Toll free Number/ Email ID/ Ticketing Tool /online portal.

The Successful bidder must attend the complaint within 3 working days.

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.

The Service Engineer shall submit a sealed & signed Service call report by the School Head/Teacher hardcopy to school.

In case of any part replacement related issue, the complaint should be resolved within 7 working days.

In case of major fault due to unavoidable circumstances, DEO will give relaxation under cure period maximum up to 10 working days.

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 keyboard tray of computer table.

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.

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.

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.

School Principal will maintain a Complaint Log register in the format as per **Annexure-1**.

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.

Preventive maintenance includes check system health, cleaning of system, dust removal, removal of temp file from system and making all the equipment operational.

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.

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.

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.

During service support, in case of any dispute, the decision of the DEO will be final and binding on the successful bidder.

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.

The Scope of services also includes:-

- Necessary LAN setup for ICT Lab.
- 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.
- 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.
- The bidder to participate in quarterly, half-yearly and yearly review meeting

## 2. Bank Guarantee

The successful bidder shall furnish an irrevocable Bank Guarantee in favor of the District Education Officer, **Ratlam** 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.

The Bank Guarantee will be released by the District Education Officer, **Ratlam** 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.

The Bank Guarantee should be of a Nationalized Bank/ Scheduled Bank situated in India.

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.

- 3. 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.
- 4. 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.
- 5. 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.

- 6. **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.
- 7. 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.

<b>For Successful Bidder</b> Authorized Signatory Name: Designation:	<b>For District Education Office</b> 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 <sup>nd</sup> Visit Date	Resolution Status Resolved / Pending	If Pending than 3 <sup>rd</sup> 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
			<b>Grand Total</b>	

**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 pre-installed 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.	Desktop Computer			
2.	Antivirus			
3.	A4 Size MFP Laser Printer			
4.	65" Smart TV			
5.	2 KVA Online UPS			
6.	1 KVA Online UPS			
7	10 KVA Online UPS			
8	16 port - 10/100/1000 Mbps Auto sense <b>unmanaged</b> Switch			
9	8 port - 10/100/1000 Mbps Auto sense <b>unmanaged</b> Switch			
10	Laptop			

**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.)			
<b>Pre-qualification/Eligibility Criteria for Bidder</b>				
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 <b>Rs. 1020 Lacs</b> 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.	<b>Bidder should have</b> <b>d) One project</b> of similar nature costing not less than the amount equal to <b>Rs 163 Lacs to Rs. 204 lacs</b> <b>e) Two projects</b> of similar nature costing not less than the amount equal to <b>Rs. 102 Lacs to Rs. 123 lacs</b> <b>a) Three projects</b> of similar nature costing not less than the amount equal to <b>Rs. 82 Lacs to Rs. 102 lacs</b>	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 <b>PAN, GST</b> Registration Certificate	Valid PAN & GST Registration Certificate		
<b>Pre-qualification/Eligibility Criteria for OEM</b>				
11.	<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 &amp; FY 2023-24.</p> <p><b>1.Desktop and Laptop OEM- Rs. 270 Cr or More</b></p> <p><b>2.Smart TV OEM- Rs. 30 Cr or More</b></p> <p><b>3.UPS OEM- Rs. 32 Cr or More</b></p> <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>	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	Ink signed Self-Declaration from OEM of Desktop, Laptop, Printer, Smart TV,		

Sn	Description	Supporting Document	Reference file/Document (File Name)	Page No.#
	government/ central government / PSU in last three years as on last date of bid submission	UPS and Antivirus in this regard.		
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, Laptop, Printer, UPS and Smart TV.		
14.	Offered Computers, Laptop, Printer, 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, Laptop, Printer, Smart TV, UPS, 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, Laptop, Printer, UPS, Smart TV 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/Laptop Computer OEM at the time of bidding.		
19.	Line-by-line compliance of the Technical	Ink signed Line by line compliance of		

Sn	Description	Supporting Document	Reference file/Document (File Name)	Page No.#
	specification asked in the bid on OEM's Letterhead. (It is applicable for all quoted products)	Technical Specification on OEM 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 from respective department (CPCB) under Govt. of India	Approval Letter from CPCB copy of letter is to be submitted in technical bid		
23	Microsoft Authorisation	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	<b>Anti-Virus OEM</b> -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	<b>Anti-Virus OEM</b> -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	<b>Anti-Virus OEM</b> -ISO/IEC 20000-1:2018or ISO 9001:2015 Certificate is to be submitted.	ISO Certificate		
28	<b>Anti-Virus OEM</b> -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	<b>Anti-Virus OEM</b> -OEM Should have CompanyOperated Office in M.P from Last 5 Years.	Undertaking on the Stamp paper duly Notarized that the OEM has CompanyOperated 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		



Sn	Description	Supporting Document	Reference file/Document (File Name)	Page No.#
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: <<Ratlam >>

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

#### List A: Tentative Schools for ICT Lab - Unit Cost 6.25 Lakhs

S/N	Block	UDISE Code	School Name	Address	Pin Code	Principal Name	Mobile No.
1	A LOT	23200104709	GOVT. HS VIKRAMGARH	GRAM VIKRAMGARH	457114	Kodarsingh maida	9575823411
2	A LOT	23200102907	GOVT. HS KHAJURI DEVDA	GRAM KHAJURIDEVDA	457114	NARAYANLAL PANWAR	9826445815
3	A LOT	23200109807	GOVT. HS TALOD	GRAM TALOD	457114	DILIP SHARMA	9907399366
4	A LOT	23200118910	GOVT. HS MADHOPUR	GRAM MADHOPUR	457118	KALURAM PARIHAR	9575426696
5	BAJNA	23200207112	GOVT. HS KUNDANPUR	GRAM KUNDANPUR	457555	PREETI SHARMA	9425937759
6	JAORA	23200302006	GOVT HSS ASAVATI	GRAM ASAVATI	457336	KALURAM MALVIYA	9575426696
7	JAORA	23200315122	GOVT. HSS BADAVIDA	GRAM BADAVIDA	457226	GOVIND SINGH MALIVAD	9907832174
8	PIPLODA	23200400112	GOVT. HSS MAVTA	GRAM MAVTA	457333	DOULATRAM NINAMA	9424049323
9	RATLAM	23200503809	GOVT. HSS PALSODA	GRAM PALSODA	457001	AFAQ AHMAD SIDDIQ	9993991876
10	RATLAM	23200510712	GOVT. HSS SIMLAVDA	GRAM SIMLAVDA	457441	BASANT GARWAL	9993835726
11	RATLAM	23200512510	GOVT. HSS LUNERA	GRAM LUNERA	457001	RAJKUMAR SARWAN	9993477518
12	RATLAM	23200514612	GOVT.. HSS BILPANK	GRAM BILPANK	457441	FATEHSINGH RATHORE	8989820906
13	RATLAM	23200514818	GOVT. HSS DHARAD	GRAM DHARAD	457441	SAMRATH SINGHBURIYA	9827236616

14	RATLAM	23200515212	GOVT. HSS BHATIBADODIYA	GRAM BHATIBADO DIYA	457001	HEERALAL DAMAR	9406825094
15	RATLAM	23200533905	GOVT. HSS DEENDAYAL NAGAR RATLAM	RATLM	457001	ISRAR KHAN	9827608478
16	SAILANA	23200604541	GOVT. HSS MODEL (RMSA) SAILANA	SAILANA	457550	GIRISH SARASWAT	9827362353
17	SAILANA	23200612209	GOVT. HSS BERDA	GRAM BERDA	457550	PRATAP SINGH SISODIYA	9752913395
18	SAILANA	23200618317	GOVT. HSS GIRLS SHIVGARH	GRAM SHIVGARH	457001	JITENDRA GUPTA	9424809150
19	SAILANA	23200624502	EKLAVYA HSS SAILANA	SAILANA	457550	Mr NARENDRA	7351604511

**List C: Tentative Schools for ICT Lab - Unit Cost 9.60 Lakhs**

S/N	Block	UDISE Code	School Name	Address	Pin Code	Principal Name	Mobile No.
1	RATLAM	23200517703	M.S. SIMLAVADA	GRAM SIMLAVADA	457441	Girdharilal Gehlot	9826426830

**List H: Tentative Schools for Laptop (ATL Lab) - Unit Cost 1.50 Lakhs**

S/N	Block	UDISE Code	School Name	Address	Pin Code	Principal Name	Mobile No.
1	ALOT	23200118303	GOVT. HS KOTHADITAL	GRAM KOTHADITAL	457114	VINOD SHARMA	9893920239
2	BAJNA	23200210419	GOVT. HS KANYA SHIKHSA PARISAR BAJNA	GRAM BAJNA	457555	GANTNTRA MENTA	7000392271
3	PIPLODA	23200407709	GOVT. HS NANDLETA	GRAM NANDLETA	457331	VITTHAL BHUJ	9826901792
4	RATLAM	23200507009	GOVT. HS KANERI	GRAM KANERI	457001	RC MAIDA	9827726470
5	RATLAM	23200517703	GOVT. MS SIMLAVDA	GRAM SIMLAVDA	457001	GIRDHARILAL GEHLOT	9826426830

**List A: Tentative CM RISE Schools for ICT Lab - Unit Cost 34 Lakhs**

S/N	Block	UDISE Code	School Name	Address	Pin Code	Principal Name	Mobile No.
1	ALOT	23200106734	CM RISE H.S. SCHOOL ALOT	ALOT	457114	FIROZ KHAN	9993121888
2	JAORA	23200318403	CM RISE H.S SCHOOL JAORA	JAORA	457226	RAJENDRA BOS	9993666672