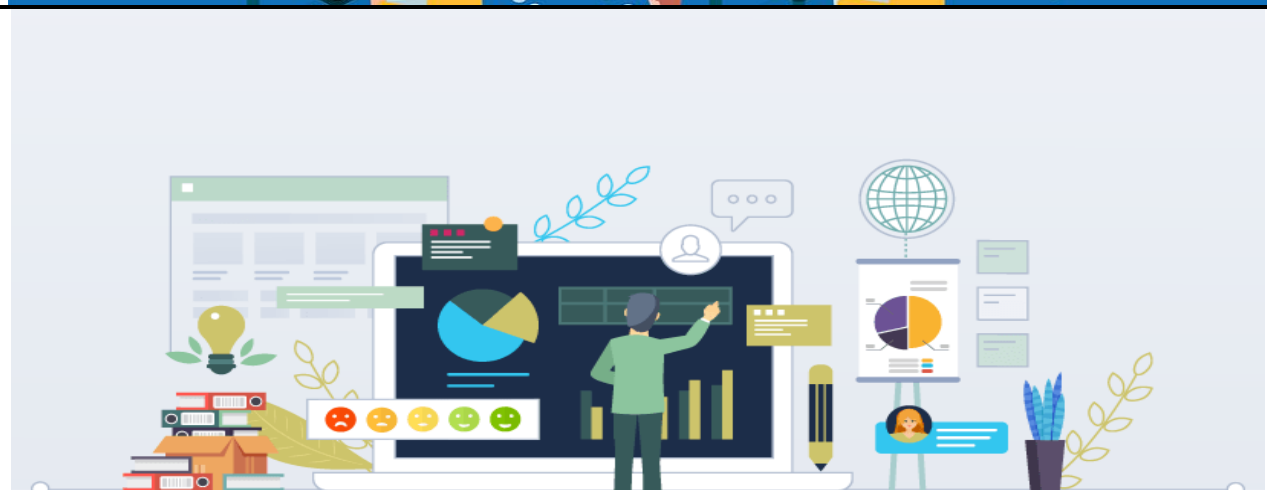


**Tender-Notification /Request for Proposal (RFP) for Selection of Manufacturers/System-Integrators for Supply, Installation, Testing, Commissioning and Aftersales Support of e-Learning Solution for a Government Educational Body against RFP Notification No. ITI/MSP/NZ/2K21/RFP/1/ eLS Dated 17<sup>th</sup> May 2021**



<b>Tender (RFP) Reference</b>	<b>ITI/MSP/NZ/2k21/RFP/1/eLs</b>
<b>Due Date and Time for submission of Bid</b>	31.05.2021; 04:00 p.m.
<b>Opening Date and Time of the Technical-Bid</b>	01.06.2021; 10:30 a.m.
<b>Cost of the Tender Documents</b>	<b>INR 40000 payable at below mentioned details:</b> <b>Name: ITI Limited</b> <b>Account No.: 06230500000010</b> <b>IFSC Code: BARB0CURZON</b> <b>Branch: Bank of Baroda, KG Marg</b> <b>MICR: 110012021</b>
<b>EMD</b>	<b>Declaration of EMD (2% of project cost)</b>
<b>Tender Document Issued to</b>	
<b>Signatures and Date of the issue of the RFP Document</b>	

## INDEX

This RFP document has been designed in a structured format where each sub section covers the description of that part to make it easy to comprehend (for the prospective bidders) .The intention of doing so is to minimize the ambiguities.

The bidders are requested to go through the each sub section carefully to assess the general requirement, terms & conditions of ITI and scope of work etc.

Sr. No	DESCRIPTION OF THE SUB SECTION	PAGE		
		From	To	Total
1.	Covering Page of the Bid / RFP Document	01	01	01
2.	Index, Preface and RFP Notification	02	06	05
3.	Annexure-A Acceptance of Terms & Conditions	A-1	A-2	02
4.	Annexure-B Bid Introduction and Bidding Terms	B-1	B-9	09
5.	Annexure-C Conditions (General)	C-1	C-4	04
6.	Annexure-D Documents for Bidder's Eligibility	D-1	D-1	01
7.	Annexure-E Eligibility Parameters	E-1	E-1	01
8.	Annexure-F Financial-Bid Format	F-1	F-2	02
9.	Annexure G-Guidelines to the Bidders for Bids	G-1	G-4	04
10.	Annexure-I Integrity Pact	I-1	I-5	05
11.	Annexure-J Justifications w.r.t. RFP/Tender	J-1	J-1	01
12.	Annexure-K Key Assumptions	K-1	K-1	01
13.	Annexure-M Methodology of Project Planning and Management	M-1	M-2	02
14.	Annexure-O Operation and Support Plan	O-1	O-2	02
15.	Annexure-P Presentation	P-1	P-1	01
16.	Annexure-Q Quantity (Bill of Quantities)	Q-1	Q-1	01
17.	Annexure-R Responsibility Matrix;	R-1	R-1	01
18.	Annexure S-Specifications and System Features	S-1	S-5	05
19.	Annexure-T Terms of Reference	T-1	T-4	04
20.	Annexure-U Undertaking for Non-Black-listing	U-1	U-1	01
21.	Annexure- W Work Details (Scope of Work)	W-1	W-4	04
22.	Annexure-Z e-Tendering Methodology	Z-1	Z-3	03
<b>Total Pages in e-Version of the RFP/Tender Document =</b>				<b>60</b>

This RFP/Tender Document has been published in the Month of May 2021 by ITI Limited Northern Zone New Delhi. The document is meant for prospective Bidders/Vendors/ System- Integrators/ ITI's Customer and ITI Limited only.

Bidder's Signatures and Stamp



## **Preface:**

ITI Limited, an Executing Agency on behalf of a Government Body (End-Client) invites bids from eligible bidders to participate in the Tender for **Supply and Implementation of e-Learning Solution** meant for further installation at different locations belonging to beneficiaries of some Government scheme. The end customer has already assigned the task of procurement of the said systems to ITI Limited.

As the Tender activities in respect of the aforesaid Project has been entrusted to ITI Limited (hereinafter referred to as ITI / Executing Agency/Nodal Agency), we have floated this RFP to identify the best source to procure the said item. For the purpose of all procurement activities related to the said work, ITI Limited shall be referred to as 'Executing Agency'.

The Bidding for the said purpose has to happen in a Single Stage (Two- Bids System) through e-Tendering on ITI's e-Tendering Portal.

Interested bidders have to necessarily register themselves on the portal [www.tenderwizard.com/ITILIMITED](http://www.tenderwizard.com/ITILIMITED) through M/s ITI Limited New Delhi to participate in the bidding under this invitation for bids. It shall be the sole responsibility of the interested bidders to get them registered at the aforesaid portal for which they are required to contact M/s ITI Limited, New Delhi to complete the registration formalities. The address of M/s ITI Limited is mentioned on the Bid Information Sheet. All required documents and formalities for registering on Tender Wizard are mentioned in the subsequent bidding document (**Annexure-Z** may please be referred).

For proper uploading of the bids on the said e-Tending portal, it shall be the sole responsibility of the bidders to apprise themselves adequately regarding all the relevant procedures and provisions as detailed in the portal as well as by contacting M/s ITI Limited, New Delhi directly, as and when required, for which contact details are also mentioned on the Bid Information Sheet. The Executing agency in no case shall be responsible for any matter related to timely or properly uploading/ submission of the bid in accordance with the relevant provisions of the Bidding Document.

Bidders should submit their bid proposal online complete in all aspect on or before last date and time of Bid Submission as mentioned on e-Tendering Portal of ITI Limited and as indicated in the Bid Information Sheet.

Contract (Supply and Services) shall be on FOR destination basis. The Supply shall include Transportation for delivery at site, Insurance of all Equipment and materials including mandatory spares and any other supplies specified in the Tender / RFP/EoI Document and providing all related services.

The services shall include Logistics, Storage, Handling at Site, Performance Testing, Training-Documentation and Warranty-Support in respect of all the Items supplied under the scope of Supply and any other miscellaneous services specified in the Bid Document.

The provisioning of the Warranty-Support of the Items for 3 (Three) Years from the date of acceptance is also a Part of the Scope of Work.

All Bidders are requested to go through the next sheet where a Gist of the e-bidding has been shown in a Tabular Form.

**Gist of the Bidding:**

Sr. No.	Legends	Process /Options	Valid Option	Remarks
1	Type of Bidding	Single Stage	Single Stage	2 Bid System (Tech and Price)
		Two Stage		
2.	Multiple Bidding System	Allowed		
		Not Allowed	Not Allowed	
3.	Bid Evaluation Methodology	Quality and Cost Based Selection	Quality and Cost Based Selection	
		Cost Based Selection		
4.	Bidding of Technical Part	Manual		The Bidders to submit Physical Copy of Technical-Bid also.
		E-Tender	E-Tender	
5.	Bidding of Commercial Part	Manual		
		E-Tender	E-Tender	
6.	Consortium	Allowed		
		Not Allowed	Not Allowed	
7.	Pre-Bid Meeting	Yes		
		No	No	
8.	Technical Presentation	Applicable	Applicable	
		Not Applicable		
9.	Site Visit	Allowed		
		Not Allowed	Not Allowed	
10.	Registration on e-Tendering Portal against fee	Applicable	Applicable	The bidders are required to get them registered
		Not Applicable		
11.	Tender Processing Fee	Applicable		
		Not Applicable	Not Applicable	
12.	Earnest Money Deposit (EMD)	Applicable	Applicable	Declaration of 1.5 Cr (2% of project value)
		Not Applicable		
13.	Cost of Tender Document	Applicable	Applicable	40,000
		Not Applicable		
14.	Performance Security	Applicable	Applicable	3% of Project Value As per Notification
		Not Applicable		

**Note: Only a Colored Block indicates the VALID-OPTION**



**आईटीआई लिमिटेड**

( भारत सरकार का उपक्रम )

आंचलिक कार्यालय (उत्तर),

201-202 रोहित हाउस, 3- टॉलस्टॉय मार्ग

नई दिल्ली-110001

दूरभाष : 011-23314164, 43596383

फैक्स : 011-23317197

ईमेल : ro\_dli@itiltld.co.in

**ITI LIMITED**

( A Govt. of India Undertaking )

Zonal Office (North),

201-202 Rohit House, 3-Tolostoy Marg,

New Delhi-110001

Phone : 011-23314164, 43596383

Fax : 011-23317197

email : ro\_dli@itiltld.co.in

**CIN No : L32202KA195GOI000640****Reference /सन्दर्भ : ITI/MSP/NZ/2K21/RFP/1/ eLS****Dated /दिनांक : 17th May 2021****Request for Proposal (RFP)**

**SUBJECT:** Tender-Notification /Request for Proposal (RFP) for Selection of the Manufacturers/ Vendor/ System-Integrators for Supply, Installation, Testing, Commissioning and Aftersales Support of e-Learning Solution for a Government Educational Body against RFP Notification No. ITI/MSP/NZ/ 2K21/RFP/1/ eLS , Dated 15th May 2021.

Electronic-Bids are invited on behalf of some Government Organization through e-Tendering Process for the above mentioned item from well-established Manufacturers / Authorized Channel- Partners /Distributors /System Integrators.

Indian Companies having adequate capabilities may submit their e-Tender under 'Two-Bid System' for the same. It is a must for the bidders to meet the following Eligibility Criteria:

Sr. No	Eligibility Criteria for the OEM
01	The OEMs must have BIS Certification for IT Hardware.
02	The Main Hardware OEMs must have turnover of at least Rs 800 Crs
03	The OEMs must have at least 10 Service Centres/Authorized Service Partners (ASPs) in India
Sr No	Eligibility Criteria for the Bidders/Authorized Channel-Partners / Distributors / System Integrators (Common for both the Packages)
01	The Entity of the Bidder must be at least 5 Years Old as on date of the Bidding.
02	The Average Annual Turnover of the Bidder in last 3 financial Yrs must be Rs 80 Crs.
03	The Bidder's Net-worth must be Positive.
04	Bidder's Solvency/Bank Limit (issued within last 6 Months) should be at least Rs 5 Crores.
05	The Bidder must have OEM's Case-Specific Letter of Authorization (MAF) for all items.
06	The Bidder should have their presence at Minimum 2 Locations to provide timely support
07	Bidder should have following experience of doing IT projects with Govt. during last 5 fiscal Yrs as on 31.03.2021.  Four completed works costing not less than the amount equal to Rs. 5.00 Crs. Each. OR Two completed works costing not less than the amount equal to Rs. 10.00 Crs. Each. OR One completed work costing not less than the amount equal to Rs. 20 Crs.
08	Nos of Engineers / Support-Personnel on the Pay-roll of the Bidder should be minimum 30.
09	The Bidder must have ISO 9001 certification.
10	The Bidder must not have been blacklisted by any State / Central Government Department,

The interested companies may collect the Hard-Copy of the RFP Document (by paying mentioned tender document fee) as per the details given below:

Sr No	Address of the Designated office for RFP	ITI Limited, Delhi (As given above)
1	Contact Persons for the RFP Document.	Shri Prashant Kumar (CM-NT) 09910048364, 011-23317195 (Land Line) Shri Abhay Sharma AEE (Marketing) 7827450462, 011-23317195 (Land Line)
2	Cost of Tender Document	INR 40,000
3	EMD	1.5 Cr (2% of project value) declaration should be submitted
4	Due Date for the Submission of the Bid	31.05.2021; 04:00 p.m.
5	Opening Date and Time of the Technical-Bid	01.06EM.2021; 10:30 a.m.

Continued....

In order to get the clarity of the scope of work / Terms-Conditions, the bidders are requested to go through the Specifications and other project related requirements carefully. An explicit understanding of the requirement is rather essential for arriving at commercial assessment by the prospective bidders.

The selected bidder who is to play the role of a 'Supplier cum System-Integrator' has to enter in to an Agreement with ITI Limited to forge a case-specific business alliance (under sole investment business model for arranging the requisite inputs and subsequent deliverables (in future).

In case of any clarification, please contact the 'Designated Officers' whose details are shown on Page1.

As the above timelines are very important; any compromise on this account will not be accepted.

For **ITI LIMITED**



(Sanjay Jain)

**General Manager(Corporate-Marketing)**

Mobile : +91.9871886489

Email : sanjayjainsanjay@yahoo.com



**This RFP/EoI/Tender Document has been published in the Month of May 2021 by ITI Limited New Delhi. The document is meant for prospective Bidders /System Integrators / ITI's Customer and ITI Limited only.**



**Annexure-A**

**Undertaking For Unconditional Acceptance of Terms & Conditions of the Tender Document (to be furnished on Company's Letter Head)**

**General Manager (MSP-NZ),  
Zonal Office,  
ITI Limited,  
Flat No. 201-202, 3- Tolstoy Marg,  
New Delhi-110001**

**Subject: Tender-Notification /Request for Proposal (RFP) for Selection of Manufacturers/ System-Integrators for Supply, Installation, Testing, Commissioning and Aftersales Support of e-Learning Solution for a Government Educational Body against RFP Notification ITI/MSP/NZ/2K21/RFP/1/ eLS Dated 5<sup>th</sup> May 2021.**

Dear Sir,

Having examined the RFP/EoI/ Tender document, we, the undersigned, to your notice for the above mentioned item. We confirm that the information contained in this response or any part thereof, including its exhibits, and other documents and instruments delivered or to be delivered to ITI Limited is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the Buyer in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the short listing process, we are liable to be dismissed from the selection process or termination of the agreement during the project, if selected to do so.

We agree for unconditional acceptance of all the terms and conditions set out in the RFP/EoI/Tender document including annexures and corrigendum if any and also agree to abide by this tender response for a period of 06 Months from the date of the bid-opening.

We hereby declare that in case the agreement is awarded to us, we shall submit the Performance Guarantee in the form of bank guarantee in the format to be provided by ITI Limited.

We agree that ITI Limited is not bound to accept any tender response that they may receive. We also agree that ITI Limited reserves the right in absolute sense to reject all or any of the services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

We understand that it will be the responsibility of our organization to keep ITI Limited informed of any changes in respect of authorized person and we fully understand that ITI Limited shall not be responsible for non-receipt or non-delivery of any communication and/or any missing communication

in the event reasonable prior notice of any change in the authorized person of the company is not provided to ITI Limited.

Dated this      Day of **May 2021**

(Signature and Name)

(In the capacity of)

Duly authorized to sign the EoI/Tender/Bid for and on behalf of the bidder:

(Name and Address of Company)      Seal/Stamp of bidder

**Annexure-B****Bid- Introduction and Bid-Evaluation Process:**

ITI Limited (ITI) is a Public Sector Undertaking which functions under the aegis of The Ministry of Communications, Government of India. As such it follows all the financial and administrative rules and procedures put in place from time to time to conduct the business activities.

We at Zonal Office New Delhi (which is part of the Corporate Marketing Department located at Bangalore) are engaged in the business of Telecom/ICT/Solar-Power/Software Projects, Supply of Hardware and Software, Supply of various kinds of Machines/Appliances/Systems/Utility items /Consumables and the services related with these items.

**The Bidder:**

The objective of this Invitation for submission of this RFP /Tender is to identify a Vendor/Business Associate/System Integration Associate (SIA) to address a particular 'Business Requirement' which has emerged from a Govt. client for provisioning of e-Learning Solution. The prospective customer has already published/ disclosed its requirement which has been responded with the submission of the detailed Techno-commercial proposal.

The selected bidder who is to play the role of a 'Supplier/Sub-vendor/Business Associate/SI' has to enter in to a contract with ITI Limited to forge a case-specific business alliance to implement the Project as per the requirements of the ITI's end-customer.

During the bidding process, the vendor is supposed to provide the requisite Techno-commercial inputs to ITI as per the requirement/Specifications/Expectations/Scope of Work of the prospective customer to win a commercial-favor in terms of award of order to ITI. The name of the end-customer and other finer details of the Projects would be shared with the selected bidder prior to the actual bidding/submission of the final priced proposal to the end customer by ITI.

It should be noted that the business associate selected as Vendor /Supplier will not be allowed to have alliance with other bidders / competitors of ITI for the same business opportunity.

In the event of the award of an order to ITI, the selected business associate would act as a Supplier/Vendor/System Integration Associate to implement the project for which a separate 'Purchase/Work Order' would be placed on the selected vendor.

**Introduction to EOI/RFP/Tender Invitation:**

ITI is interested in addressing some of the prospected business opportunities where it is strongly positioned by virtue of its 'PSU Status', proven 'Project Management Capabilities' and rich 'Project-Experience'. ITI is looking for business association from reputed System Integrators/OEMs/Supplier who can assist ITI to win the business and ultimately help ITI in the execution of the project.

The prospective bidders are advised to study the EoI/RFP/Tender document carefully. Submission of your bid shall be deemed to have been done after careful study and examination of the same with full understanding of its implications. Failure to furnish all information required in the Document or submission of an EoI/Bid not substantially responsive to it in every respect will be at the Bidder's risk and may result in its outright rejection.



The Bidder shall bear all costs associated with the preparation and submission of its Bid, including cost of presentation for the purposes of clarification of the Bid, if so desired by ITI Limited. In no case, ITI would be responsible or liable for those costs, regardless of the conduct or outcome of the Tendering Process. ITI reserves the right, not an obligation, to carry out the capability assessment of the Bidder(s). This right inter alia includes seeking technical demonstrations, presentations and live site visits.

### **Vital Characteristics of a Business Associate:**

A 'Prospective Bidder' must possess the following basic qualities:

1. Willingness to sign agreement with ITI for addressing the end-customer's requirements as per his terms and conditions.
2. The requisite technical experience, qualification and competence in the field of implementation of **Government Projects**.
3. Investment Capability.
4. Ability to withstand the Business-Risk.
5. Understanding of provisioning of appropriate type of Products/Solutions/Service offerings best suited to the case-specific requirement.
6. Capability to provide all cost elements in time which need to be structured into the final costing of the project (as per the requirement of ITI's customer) with a clear intention of assisting ITI to win/conduct the business.
7. Arrangement of Warranty and Post Warranty Maintenance support.
8. Capability of customization of Machines as per the specifications / requirements of the customer.
9. Backing of OEMs through Letter of Authorization from the major OEMs.
10. Adherence to Ethical Business Practices and Professionalism.
11. Willingness to strive to achieve the maximum indigenous content, as per the guidelines of Govt. of India from time to time.
12. Compliance of 'No Infringement of any Patent Right' in accordance with the prevailing laws.

### **Definitions:**

Sr. No	Legends
a	<b>ITI</b> means M/s ITI Limited.
b	<b>EOI</b> means Expression of Interest to act as a Vendor / System Integration agency.
c	<b>RFP</b> (Request for Procurement) and <b>Tender</b> are used interchangeably in this document
d	The <b>Purchaser</b> means ITI Ltd.
e	The <b>End-Customer/Client</b> means the prospective client who would select ITI as a contractor and award order for end-to-end implementation of the project as envisioned under the Tender Document.
f	<b>SIA</b> means System Integration Associate or the Vendor who has been selected as an Implementation Agency. It carries the same meaning as that of a System Integrator
g	<b>SA</b> means <b>Service Agency</b> or the <b>Vendor</b> who has been selected as a <b>Service Provider</b> .

h	The <b>Bidder</b> means the SIA /Vendor who submits this EoI/Bid and subsequently provides inputs to ITI to participate in the Main Bidding against the tender notification of the ITI's end-customer.
i	The <b>Deliverables</b> means all the Systems (both Hardware and Software), Equipment, Devices, Services related with the proper execution of the project as envisaged under the Order / Contract to be signed by the 'end-customer'.
j	The <b>Purchase Order</b> means the order placed by ITI on the SI / Vendor.
k	The <b>Contract Price</b> means the price payable to the Supplier(s) / Vendor(s) under the Purchase order for the full and proper performance of its contractual obligations.
l	<b>Evaluation</b> is a process of adjudging the Bid/EoI to the satisfaction of ITI.
m	<b>ICT</b> means "Information and Communication Technology"
n	<b>LOI</b> means "Letter of Intent".
o	<b>Sole Investment Business Model</b> means the Investment Part pertaining to this opportunity would be handled exclusively by SI partner and ITI may not invest in the project. Though ITI shall not get direct financial exposure, the overall project related responsibilities would rest upon ITI for both monitoring and execution. ITI shall provide its project management expertise for smooth implementation of the entire project.
p	<b>IPR</b> means Intellectual Property Rights
q	<b>OEM</b> means Original Equipment Manufacturer
r	<b>QCBS</b> means Quality cum Cost Basis Selection where both Technical and Commercial aspects of bidding are taken in to consideration
s	<b>MOU</b> means Memorandum of Understanding
t	<b>EMD</b> means Earnest Money Deposit /Bid Security
u	<b>BoM or BoQ</b> means <b>Bill of Material / Bill of Quantities</b>
v	<b>MOU</b> means <b>Memorandum of Understanding</b>

### **Eligibility Criteria:**

The bidder must be a Registered Indian company. The Bidders are required to refer the '**Annexure-E**' for the details of the eligibility criteria. The bidders shall submit necessary documentary proof (certified photocopies) showing that they meet the specified eligibility criteria (Please refer **Annexure-D**).

Considering the importance of the project as well as that of the end customer, it is very much desirable that the bidders have sufficient experience in the desired area.

The bidder must have not been declared black listed / ineligible to participate for bidding during last five financial years by any State / Central Govt / or PSU due to unsatisfactory performance, breach of general or specific instructions, corrupt or fraudulent or any other unethical business practices ( please refer **Annexure-U** in this regard).

The date of Eligibility shall be Date of Publication of the RFP/EoI/Tender Notification.

In case if any of the Qualifying Criterion is not met, the Bid / Tender /EoI will be declared unresponsive and the same will not be evaluated further.

**Specific Terms and Conditions of RFP/ Tender:**

1. The requirement is meant for addressing a business opportunity which has emerged from some Government Body/Department against their already published/released Enquiry/ Tender-Notification / Invitation for the submission of Bids/ Techno-Commercial-Offer which envisages provisioning of the e-Learning Solution for some Educational Body.
2. The broad 'Scope of Work' would be as per the **Annexure-W** however the exact Scope of Work will be intimated to the selected Supplier/Vendor in due course of time (once bidder is short-listed) for addressing the opportunity/business-case.
3. The bidder (in the capacity of a vendor/Business Associate/Supplier) is supposed to address the business opportunity jointly with ITI under "Sole Investment Business Model". This may include arranging Bid Security and Performance Bank guarantee etc. All 'Terms and Conditions' as per ITI's customer with regard to Payment / Reward / Delivery/Penalty shall be applicable on the selected Business Associate /Supplier also (in the event of the award of the business to ITI by the end-customer). It may please be noted that ITI may not open any 'Escrow Bank Account' with the consortium member/SI (in the event of the award of the order to ITI). Under the exceptional conditions, the decision of Escrow Account may be considered only after obtaining approval/clearance from ITI's Corporate office.
4. ITI may consider the bidder (at its own discretion) for addressing other similar business opportunities related with Supply of e-Learning Solution during a period of **12 months** (from placement of Letter of Intent on the selected Vendor).
5. The bidder must be prepared to work with ITI limited on exclusive basis and will neither submit any direct proposal (to the end-client) nor submit any business proposal ( to the end-client) through other business partner/PSU. In case of violation of the same, the EMD (If Any) shall be forfeited and the bidder will be black-listed.

**Bid-Rejection Criteria:**

The Tender/Bid will be rejected in case any one or more of the following conditions are Observed:

1. Bids received without Proof of Purchase of RFP/EoI/Tender Document and EMD (If Any) as per requirement.
2. Bids which are not substantially responsive to the Invitation for the Tender.
3. Incomplete or conditional RFP/Tender that does not fulfill all or any of the conditions as specified in this document.
4. Inconsistencies in the information submitted.
5. Bids received without RFP payment will be rejected.
6. Misrepresentations in the bid proposal or any supporting documentation.
7. Bid proposal received after the last date and time specified in this document.
8. Bids found in unsealed cover, corrections in the bids.
9. Unsigned bids, bids signed by unauthorized person (without a valid Power of Attorney).
10. Bids containing erasures or overwriting except as necessary to correct errors made by the Bidder, in which case such corrections shall be authenticated by the person(s) signing the bid.

**This RFP/Tender Document has been published in the Month of May 2021 by ITI Limited Northern Zone New Delhi. The document is meant for prospective Bidders/Vendors/ System- Integrators/ ITI's Customer and ITI Limited only.**

**Bidder's Signatures and Stamp**



11. Bid shall remain valid for the specified period from the date of opening of RFP/ Tender/ Bid prescribed by the purchaser. A bid valid for a shorter period shall be rejected by the purchaser being non-responsive.

**Bid Evaluation Process / Methodology:**

This EoI/RFP would be subjected to a **2 Stage Evaluation Process**. All Bidders are requested to note the entire evaluation process carefully.

Prior to the detailed evaluation, ITI will determine the substantial responsiveness of each EoI / Bid to the EoI/RFP Document. For purpose of ascertaining the eligibility, a substantially responsive bid is one which confirms to all the terms and conditions of the EoI/RFP Document without deviations.

The purchaser's determination of bid's responsiveness shall be based on the contents of the bid itself without recourse to extrinsic evidence.

ITI may waive any minor infirmity or non-conformity or irregularity in the Bid/EoI which doesn't constitute a material deviation, provided such waiver doesn't prejudice or effect the relative ranking of any bidder.

The EoIs/Bids submitted by the Bidders would be subjected to a well-defined and transparent evaluation process.

The Bidder(s) will be evaluated on **QCBS (Quality cum Cost Basis Selection)** System with different weightage for Technical Bid and Commercial Bid (at different Bidding stages).

**First and Second Stage Bid Evaluation:**

All EoIs (bids) would be subjected to a process where the weightage of the technical part would be 65% and the weightage of the Commercial/Financial part would be 35%.

A maximum of 1000 marks will be allocated for the Technical Bid. The evaluation of functional and technical capabilities of the Bidders will be completed first as per the following process:

Only the technical proposals will be subjected for evaluation at this stage. The Bidders scoring less than 650 marks (cut-off score) out of 1000 marks in the technical evaluation shall not be short-listed for next stage of Financial-Bid Evaluation process.

In case, more than 5 participating Bidders qualify on technical criteria and reach or exceed the cut-off score of 650, then ITI may qualify maximum five (total) Bidders on the basis of the top five scores.

Only those Bidders who qualify as per the specified Eligibility Criteria shall be considered for the Technical Bid evaluation (First Stage evaluation) in which scores will be awarded based upon the evaluation matrix. The bidders scoring at least 650 points in the technical evaluation shall only be considered for further Evaluation. The scores of Technical Bids will be carried forward from first stage of Evaluation to Second Stage of Evaluation i.e. Financial Bid evaluation.

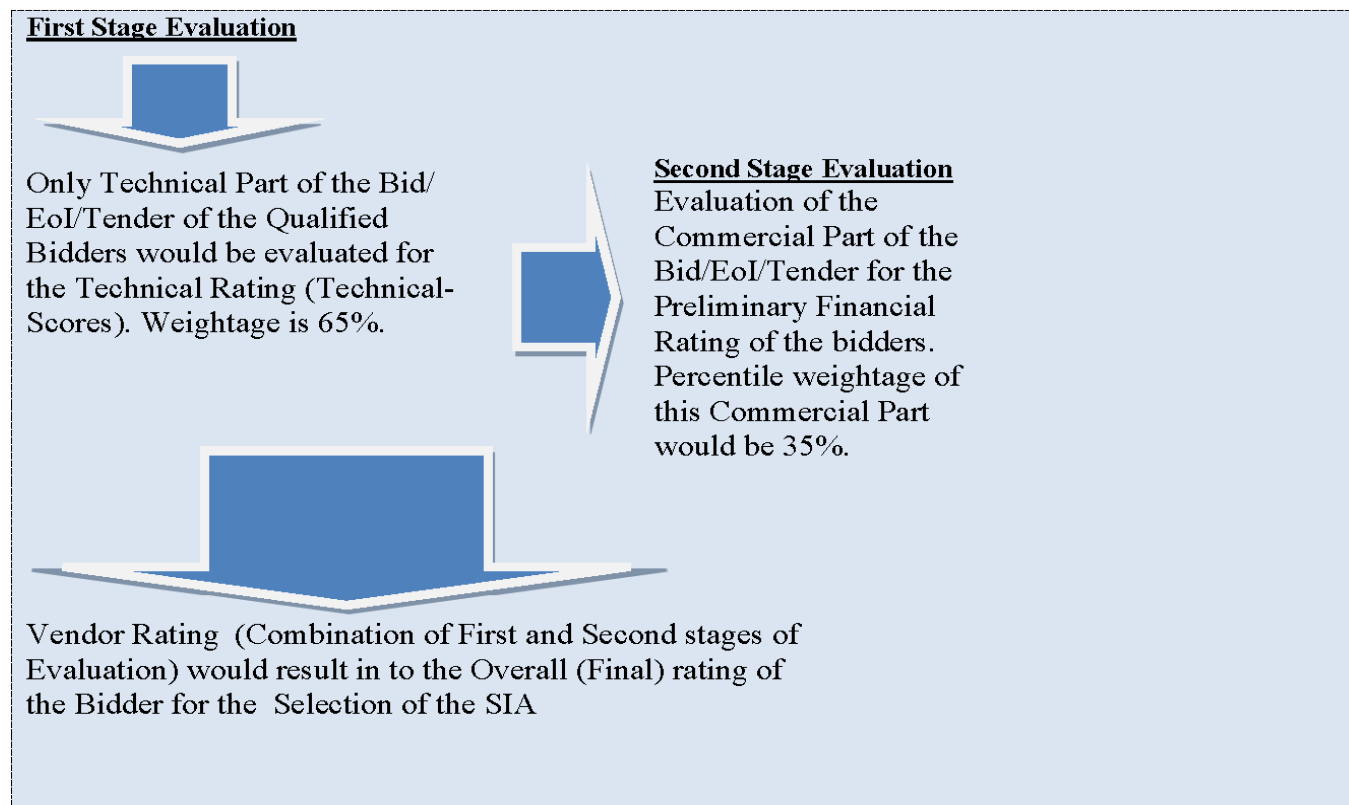
ITI may, at its sole discretion, decide to seek more information from the Bidders in order to normalize the bids. However, the Bidders will be notified separately, if such normalization

ITI may, at its sole discretion, decide to seek more information from the Bidders in order to normalize the bids. However, the Bidders will be notified separately, if such normalization exercise as part of the technical evaluation is carried out.



The Bidders who are short-listed based upon technical criteria may be asked, if necessary, to make a presentation on their solution at New Delhi, at their own cost.

At the Second Stage Evaluation (Commercial Part through e-Tendering), the bids will be further evaluated on the basis of the vendor ratings which will be done on the base of combined scoring of the Technical-Bid (weighted) and Financial Bid (weighted).



TECHNICAL RATING (TR) would be evaluated on the basis of the following formula:

$$TR = \frac{65}{100} \times \text{Technical Score (TS)}$$

Where Technical Score (TS) would be calculated as per the Technical evaluation Matrix given in this section of the Bid Document.

COMMERCIAL RATING (CR) would be evaluated on the basis of the following formula:

$$CR = \frac{35}{100} \times \text{Commercial Score (CS)}$$

### Commercial Score (CS)

Commercial Rating is based on Commercial Scoring (CS) of a particular bidder which will be worked out as per the Formula given below:

$$CS = \text{C of the Lowest Bidder's Quote (LQ)} \times 1000$$



**C of the Actual Bidder's Quote (AQ)**

Where:

**AQ** is **Actual Quote** (Commercial) of a particular Bidder under consideration.

**LQ** is **Least Quote** (Commercial) of the Best Bidder (Lowest Bidder)

$$\mathbf{VR} \text{ (Vendor Rating)} = \mathbf{TR} \text{ (Technical Rating)} + \mathbf{CR} \text{ (Commercial Rating)}$$

**Note:****The whole evaluation process is once again being summarized as follows:**

As this Tender would be subjected to a **2 stage** screening process, at the first stage, only the technical part of the Bid of the qualified bidders would be evaluated (and rated) with scores based on the various parameters /criteria.

After this exercise, the '**Financial Bids**' of the **Technically rated Bidders** would be opened and rated with percentile scores with a maximum weightage of 350 marks (out of Total 1000 marks).

The Bidder with best bid (offering the maximum **Price-benefit to Govt. Exchequer**) would be chosen and declared as a SIA/Vendor/Business Associate.

Here it is worth mention that the Technical-Bids would be evaluated by a duly constituted Committee of ITI Limited, whose decision would be generally taken as final, unless the aggrieved party establishes any Prima facie errors in the findings of the Committee. In such a situation, he may file a representation within 3 working days of receipt of decision from ITI Limited, duly listing the reasons / grounds. Such a representation would be considered at Senior Management Level of the Tendering Authority, whose decision would be final and binding on all the bidders.

ITI reserves the right to reject any or all bids without assigning any reasons thereof. ***It shall not be obligatory for ITI to award the work only to the lowest bidder.***

**Very Important:**

The Bidding (For both Technical and Financial/Commercial/Priced-Part of the Bid) would be subjected to an On-line/ e-Tendering process. The prospective Bidders are requested to go through the Annexure-Z to understand the entire e-Tendering Process and follow the Registration and Bidding Process on **www.tenderwizard.com/ITILIMITED** as defined in the document. As ITI Limited has nothing to do with the Registration and e-Tendering processes, bidders are to contact the portal administrators of **www.tenderwizard.com** directly.

**Matrix of Technical Bid Evaluation:**

The technical evaluation for ascertaining the Technical Rating (TR) of the bids will be done strictly on the basis of Technical Score (TS) which would be computed as per the matrix shown below:

Sr. No	Parameters	Weightage in terms of Scoring		Max. Score
1.	Presence (duration in years) of the Bidder in the field of Government/ PSU Projects and related Services.	From 5 Years to 6 Years of Presence	30	50
		From 6 to 10 Years of Presence	40	
		More than 10 Years of Presence	50	
2.	Organization and Ownership Status of the Bidder	Privately Owned / Partnership Firm	25	50
		Private Limited Company	35	
		Public Ltd Company	50	
3.	Bidder's Average Annual Turnover during last 3 Financial Years	Eligibility Criterion (Minimum) to 1.2 times of the Eligibility Criterion	25	50
		More than 1. 2 times to 1.5 times of the Eligibility Criterion	35	
		More than 1. 5 times of the Eligibility Criterion	50	
4.	Experience of the Bidder in the Execution of IT Projects (As per RFP Notification) in Government domain in terms of Business Volume in last 5 yrs.	Eligibility Criterion (Minimum) to 2 times of the Eligibility Criterion	25	75
		More than 2 times to 3 times of the Eligibility Criterion	50	
		More than 3 times of the Eligibility Criterion	75	
5.	Experience of the Bidder in the Execution of IT Projects (As per RFP Notification) in Government domain in terms of Number of IT Orders/Projects.	Eligibility Criterion (Minimum)	50	75
		More than the Eligibility Criterion	75	
6.	Experience of Handling Projects involving eLearning Solution/ Smart Class-Rooms/ ICT Laboratories	No Experience	00	150
		2 Projects	75	
		More than 2 Projects	150	
7.	ITI's past Experience with the Bidder.	No Experience	00	50
		Past Experience	50	
8.	Bidder's Presence at different Locations	As per Eligibility Criterion	25	50
		Multi-Office Presence	50	
9.	Bidder's Bank Credit Limit or Solvency for ascertaining Investment Capacity and fiscal risk taking capability.	Eligibility Criterion (Minimum) to 1.2 times of the Eligibility Criterion	50	100
		More than 1. 2 times to 1.5 times of the Eligibility Criterion	75	
		More than 1. 5 times of the Eligibility Criterion	100	
10.	Availability of Skilled Man-Power with the Bidder to Manage the Project Activities.	Eligibility Criterion (Minimum) to 1.2 times of the Eligibility Criterion	25	50
		More than 1. 2 times to 1.5 times of the Eligibility Criterion	35	

**This RFP/Tender Document has been published in the Month of May 2021 by ITI Limited Northern Zone New Delhi. The document is meant for prospective Bidders/Vendors/ System- Integrators/ ITI's Customer and ITI Limited only.**



		More than 1.5 times of the Eligibility Criterion	50	
11.	Technical Presentation as per <b>Annexure-P</b>			100
12.	Understanding of the Requirement, Technical Solution, Project Implementation Plan, Availability and OEM's Backing for Warranty / Post-Warranty Support.	Average (demonstrates a ambiguous Solution)	50	200
		Fairly Good (demonstrates an Ordinary Solution)	75	
		Very Good Solution	125	
		Excellent Solution	200	
<b>Technical Score of an Individual Bidder TS=</b>				
<b>Maximum Score of Technical Bid =</b>				<b>1000</b>

**Important:**

1. **Annexure-F**, which is the Commercial / Price- Schedule, is being attached with this RFP/Tender Document is meant for information only. For the purpose of submitting the actual Bid, the Bidders will have to submit the same through e-Tendering

**Annexure-C****Conditions (General) of EoI/RFP/Tender:****Only one Proposal**

The Bidder should submit only one Bid/Tender/Proposal. If the Bidder (or any constituent) submits or participates in more than one proposal (alone or in Consortium), such proposals shall be disqualified.

**Language of the Bid**

All information in the Bid, correspondence and supporting documents, printed literature related to the Bid shall be in English. Failure to comply with this may disqualify a Bid. In the event of any discrepancy in meaning, the English language copy of all documents shall govern.

**Clarification and Amendment in Tender**

At any time before the submission of Proposals, ITI may amend the EoI/RFP/Tender document by issuing an addendum / corrigendum in writing or by standard electronic means. The addendum / corrigendum shall be sent to all contenders/published on the relevant tendering portals and will be binding on them. The Bidders shall acknowledge receipt of all amendments.

To give bidders reasonable time in which to take an amendment into account in their Proposals ITI may, if the amendment is substantial, extend the deadline for the submission of Proposals.

**Validity of Offer**

The offer should be valid for a minimum period of **6 Months** from the date of the Opening of the Bid. The Bids valid for a period shorter than specified period shall be rejected.

**Prices**

The prices quoted by the Bidder shall be FIRM during the performance of the contract and not subject to variation on any account. A bid submitted with an adjustable price quotation will be treated as non-responsive and rejected.

**Amendment to Bid**

At any time prior to the deadline for submission of bids, the bidder may, for any reason, whether at its own initiative, or in response to a clarification requested by a prospective Bidder may submit the Revised Financial Bid.

**Modification and Withdrawal of Bid**

No bid may be withdrawn or modified in the interval between the bid submission deadline and the expiration of the bid validity period specified in Bid documents. Modification or Withdrawal of a bid during this interval will result in the forfeiture of its bid security (if any). This may also result in to debarring of the bidder to conduct any business with ITI Limited for a period of one year.

**Signing of the Bids**

The Bid must contain the name, residence and place of business of the person or persons making the Bid & having Power of Attorney and must be signed & submitted by the Bidder with his usual signatures. Satisfactory evidence of authority of the person signing the bid on behalf of the Bidder shall be furnished on non-judicial stamp paper of an appropriate value with the Bid in the form of a

**Power of Attorney, duly notarized by a Notary Public**, indicating that the person(s) signing the bid have the authority to sign the bid and that the bid is binding upon the Bidder during the full period of its validity. All the pages of Bid document and supporting documents must be signed and stamped by the authorized signatory having Power of Attorney.

Any interlineations, erasures or overwriting shall only be valid if they are initialed by the signatory (ies) to the bid.

**Other Terms and Conditions:**

1. The Bidder(s) are required not to impose their own terms and conditions to the bid and if submitted, it will not be considered as forming part of their bids. The decision of ITI shall be final, conclusive and binding on the Bidder(s). In a nutshell, the Conditional Bid or Bid with deviations will be summarily rejected.
2. Only those who qualify the eligibility conditions need submit the proposal.
3. The bidder is expected to go through the enclosed Document (**Annexure-W** and **Annexure-S**) to have clarity on Scope of work and Specifications. The bidders are to quote only fully compliant solution.
4. The bidder may be required to study the existing system being used by the end-client to assess the exact requirements and the Quantum of work on “No-commitment” basis (no commercial compensation would be given to the bidder either by ITI or the end-client for doing this exercise).
5. The exact strategy to address and win the business opportunity would be shared / discussed with the Best rated qualified bidder in due course of time.
6. The bidder is required to extend the requisite support during the evaluation by giving Technical Presentation / Demonstration / Arranging site visits (if required) on “No-Cost No-commitment” basis.
7. Any clarification issued by ITI in response to query raised by prospective bidders shall form an integral part of bid documents and it shall amount to an amendment of relevant clauses of the bid documents.
8. A clause-by-clause compliance statement to all Sections of the EoI/Bid document is to be submitted in the Technical Bid, demonstrating substantial responsiveness. A bid without clause-by-clause compliance statement to all the sections of the EoI/Bid document including the Technical Specifications, Commercial Conditions, Special Conditions or **Annexure-A** on the Bidder's Letter-Head, shall not be considered for evaluation and shall be summarily rejected.
9. The bidder should study carefully the document to assess the work and Risk factors associated with such type of Business opportunities.
10. The bidder has to consider the following major Cost Factors while arriving at a commercial decision:
  - Direct Cost (requisite IT Hardware and Application Software)
  - Fiscal Cost
  - Logistic-Cost



- Taxes/ Duties
  - Services and Administrative Cost
  - Training and Documentation Cost
  - Contingencies
11. Please note that if any document/authorization letter/testimonies are found fabricated /false/ fake, the Bid/EoI/Tender will be declared as disqualified and EMD (IF ANY) will be forfeited. This may also lead to the black-listing of the bidder.
12. All the required documents to establish the bidder's eligibility criteria should be enclosed with the original EoI/Bid (Technical-Bid) itself. The EoI/Bid will be evaluated on the basis of the documents enclosed with the original EoI/Bid only. ITI will not enter into any correspondence with the bidder to get these certificates/ document subsequently. However it reserves its right to get them validated/verified at its own.
13. Due to any breach of any condition by the bidder, the Bid Security (EMD (IF ANY)) submitted by the bidder may be forfeited at any stage whenever it is noticed and ITI will not pay any damage to the bidder or the concerned account. The bidder will also be debarred for further participation in future EoI/Tender/Tenders.
14. The successful bidder's bid security (EMD (IF ANY)) will be discharged upon the bidder's acceptance of ITI's Order in due course of time and furnishing the Requisite Performance Security/ Guarantee. The bid security of the unsuccessful bidder will be returned/ discharged within 15 days of the opening of the Bids.
15. Suitable 'Training' would have to be imparted to ITI personnel at Bidder's cost in the areas of Installation, day to day Maintenance and Operation of entire system (in the event of placement of order by ITI). The training of the personnel shall be to ensure trouble free operations of the System/Equipment by the end customer.
16. The bidder is required to enclose Notarized Copy of the Power of Attorney from its Directors/Top management which should indicate clearly the name of the signatory and title. The Bidders must ensure that all the documents are sealed and signed by authorized signatory.
17. The Power of Attorney given to the Authorized Signatory should be submitted and executed on the non-judicial stamp paper of appropriate value as prevailing in the respective states(s) and the same be attested by a Notary public or registered before Sub-Registrar of the states(s) concerned.
18. The proceeds of the performance security shall be payable to the Purchaser as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract (if signed). The performance security Bond will be discharged by the Purchaser after completion of the supplier's performance obligations including any warranty obligations under the contract.
19. "DISCOUNT, if any, offered by the bidders shall not be considered unless specifically indicated in the price schedule.
20. The 'Technical Bid' and 'Financial-Bid' (as per Annexure-F)' shall be placed in the separate sealed envelopes super scribed with words "Technical Bid" and "Commercial-Bid " respectively mentioning EoI/Tender Reference clearly . Both 'Technical Bid' and 'Financial-Bid' are to be placed in a 3rd sealed Cover duly properly addressed mentioning EoI/Tender Reference and Date of Opening. **Annexure-G** may please be referred for the guidelines in this matter.

21. Sealed offer/EoI/Tender prepared in accordance with the procedures enumerated above should be submitted to the Tenderer not later than the date and time laid down, at the specified address.
22. The Technical Bids will be opened as per the schedule. The Bidder(s) or their authorized representatives may attend the Opening if they so desire. The Commercial Bids of only technically qualified Bidder(s) will be opened at a later date. The Bidder(s) who have been declared eligible after evaluation of the technical bids or their authorized representatives may attend the Opening.
23. ITI shall not be responsible for any postal delay about non-receipt / non-delivery of the bid/documents. This EoI/Tender Document is absolutely not transferable.
24. The bid submitted may be withdrawn or resubmitted before the expiry of the last date of submission by making a request in writing to ITI to this effect. No Bidder shall be allowed to withdraw the bid after the deadline for submission of the EoI/Tender.
25. It is further stressed that synergies between ITI's competitors with the bidder or cartel
26. Formation alliance with other bidders would result in Disqualification of the Bidder.
27. ITI reserves the right to accept or reject any EoI/Tender/Bid partially or fully or annul the bidding process and reject all bids at any time prior to award of contract without assigning any reason thereof and without incurring any liability to the respondents. ITI Limited also reserves the right to withdraw this EoI/Tender, should it be necessary at any stage.

**Specific Terms and Conditions:**

- a) The requirement is meant for addressing a business opportunity which has emerged from some Government body against their already finalized Requirement/ Invitation for the submission of Bids which envisages Supply, Installation, Testing, Commissioning and Aftersales Support of e-Learning Solution . The broad 'Scope of Work' would be as per the **Annexure-W** however the exact site-details will be intimated to the selected Supplier/Vendor in due course of time.
  - b) The bidder is supposed to address the business opportunity/ITI's end-customer's requirements jointly with ITI under "Sole Investment Business Model". This may include arranging Security and Performance Bank guarantee etc. All 'Terms and Conditions' as per ITI's customer with regard to Payment / Reward / Delivery/Penalty shall be applicable on the selected Business Associate /Vendor/Supplier also. It may please be noted that ITI shall not open 'Escrow Bank Account' with the SIA in normal conditions.
  - c) The bidder must be prepared to work with ITI limited on exclusive basis and will neither submit any direct proposal (to the end-client) nor submit any business proposal ( to the end-client) through other business partners/PSUs. This is applicable even for the expansion of the scope of work. In case of violation of the same, the EMD (IF ANY) shall be forfeited and the bidder will be black-listed.
-

**Annexure-D****Documents (required) to be submitted along with the Bid/EoI establishing the Eligibility of the Bidder:**

The Bidder/Supplier/Business Associate to be eligible for technical qualification MUST enclose the following documents with the EoI:

1. Bid covering Letter on the Letter-Head of the Bidder Company indicating Name and Address of the Authorized Signatory (With Contact Telephone Numbers and email ID).
2. Name and Address of the proprietor (s)/ Directors of the Company (With Contact No. and Address).
3. Case-Specific Power of Attorney authorizing the bidder to submit the EoI/Bid on behalf of the Bidder.
4. Registration copy of firm / registration with registrar of the company including partnership deed or Article / Memorandum of Association etc..
5. Bid Security (EMD (IF ANY)) of the required amount in form of Declaration as per Ministry of Finance Notification No. 9/4/2020 PPD dated 12.11.20.
6. Tender-Document Fee of required amount in form of Demand Draft/NEFT/ Cash Receipt (Physical Instrument or its Proof of Deposition is required to be submitted prior to the Bidding Date and Time).
7. List of reputed clients (With full address and telephone Numbers).
8. The bidder shall furnish the particulars of the past performance with supporting documents.
9. Technical Solution document with respect to technical specifications of the requirement and Project Implementation Plan.
10. Product Pamphlets if any.
11. Declaration of Non-Black listing as per the enclosed format (Annexure-U).
12. Turnover Certificate(s) /Audited Balance-sheets of the Bidder for last 3 fiscal years.
13. Net-worth Certificate issued by Chartered Accountant.
14. Solvency Certificate as per requirement.
15. Valid GST Registration Certificate.
16. Latest Income TAX returns along with copy of PAN card.
17. Valid Quality Certification ISO (as applicable).
18. List of Qualified Engineers/Personnel to Support the Project.
19. Acceptance of the Terms and conditions of the EoI Document as per ITI's requirement mentioned in the Financial/Priced Part of the EoI/RFP document (Annexure-A).
20. Integrity Pact /Non-Disclosure Agreement as per the attached format.
21. Case-Specific Manufacturer Authorization Letter (MAF)
22. Credentials of the OEM as envisaged in the bid document.

In case, the bidders do not submit any of the above mentioned papers/information along with Expression of Interest, his bid will be rejected and bid will not be considered for further evaluation.

It is reiterated that any bid not fulfilling any of the essential requirements mentioned in this EoI/RFP document would be classified as "Technically Non- Qualified/Non-Responsive" and Financial Bids of such bidders will not be opened and subsequently returned to the bidder. ***No relaxation would be given to any bidder on any of these conditions.***

**Annexure-E**

**Eligibility (Qualifying Parameters):**

<b>Eligibility Criteria for the OEM</b>		
<b>Sr. No.</b>	<b>Eligibility Parameter</b>	<b>Metrics (Qualifying)</b>
1.	OEMs BIS (Bureau of Indian Standards) Certification for IT Hardware	Must be there
2.	Turnover of the Major OEM as per RFP Notification (Company Profile and current Balance Sheet are to be attached to substantiate the capability).	Rs 800 Crs
3.	OEMs Service Centres /Authorized Service Partners (ASPs) in India	10 Nos
<b>Eligibility Criteria for the Bidders/ System Integrators</b>		
<b>Sr. No.</b>	<b>Eligibility Parameter</b>	<b>Metrics (Qualifying)</b>
1.	Presence (duration) of the Bidder in the field of Business as on date of the Bidding	5 Years
2.	Minimum Average Turnover of the Bidder during last Three financial years.	Rs 80 Crs
3.	Net-worth of the Bidder must be Positive.	Required
4.	Bidder's Solvency/Bank Limit	Rs 5 Crores.
5.	OEM's Case-Specific Letter of Authorization (MAF) for all the items.	Must be there
6.	Presence and support arrangement of Bidder as per RFP Notification	at 2 Locations
7.	Bidder's experience of doing IT projects (as per the RFP notification) in Govt. Domain during last 5Yrs	Must be there
8.	Availability of Engineers/Support Personnel to Handle the project as per RFP Notification.	30 Nos
9.	ISO 9001 Quality Certification of the Bidder	Must be there
10.	No Black-listing of the Bidder ( Self Certification)	Must be there

In case if any of the above Qualifying Criterion is not met, the Bid /EoI will be declared unresponsive and the same will not be evaluated further.



**ANNEXURE-F**

**Financial-Bid** against Invitation for Selection of Manufacturers/Suppliers/System Integration Associate (SIA) for Supply, Installation, Testing, Commissioning and 3 Years Warrantee Support of eLearning Solution for a Government Organization against RFP Notification ITI/MSP/NZ/ 2K21/ RFP/1/ eLS Dated 15<sup>th</sup> May 2021.

**SOME IMPORTANT POINTS FOR THE PROSPECTIVE BIDDERS (Vendors/Supplier)**

- a) This RFP invitation is meant for identifying a suitable case-specific 'Business Associate' (System Integrator)/Supplier/Vendor who can take care of investment part also of the project in due course of time.
- b) The responsiveness of the Financial Bid is subject to certain guidelines given by ITI's end-customer to ITI Ltd.
- c) As all investments with regard to the business opportunity are to be done by the prospective SI. The marketing expenses (if any) are to be borne by the SI only. In case of the failure to win, the SI shall not held ITI responsible for the same.
- d) The business would be conducted on Back-to-Back payment basis. All Rewards, Penalties would also be passed on to the account of the supplier on Back-to-Back basis.
- e) In the event of an award of order, the Vendor/SIA would also help ITI in the submission of bills to the client and payment realization (which shall include collection of Road Permits, TDS certificates and Completion certificates etc.)
- f) Whatever 'Clear Professional-Charges /Project Management-Charges' ITI is seeking out of this business opportunity, it is for its Creditability (standing in the market by virtue of its PSU status), Experience, Project Management Capabilities and Legal Risk.
- g) Neither ITI is extending any favour to the Vendor by awarding business to supplier nor seeking any favour from the SI. It is pure business relationship for the mutual benefits of both the organizations.
- h) In case the Bid of a Bidder (s) is found suitable to ITI's specific requirements, the complete details of the targeted Client shall be shared with the Qualified and Rated Bidders. If the Pricing thus quoted by the bidder (submitted in a separate Sealed Cover) is found suitable with the best 'suited to the end client's budget' (as per the Bid- Evaluation methodology defined in the Technical Part of the RFP), the bidder shall be declared as a Vendor/Supplier/SIA. Once this happens the SI shall be bound to provide the necessary Techno-commercial inputs to ITI for subsequent submission to the end-client.
- i) If the requisite inputs are not provided in time or appropriately, the EMD (IF ANY) of the Vendor shall be forfeited and the bidder shall be debarred to conduct any business with ITI Limited. It should not be forgotten that this act of the Vendor/Supplier may put ITI in a very awkward situation which may affect the relationship of ITI with the client and even jeopardize the Govt. procurement process.
- j) If there is any reduction in GST during the project execution, the same shall have to be passed on to ITI Ltd. without any delay. In case of upward revision of GST, the same will have to be absorbed by the bidder.

**By signing this sheet, the Bidder (SIA) is confirming to the above conditions.**

**This RFP/Tender Document has been published in the Month of May 2021 by ITI Limited Northern Zone New Delhi. The document is meant for prospective Bidders/Vendors/ System- Integrators/ ITI's Customer and ITI Limited only.**

**Bidder's Signatures and Stamp**





**Annexure-F**

	<b>Financial-Bid</b> against Invitation for Selection of Manufacturers/Suppliers/System Integration Associate (SIA) for Supply, Installation, Testing, Commissioning and Years Warrantee Support of eLearning Solution for a Government Organization against RFP Notification ITI/MSP/NZ/ 2K21/ RFP/1/ eLS Dated 15 <sup>th</sup> May 2021.				
<b>Part [A] Price Part</b>					
Sl No.	Item Description	Quantity (Nos)	Unit Rate (Rs) without GST	Unit Rate (Rs) with GST*	Total Amount (in Rupees) with GST
A.	Supply, Installation, Testing, Commissioning and 3 Years Warrantee Support of eLearning Solution as per <b>Annexure-S</b> (Specifications) , <b>Annexure-W</b> (Work Details/ Scope of Work) and <b>Annexure-Q</b> (Bill of Quantities)	2310 Nos			
<b>A [Total Transfer Price to ITI Limited in Figures]</b>					
<b>Total Transfer Price to ITI Limited in Words) =</b>					
<b>Part [B] Bidder's Perceived Value Addition of ITI Limited's (within the Quoted Price)</b>					
Sl No.	Item Description	Value Addition in Percentile(%)			
B.	ITI's Value Addition as perceived by the Bidder in Percentile of above Price Quoted under item No.A				
<b>Part [C] Commercials for Financial Bid Evaluation ( Auto Computation),</b>					
<b>This Part is NOT to be filled by the Bidder</b>					
C.	The Financial Bid shall be evaluated as per the following Formula $C = [A - \{(A * B) / 100\}]$ Where the lowest value of C shall be treated as the best commercial Quote.				

**NOTE:**

The above format is just an indicative one however the bidders are to quote as per the Price Bid formats available separately on Tender- Wizard e tendering portal .

## **Annexure-G**

### **Guidelines to the Bidders for Filling, Sealing and Submitting the EoI / Bids**

#### **Methodology of Filling of the Bid (EoI):**

The bidders may take note of the following:

All Columns of the Financial/Commercial/Price Bid-Form (**Annexure-F**) which is required to be submitted through e-Tendering should be filled with relevant details and no column should be left blank. The format of Financial Bid Form should not be changed in any manner. Addition/ deletion/ alteration of the text will automatically render the tender invalid and therefore, will be summarily rejected.

Bids not received in the prescribed format along with the essential documents establishing the pre-qualification of the bidder shall not be entertained and rejected summarily. It is reiterated that the failure to furnish all the information required as per Bid/EoI Document or submission of the bids not substantially responsive to the Bid / EoI Document in every respect would result in rejection of the Bid (EoI).

All the pages of the tender document and Credentials/certificates shall be duly signed by the bidder.

Bids not covering the entire scope shall be treated as incomplete and will be rejected

#### **Methodology of Packing and Sealing of Bid Documents**

EoI/Tender/Bid must be submitted in three covers:

<b>Envelope1-</b>	Super scribing <b>‘EMD and Cost of Tender Document’</b> towards Tender/Request for Proposal (RFP) For Selection of Manufacturers/ Vendors/System-Integrators for Supply, Installation, Testing, Commissioning and Aftersales Support of e-Learning Solution for a Government Educational Body against RFP Notification ITI/MSP/NZ/2K21/RFP/1/ eLS Dated 15-05-2021
<b>Envelope2-</b>	Super scribing <b>‘Technical Bid’</b> towards Tender/Request for Proposal (RFP) For Selection of Manufacturers/ Vendors/System-Integrators for Supply, Installation, Testing, Commissioning and Aftersales Support of e-Learning Solution for a Government Educational Body against RFP Notification ITI/MSP/NZ/2K21/RFP/1/ eLS Dated 15-05-2021
<b>Envelope3-</b>	All the envelopes i.e.1 and 2 are in turn to be put in another i.e Third envelope and this envelope should be superscripted prominently as <b>“EoI/Bid</b> towards Tender/Request for Proposal (RFP) For Selection of Manufacturers/ Vendors/System-Integrators for Supply, Installation, Testing, Commissioning and Aftersales Support of e-Learning Solution for a Government Educational Body against RFP Notification ITI/MSP/NZ/2K21/RFP/1/ eLS Dated 15-05-2021

All the three envelopes 1, 2 and 3 are to be duly sealed. Seal means wax sealed or sealed with Transparent tape/Adhesive tape affixing with Company's Stamp and the document should not be sealed merely with gum or stapler pin.

***No indication of the Prices will be made in the Technical Bid. Bids / EoIs received without proper sealing are liable to be rejected. Incomplete EoI or Bid in which both technical Bid and Financial Bid are found in the same envelope is liable to be rejected (This is not applicable in the case of e-Tendering).***

**Methodology of Submission of the Technical Part of the Bid (EoI) :**

The bidder has the option for sending the bid by registered post / courier or submitting the same in person, so as to ensure that the same are received in the specified office of ITI by the date and time indicated in this Tender/EoI Notification. ITI, however, shall not take any responsibility, whatsoever for any postal / courier delay.

Alternatively the Bid/Tender/EoI in sealed condition should be dropped (in person) in the locked sealed Tender Box kept at RO Head's Secretariat area on the first Floor of ITI Bhavan located at the notified address.

The tender should be dropped/submitted latest by the specified time on the due date. Late/delayed offers shall not be opened /entertained under any circumstances. Fax / e-mail / Letter Heads Bids/ quotations shall not be accepted and shall be ignored / summarily rejected.

**Methodology of Opening of the Bids**

Tender box kept at the notified Location will be sealed at the notified Hours sharp on the due date.

The designated committee of ITI will open Technical part of all bids (except the Price bid part, in the presence of bidder's representatives (Not more than two) who choose to attend the opening on the due date and time specified in the Tender Notification. Bidder's representatives shall sign a register as proof of their attendance.

In the event of the specified date for the opening of bids being declared a holiday for the Tenderer (ITI), the bids will be opened at the appointed time on the next working day.

Technical Bids and Financial Bids shall be opened separately. Technical Part of the Bids received will be opened on the due day and the sealed Financial Bids will be kept in the custody of the designated officer.

Please note that the Technical Part of the Bid will be opened at the time and date set for opening of Bids, of only those Bidders whose Bid Security and Cost of the Document are found to be of requisite value in acceptable form. The Bids with Bid Security and Cost of bid document deficient in value and/or form will not be opened further and Bid envelopes of such Bidders will be returned unopened.

The Price Bid of the techno commercially responsive bidders shall be opened at a subsequent date for which the separate intimation will be sent and/or uploaded on website.

Bids not covering the entire scope shall be treated as incomplete and hence will be rejected

ITI further, reserves its right to reject any Bid which is not submitted according to the instructions stipulated above.

***No correspondence in this regard will be entertained.***

**Preliminary Examination of Bids**

The designated committee of ITI will examine the bids to determine whether they are complete and meet the Minimum Qualifying Requirements, whether any typographical or logical errors have been made, whether required sureties have been furnished, whether the documents have been properly signed / submitted, and whether the bids are generally in order. ITI may, at its discretion, waive any minor non-conformity or any minor irregularity in an offer. This shall be binding on all vendors and ITI reserves the right for such waivers.

**Preliminary Technical Evaluation**

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**Bidder's Signatures and Stamp**



The designated officers of ITI Limited will carry out a Preliminary evaluation of the bids previously determined to be substantially responsive in order to determine whether the technical aspects are in accordance with the requirements set forth in the bidding documents.

In order to reach such a determination, ITI's committee will examine and compare the technical aspects of the bids on the basis of the information supplied by the bidders, taking into account the overall completeness and compliance with the Technical Specifications; deviations from the Technical Specifications, suitability of the goods offered in relation to the quality, functional and Techno-commercial requirements. The bid that does not meet minimum acceptable standards of completeness, consistency and details will be rejected for non-responsiveness.

### **Clarification of Offers**

To assist in the scrutiny, evaluation and comparison of offers, ITI may, at its discretion, ask some or all vendors for clarification of their offer. The request for such clarifications and the response will necessarily be in writing. ITI has the right to disqualify the vendor whose clarification is found not suitable to it.

### **Canvassing of the Proposals**

From the time the Proposals are opened to the time the Contract is awarded, the bidders should not contact ITI on any matter related to its Pre-Qualification, Technical and/or Financial Proposal. Any effort by contenders to influence ITI in the examination, evaluation, ranking of Proposals, and recommendation for award of Contract may result in the rejection of the contenders Proposal.

### **Correction of Errors**

The errors /discrepancies in respect of the specified amount in EoI /Bid /Proposal Sheets for an individual item and/or sub-item and/or in the sub-total of a Bid /Proposal Sheet and/or in the Grand total of a Bid Proposal Sheet, either due to discrepancy between figures and words and/or simple arithmetical error while adding and/or multiplying and /or due to wrong extension of unit rates etc.

***(This is not applicable in the case of e-Tendering).***

In case of discrepancy between figures and words the value specified in the words will be considered for computation. The quoted Unit rates would be taken as reference for the calculation of the Total Bid value.

### **Representation with regard to the Evaluation of the Bids:**

The technical bids would be evaluated by a duly constituted Committee of ITI Limited, whose decision would be generally taken as final, unless the aggrieved party establishes any Prima facie errors in the findings of the Committee. In such a situation, he may file a representation within 3 working days of receipt of decision from ITI Limited, duly listing the reasons / grounds. Such a representation would be considered at Senior Management Level of the Tendering Authority, whose decision would be final and binding on all the bidders.

The bids of the qualified bidders will be evaluated on the basis of the technical and financial quotes submitted by the bidders. ITI reserves the right to reject any or all bids without assigning any reasons thereof. **It shall not be obligatory for ITI to award the work only to the lowest bidder.**



**Annexure-I**

(This is the format of Integrity Pact to be signed by the bidder with ITI in case the Bid/EOI of the bidder is found suitable for addressing the business opportunity.)

**PRE-CONTRACT INTEGRITY PACT****GENERAL**

This pre-bid pre-contract agreement (hereinafter called the Integrity Pact) is made on day of ..... the month of ..... , between, ITI Limited, ITI Bhavan, Dooravaninagar, Bangalore – 560016, India, (hereinafter called the "BUYER", which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part and M/s ..... (address of the Bidder) (hereinafter called the "BIDDER " which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the BUYER proposes to invite RFP (Request for Proposal)/Expression of Interest (EOI) for selection/ empanelment of technology partner for a technical tie-up with ITI for the marketing/manufacturing of **e-Learning Solution** (name of the product) and the BIDDER is willing to participate in the EOI as per the terms and conditions mentioned thereon;

WHEREAS the BIDDER is a private company/public company/Government undertaking/partnership company (*strike off whichever is not applicable*), constituted in accordance with the relevant law in the matter and the BUYER is a PSU under the Department of Telecommunications, Ministry of Communications & IT, Government of India.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence/prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to :-

Enabling the BUYER to select/ empanel a technology partner for the marketing/ manufacturing of .... (name of the product) through the EOI in a transparent and corruption free manner, and

Enabling BIDDERS to abstain from bribing or Indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the BUYER will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. **Commitments of the BUYER**

- 1.1 The BUYER undertakes that no official of the BUYER, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favour or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, 'organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.



- 1.2 The BUYER will during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the BUYER will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
- 2 In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the BUYER with full and verifiable facts and the same is prima facie found to be correct by the BUYER, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings may be initiated by the BUYER and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the BUYER the proceedings under the contract would not be stalled.
- 3 Commitments of BIDDER
  - 3.1 The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contractor in furtherance to secure it and in particular commit itself to the following:-
    - a) The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
    - b) The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the BUYER or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or, execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavour to any person in relation to the contract or any other contract with the Government.
    - c) BIDDERS shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
    - d) BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
    - e) The BIDDER further confirms and declares to the BUYER that the BIDDER is the original manufacturer/ integrator and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the BUYER or any of its functionaries, whether officially or unofficially to the award of the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such, intercession, facilitation or recommendation.
    - f) The BIDDER either while presenting the bid or during pre-contract negotiations or before signing the contract, shall 'disclose any payments he has made, is committed to or intends to make to officials of the BUYER or their family members, agents, brokers or any other intermediaries in connection with

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**Bidder's Signatures and Stamp**



the contract and the details of services agreed upon for such payments.

- g) The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- h) The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- i) The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the BUYER as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- j) The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- k) The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- l) If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the BUYER, or alternatively, if any relative of an officer of the BUYER has financial interest/stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of tender. The term 'relative' for this purpose would be as defined in Section 6 of the Companies Act 1956.
- m) The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the BUYER.

#### 4 Previous Transgression

- 4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this Integrity Pact, with any other company in any country in respect of any 'corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the tender process.

The BIDDER agrees that if it makes incorrect statement on this subject, BIDDER can be disqualified from the tender process or the contract, if already awarded, can be terminated for such reason.

#### 5 Sanctions for Violations

- 5.1 Any breach of the aforesaid provisions by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the BUYER to take all or any one of the following actions, wherever required:-
- a) To immediately call off the pre contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
  - b) To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
  - c) To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the BUYER resulting from such cancellation/rescission.

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- d) To recover all sums paid in violation of this Pact by the BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
- 5.2 The BUYER will be entitled to take all or any of the actions mentioned above, also on the Commission by the BIDDER or anyone employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of an offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 5.3 The decision of the BUYER to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, the BIDDER can approach the Independent Monitor(s) appointed for the purposes of this Pact.

## **6 Independent Monitors**

- 6.1 The BUYER appoints Independent Monitor (hereinafter referred to as Monitor) for this Pact in consultation with the Central Vigilance Commission.
- 6.2 The task of the Monitor shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 6.3 The Monitor shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 6.4 Both the parties accept that the Monitor have the right to access all the documents relating to the project/procurement, including minutes of meetings.
- 6.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the BUYER.
- 6.6 The BIDDER(s) accept(s) that the Monitor has the right to access without restriction to all Project documentation of the BUYER including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER with confidentiality.
- 6.7 The BUYER will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 6.8 The Monitor will submit a written report to the designated Authority of BUYER within 8 to 10 weeks from the date of reference or intimation to him by the BUYER / BIDDER and, should the occasion arise, submit proposals for correcting problematic situations.

## **7 Facilitation of Investigation**

- 7.1 In case of any allegation of violation of any provisions of this Pact or payment of commission, the BUYER or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

## **8 Law and Place of Jurisdiction**

- 8.1 This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the BUYER.

9 Other Legal Actions

- 9.1 The actions stipulated in this Integrity Pact are without prejudice to any other legal action that may follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

10 Validity

- 10.1 The validity of this Integrity Pact shall be from date of its signing and extend up to the contract period with the BUYER in case a contract is signed. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract.
- 10.2 Should one or several provisions of this Pact turn out to be invalid, the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.
- 11 The parties hereby sign this Integrity Pact.

BUYER  
Name of the Officer.  
Designation  
ITI Limited (address)  
Place:  
Date:  
Witness:

BIDDER  
CHIEF EXECUTIVE OFFICER  
M/s .... (Address)  
Place:  
Date:

1. ....  
2. ....

1. ....  
2. ....

**Annexure-J**

**Justifications w.r.t. RFP/Tender/EoI Document:**

**Justification for No Immediate Location Survey for the e-Learning Solution:**

As the end customer of ITI Limited has already done the exercise of the preliminary survey of the intended sites, the immediate site visit (prior to bidding) may not be required. The survey for site-preparation and logistics will be required for the Project in due course of time by the Supplier/Vendor which may constitute a minor component in the entire project.

**Justifications for the Selections of the Equipment only from the leading Manufacturers:**

As the envisaged project is very prestigious from the perspective of Government client, ITI Limited as an nodal-agency cannot afford to compromise on the Technology, Price, Quality and Workmanship part. In view of this, the only leading suppliers who are well versed in the Supply and Servicing of the equipment would be considered. The OEM for the product has to be a reputed name in the Industry.

**Justifications for floating a RFP with a submission period of 2 Weeks only:**

The RFP/EoI is floated for addressing a business opportunity emerged from some the Government Department, where Time-lines of the Project have already been defined. As, ITI has to submit its final Commercial to the end-prospective customer in the month of May 2021, ITI Limited may not be in position to extend the Bidding period until and unless the same is extended by the end-client.

As the end-customer of ITI Limited wants to utilize the available funds in the immediate future, it is imperative for ITI to decide on the vendors/Supplier on the fast track.

**No Pre-bid Meeting:**

The time-frame is a major challenge in this project where the priority of the Government is to provide an immediate facility to its Schools as per the vision of the Government to improve the standards of the education in the state.

As the end-customer has already finalized its Technical requirement, it is not feasible to bring any change in the bill of Quantity or Specifications, the PRE-BID MEETING with the vendors shall not have any relevance.

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**Annexure-K****Key Assumptions:**

The project has been envisaged with the following Assumptions:

**Deployment of the Resources for Customer-Support:**

The Supplier should have sufficient man power with to carry out the required support efficiently within the specified time frame.

**Utilization of Funds:**

The supplier/vendor shall ensure that any part payment received on account of the Project shall be infused to complete the Project on the envisaged pace. It is presumed that all the employees employed for this Project shall be suitably paid in time.

**Adherence to Government Rules and Compliances:**

The selected bidder shall adhere to all the government rulings as applicable. The financial operations should be complied with Tax rules and regulations of respective State.

**Safety, Custody and Physical Security:**

The end-customer shall make the necessary arrangements for the Custody and physical security against loss of government property/assets. As the ownership of the entire system shall remain with ITI's customer, the expenses towards the maintenance shall be borne by the supplier/vendor.

**Logistics of the Equipment:**

The transportation of the equipment to the respective locations across the states shall rest upon the vendor/supplier.

**Internet Connectivity:**

The responsibility of the Internet connectivity/Networking of the equipment at the school site shall remain with the user. The vendor shall not be responsible for the cloud connectivity.

**Availability of Power through AC Mains:**

The end user/School management shall ensure the availability of the required power connection for the Equipment to be supplied by the vendor. The Provisioning of stable Power Supply of 220+20 V 50 Htz AC shall be the responsibility of the end-customer. Atleast 3 Nos of 5A Power points shall be made available in each class Room. The earthing of the power point shall be provided by the end-customer.

**Deployment of Licensed Software:**

The vendor has to use only the Licensed Version of OS and other Software. An undertaking to this effect has to be submitted by the vendor.

**Submission of the Samples for Pre-Dispatch Inspection:**

The vendor is supposed to submit at least 25 numbers of the equipment as samples for pre dispatch inspection. The vendors are supposed to relocate the samples at the designated sites for further implementation of the project which is likely to happen within a month of the placement of Letter of Award on the vendor.

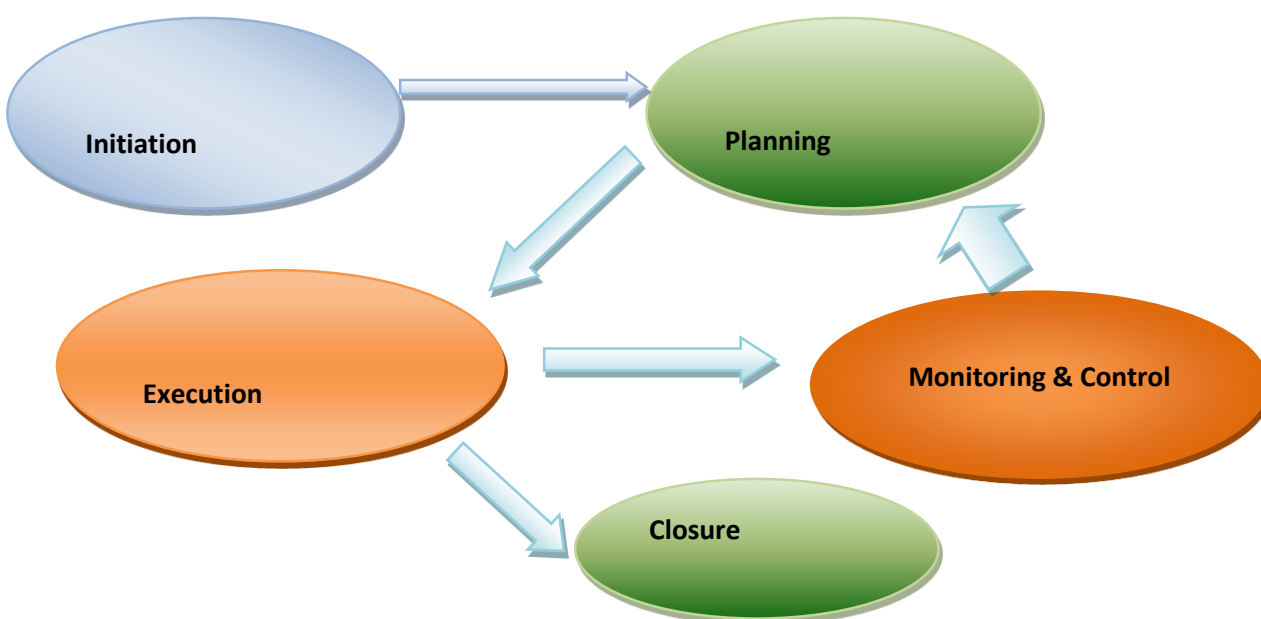
**Annexure-M****Methodology of Project Planning and Management:**

ITI believes that the customers are the very reason for its existence and so all efforts are directed towards offering the world's best products and services to its customers. The company thus brings forth a strong value proposition for successful and Timely deployment of the Project.

ITI has historically been a major player in the Turnkey Project arena. It's focus on the processes, resources and skills that need to be maintained for providing the very best service levels, its own substantial product innovation base and strategic relationships with all leading technology providers have helped the organization achieve this stature. The company ensures that all the processes are audited internally and externally to help improve the service levels on an ongoing basis. ITI believes in leveraging its vast network and systems integration & e-Governance deployment expertise in implementation of the project for certain Government agency.

ITI's edge over other systems integration companies in the context of project implementation is substantial given the fact that it has already implemented a number of large Government projects and that the company has a comprehensive understanding of what needs to go into the proposed project.

This company's operational philosophy is based on the Standard Project Management Practices



### Project Methodology:

<b>1</b>	<b>Project Initiation</b>
<b>2</b>	<b>Project Planning</b>
2.1	○ Project Management Plan
2.2	○ Work Breakdown Structure
2.3	○ Quality Planning
2.4	○ Communication Planning
2.5	○ Risk Planning
2.6	○ Plan Purchases and acquisitions
<b>3</b>	<b>Project Execution</b>
3.1	○ Direct and Manage Project deliverables on a day-to day basis
3.2	○ Information distribution
3.3	○ Connectivity Build-out
3.4	○ Integration
<b>4</b>	<b>Project Monitoring and Control</b>
4.1	○ Monitoring and controlling implementation w.r.t timelines
4.2	○ Scope verification and Control
4.3	○ Performance Reporting
4.4	○ Testing & Quality checks
<b>5</b>	<b>Project Closure</b>
5.1	○ Acceptance Testing
5.2	○ Handover of the infrastructure to the Customer
5.3	○ Training and Documentation.
5.4	○ Operation & Maintenance of the Equipment

-----

**Annexure-O****Operation and Support Plan:****Operation of the Equipment:**

The end-client and the teaching fraternity shall operate the system with the training inputs to be imparted by the vendor.

**After Sales Support:**

The Supplier/Vendor will be responsible to support the envisaged Solution through suitable man power.

**Customer Care Centre**

The Supplier shall support the customer for operations by setting up a local system to detect and rectify the faults on need basis.

**Help Desk**

The supplier shall also setup a help desk, where the customer complaints relating to the services shall also be forwarded for rectification/ resolution.

**Support Mission**

The mission of ITI Limited w.r.t. Service and Support is Total customer satisfaction through close interaction with our valued customer, users and the appliance- manufacturers.

The goal of the Supplier and OEM should be to deliver tangible services by making the system knowledge and Problem solving technologies available when customer needs them most.

The warranty and post warranty repair program should be designed to assist customer with the installation, deployment, and configuration and troubleshooting of the equipment.

**Service Parameters**

We expect the services from the System Integrator on the following parameters:

- Response Time
- Problem Resolution
- Accuracy of Answers by Servicing Staff.
- Overall Satisfaction to the Customer
- Courtesy and Professionalism towards users

**Onsite Support**

For critical issues that cannot be resolved remotely, skilled, qualified and OEM trained Customer Engineers are to be deployed to the site to trouble-shoot the equipment to bring the same in to the operational condition, repairing or replacing components or entire units as necessary.

**Repair center Support**

For issues that cannot be resolved remotely, the service personnel of the supplier provide technical support on the failed hardware product, repairing or replacing components or the entire unit as necessary.

**Envisaged Support Satisfaction:**

The vendor should be ready to meet the challenges of new interaction demands to offer the customer the best possible service options. To that end they have to apply:

- New technologies
- New tools
- New skills
- New processes

From installation to product retirement, warranty upgrades to self-maintenance, proactive care to 24x7 problem resolution, the customer shall rely upon the Services of the vendor for all hardware/software support needs.

Some of the service expectations entail the following abilities:

- Ability to perform job functions to standards under pressure.
- Ability to work without direct supervision.

### **Understanding of Service Levels:**

The vendor shall offer an integrated operations support approach with built-in escalation for effective problem resolution. **Level 1** is Standard help desk support (Local/Remote), **Level 2** is advanced technical support at site and **Level 3** is at Repair Centre. All three levels of expertise have to be seamlessly integrated into a cohesive support team capable of responding to the user problems, system maintenance and enhancements in a timely and cost effective manner.



## Annexure-P

### **Technical Presentation:**

As Bidder's clarity on the understanding of the requirements is a 'Prudent Factor' of the assessment of the capability of the prospective System Integrators (SIA)/Vendors/Bidders, all bidders would be given an opportunity in a transparent manner to project their strengths. This Power-Point presentation will carry weightage in the Technical Bid (100 marks out of 1000). The presentation would be agenda based where each aspect would be given due consideration. The presentation would be of 30 Minutes duration (Approx.)

The agenda of the presentation is given below:

Sr. No.	Agenda Point of the Presentation	Max Marks	Allocation of The Marks
01.	Understanding of Technical Requirements	<b>100</b>	20
02.	Technical Capabilities of the Bidder(s) and other OEMs		20
03.	Financial Capabilities of the Bidder (s)		20
04.	Project Implementation Methodology including Logistics and Resource Deployment		10
05.	Experience of the Bidder in Handling of the Government Projects.		05
06.	Challenges and concerns from the Bidder's perspective.		05
07.	Challenges and concerns from Buyers perspective.		05
08.	Methodology of Warranty and Post-Warranty Support / of the e-Learning Solution.		10
09	Expectations from ITI Limited and the Government Agency (the end User)		05
12	<b>Total</b>		<b>100</b>

The Bidders are supposed to submit both ink-signed Hard copy and Softcopy (in CD/DVD/Pen-Drive) of the presentation for further evaluation and records. The bidders would not be given further time-slot to revise/modify the presentation.

The bidders may bring the product specialists and Project implementation team members along with Commercial managers to submit the spot clarifications if any.

The presentation would remain confidential and the details of one bidder shall not be shared with any other bidder by ITI Limited.

The bidder shall intimate the Details of the Presentation Team members in advance to avoid any confusion at later stage.

The scoring of this presentation may not be declared same day.

## **Annexure-Q**

### **Quantity of Material to be Supplied and Implemented:**

The following items are required to be supplied for the implementation of the e-Learning Solution:

Sr. No	Item Description	Quantity per Classroom	Total Class Rooms	Total Nos of Schools
1	Interactive Tablet (12.9’’) with Stylus and Streaming Device	01	2310 Nos	There are 238 Nos nos of Schools where 2310 Nos of Class-Rooms are there
2	Multimedia Projector with Ceiling Mount kit and Cage	01	e-Learning Solution is to be implemented in each Class Room	
3	School Manager, Mobile Device Management (MDM) and Learning Management System (LMS)	01		
4	Native Apps: Books, Mail, Calendar, Notes, Pages, Numbers, Keynotes	01		
5	Installation, Commissioning, Handholding and User Training of the System	01		

### **Notes:**

1. These schools are located across the country which includes North-East also. No School is in J&K.
2. The exact list of the Schools shall be provided to the Lowest Bidder before placing the Letter of Intent on the Vendor.

## **Annexure-R**

### **Responsibility Matrix;**

The responsibility matrix as shown below covers the major roles to be played by the various stake holders of the envisaged Project:

<b>Activities to be Done</b>	<b>ITI Limited</b>	<b>End Customer</b>	<b>SIA</b>
Placement of Order on OEM/Authorized System Integrator (SIA)	✓		
Furnishing of Performance of Security to ITI Limited			✓
Signing of the Commercial Agreement	✓		✓
Creation of Project Report/Design Document	✓		✓
Providing Administrative Approvals /Authority to SIA for site Survey and Site Engineering.	✓	✓	
Site Survey/Planning and Site Engineering.	✓		✓
Clearances Required for the Pre-dispatch Inspection of the necessary Equipment required for the Project	✓	✓	
Procurement of Necessary Equipment and Software			✓
Pre-Dispatch Inspection of the goods through Third Party (preferably Govt.Body)			✓
Handling of Logistics			✓
Appointment of Project Managers	✓		✓
Project Monitoring	✓	✓	✓
Provisioning of other S/w and H/w Tools for the deployment of the Solution.			✓
Testing of the individual Equipment	✓		✓
Installation of the entire System			✓
Connectivity for the System through ISP		✓	
Billing of the items to the end customer	✓		
Payment to SIA	✓	✓	
Acceptance Testing as per ATP norms	✓	✓	✓
Training to Customer & ITI's officials and Handing over the Technical Documents/ Service Manuals	✓	✓	✓
Release of Balance Payment to the System Integrator	✓	✓	
Placement of Engineers for Support and Helping ITI's Customer in the Maintenance and Administration of Solution.			✓
Support (Both Warranty) as per Agreement.			✓



**ANNEXURE-S**
**Technical Features, Functionalities and Specifications of the eLearning Solution**

The system must provide the following minimal features and functionalities and conform to following specifications:

<b>(1) Interactive Tablet with Stylus and Streaming Device</b>		
<b>Sr. No.</b>	<b>Parameter</b>	<b>Specifications</b>
1	Product Specifications Tablet Type	Enterprise
2	Display Size	12.9-inch (diagonal)
3	Display Resolution	2732x2048
4	Display Type	IPS, Fingerprint-resistant oleophobic coating, Fully laminated display, LED-backlit Multi-Touch, Anti- reflective coating
5	Sunlight Readability	600 Nits
6	Speaker/ Microphones	Four speaker and Five microphones
7	Processor	A12Z Bionic chip with 64-bit architecture, Neural Engine
8	Internal Storage Capacity	256 GB
9	Rear Camera	12 MP
10	Front Camera	7 MP
11	Connectivity	Wi-Fi
12	Wi-Fi + Connectivity	802.11ax Wi-Fi 6
13	Blue tooth Connectivity	5
15	Sensors	Face ID, Three-axis gyro, Accelerometer, Barometer, Ambient light sensor
16	Charging and Expansion	USB-C
17	Battery backup	Up to 9 hours
18	Battery type	Built-in, Lithium-polymer
19	Power	36.71 watt-hour
20	Cable & Charger	USB C Charge Cable & Charger
21	Operating System	iOS/Windows/Android
22	Weight including Battery	Less than 650g
23	Stylus/Pencil compatible with Tablet	Yes
24	<b>Stylus/Pencil must have following</b>	<ul style="list-style-type: none"> <li>a. Wireless charging and pairing.</li> <li>b. Attaches magnetically</li> <li>c. Double-tap to change tools.</li> <li>d. Pixel-perfect precision</li> <li>e. Tilt and pressure sensitivity</li> <li>f. Low Latency.</li> </ul>
25	<b>Web-Streaming Device with 32GB internal storage</b>	
a	Ports and Interfaces	HDMI, 802.11ac Wi-Fi with MIMO, 10/100BASE-T Ethernet, Bluetooth wireless technology, IR receiver, Built-in Power supply

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b	Processor	A8 chip with 64-bit architecture
c	Video Format	HEVC SDR up to 1080p, 30 fps, Main/Main 10 profile, H.264 Baseline Profile level 3.0 or lower with AAC-LC audio up to 160 Kbps per channel, 48kHz, stereo audio in .m4v, .mp4 and .mov file formats, MPEG-4 video up to 2.5 Mbps, 640x480 pixels, 30 fps
d	Audio Format	HE-AAC (V1), AAC (up to 320 Kbps), protected AAC ,
e	Photo Format	HEIF, JPEG, GIF, TIFF

**(2) Multimedia Projector With Ceiling Mount Kit and Cage**

1	Light Output	4300 ANSI Lumens (Lamp mode: High)
2	Colour Light Output	4300 ANSI Lumens (Lamp mode: High)
3	Display system	3 LCD System
4	Aspect Ratio	16:10
5	Resolution	WXGA (1280x800)
6	Contrast Ratio	20,000:1
7	Light Source	Ultra-High-pressure mercury lamp 225 W type
8	Lamp Life	10000 H (Lamp mode: Low)
9	Zoom	Manual (Approx. 1.6X)
10	Throw ratio	1.1:1 to 1.79:1
11	Screen Size	30" to 300"
12	Keystone Correction	Vertical: Max +/- 20 degrees
13	Speaker	16W * 1
14	Input A	RGB/Y Input Connector: Mini D-sub 15-pin (female); Audio Input connector: Stereo Mini Jack
15	Input B	RGB Input connector; Mini D-sub 15-pin (female); Audio Input connector: Stereo Mini Jack
16	Input C	HDMI Input Connector: HDMI 19 pin HDCP support
17	Input D	HDMI Input Connector: HDMI 19 pin HDCP support
18	S-Video In	S Video input connector; Mini Din 4pin
19	Video In	Video Input connector: Pin jack
20	Output	Monitor output connector: Mini D-sub 15-pin (female); Audio Output connector: Stereo Mini Jack
21	RS 232	D-sub 9pin (male)
22	LAN Connector	RJ-45, 10 Base-T/100 Base-TX
23	USB	Type A and Type B
24	Microphone Input	Mini Jack
25	Operating Temperature range	0 degree C to 40 degree C
26	Noise Level	29 db.

**(3) School Manager and Mobile Device Manager**

3a.	School Manager	Web base School Manager Portal to help deploy Interactive Tablet Devices to set up devices, get apps and books and enable teachers with tools to control from one place.
3b.	Mobile Device Management	
	Mobile Device Management(MDM) must have following:	
	1) The Solution should have the capability of agent- less enrolment of devices. 2) The Solution should have the capability of providing zero day support on all the latest releases.	

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	<p>3) The Solution should have the capability to force and delay app &amp; OS Updates.</p> <p>4) The Solution should be able to provide zero or no intervention from IT users irrespective of where the end users are, devices must be preconfigured with corporate policies.</p> <p>5) The Solution should work across the entire fleet of devices seamlessly and be able to give the same classical experience that devices provide.</p> <p>6) The Solution should have the capability of empowering the end user with the capability of self-service with things such as password reset, installing drivers and printer settings with a click of a button without the need of any IT member.</p> <p>7) The Solution should be capable of mass updating policies based on group criteria such as regions, departments, buildings etc.</p> <p>8) The Solution should be capable of demonstrating Industry leading security standards such as of the likes of CIS (Centre for Information Security) benchmarks.</p> <p>9) The Solution should have capabilities to automate several task through scripts, policies and should highly be scalable</p>
3c.	<b>Learning Management System (LMS) must have following:</b>
	<b>Cloud based Learning Management Solution (LMS) with Creative Software Solution</b>
	<p>To train the next generation Learning Management Solution ( LMS ) that helps deliver enjoyable learning experience by reducing skill gaps , better manage a student learning ecosystem that's engaged and updated .</p> <p>The Learning Management Solution should deliver modern learning experiences and must be world class with a global recognition.</p> <ul style="list-style-type: none"> <li>· Social Learning - Allow students / learners to share their expertise with peers in the form of web-based or user-generated content posted on topic-based discussion boards. Other students / learners interested in similar skills can follow these boards to learn .</li> <li>· Content Curation - Assign teachers as moderators, to review the content posted by learners.</li> <li>· Easy setup of Learning Structures – Combine virtual or live classrooms and eLearning courses into learning programs.</li> <li>· Fluidic Player – LMS must offer a unified playback experience for almost any kind of content - such as video, PDF, PPTx, DOCx, xAPI-, SCORM- and AICC-compliant packages without downloading any plug-ins. Must engage learners with a zero-lag video streaming technology and a distributed delivery mechanism.</li> <li>· Personalized learner homepage - LMS must give students personal dashboards that they can customize using drag and drop widgets. Let them view completed, pending and recommended courses, skills attained, badges received and details of activities to earn more badges and points. Students can compare their performance against peers on the leader board.</li> <li>· Push notifications &amp; announcements – LMS must keep students informed about upcoming courses, session details, upcoming and missed deadlines and exams / certification expiration using push notifications on the native app.</li> <li>· LMS must train student more efficiently by providing them the convenience of accessing assigned courses .</li> <li>· Just-in-time learning with aids – LMS must help the students access reference content when they need it without enrolling in a course or a learning program making for effective and timely revisions of a concept.</li> <li>· Offline learning – LMS must allow students to continue learning even when they are offline. Must offer App to download learning content, make it available for offline access and auto-syncs to the server when the student/learner is back on line.</li> </ul>

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	<ul style="list-style-type: none"> <li>· Gamification – LMS must selectively enable gamification among a peer group where students strive to get creative badges and race ahead on the leader board. LMS must recognize and reward students when they exhibit qualities such as initiative and involvement or when they achieve specific learning milestones.</li> <li>· Note-taking for revision – LMS must enhance retention by allowing students to bookmark and create revision notes. Notes need to be taken in real-time . These notes must act like micro learning bytes that students can email to themselves for easy access.</li> <li>· LMS App must be available for download on the iOS App Store and Android Play Store.</li> <li>· Push notifications &amp; announcements – LMS must keep students informed about upcoming courses, session details, upcoming and missed deadlines and certification expiration using push notifications on the native app.</li> <li>· Learner transcripts – LMS must generate student transcripts to track the learning history of individuals or teams. Teachers / administrators can create reports on learning progress, course enrolment, completion details and student achievements.</li> <li>· Comprehensive tracking – LMS must automatically track all on line learning activity such as assessments, course progress, attainment and learning status, to ensure accurate, hassle-free reporting.</li> <li>· Best in class safety &amp; security : LMS must follows the most stringent application, data and cloud infrastructure security guidelines including GDPR compliance.</li> <li>· Integration with other learning apps – LMS must have API-based connector.</li> <li>· Content streaming – LMS must draw on adaptive video streaming. and fast content delivery ensure a lag-free learning experience.</li> </ul>
	<p><b><u>Creative Software tools :</u></b></p> <p>The creative software tools must enable the students , teachers to do the following :</p> <ul style="list-style-type: none"> <li>· Edit and composite images, use 3D tools, edit video, and perform advanced image analysis Create beautiful free-form vector designs on your mobile device .</li> <li>· Video Production and editing.)</li> <li>· Capture inspiration around them and transform it into production-ready assets that you can bring into your creative process across desktop and mobile devices.</li> <li>· Edit, composite, and create beautiful images, graphics, and art on desktop and mobile device / iPad.</li> <li>· Design and prototype user experiences for websites, mobile apps, and more.</li> <li>· Enable mobile devices with digital imaging capabilities and industry standard tool compatibility Paint and draw digitally with the world's largest collection of brushes in a natural experience on the latest stylus and touch devices on iPad .</li> <li>· Create layouts and draw expressively on your mobile devices, and preview mobile designs on iOS devices.</li> <li>· Easily create and share online videos.</li> <li>· Craft visual stories and animated videos, and edit them on mobile Design and share immersive augmented reality experiences.</li> </ul> <p>To faculty to connect curriculum to creativity and build the skills that students need for the future.</p> <p>Solution to help faculty to overcome the barriers of remote learning and needs to meet two criteria: Easy to access, use and learn &amp; products that are real world relevant.</p> <p>Teachers should be able to create engaging content and improve students' learning outcome using industry standard digital media and storytelling tools.</p> <p>The creative tools and applications should allow students, teachers to transform their ideas into compelling visual stories in a form social imaginary through Images, posts, web pages and video,</p>

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	using mobile friendly content creation apps. Teachers should be able to collaborate with colleagues inside or outside.
<b>4</b>	<b>Native Apps</b>
	Interactive Tablet must supply with following Native Apps:
	Books, Mail, Calendar, Notes, Pages, Numbers and Keynotes.

**Important Notes:**

The MDM and LMS shall be on Prepaid Cloud Subscription basis. It would be 3 years as per the warranty.

**Annexure-T****TERMS OF REFERENCE:****PHYSICAL VERIFICATION OF THE WORK:**

ITI's end-customer's authorized representative may visit the sites/project- locations to do physical verification of the work carried out by the SIA/Vendor.

**PAYMENT:**

The part/final payment shall be made on the basis of the actual Measurements/Receipts of goods by ITI's end-customer.

ITI Limited shall ensure that the SIA (Sub Vendor) is paid towards the invoices against each mile stone of the project in time. The payment shall be made to the vendor within one week after submission of the invoice, if the work is satisfactory. In case of non-satisfaction, the observations shall be intimated within one week. In general the payment to the SIA shall be governed by the legal agreement to be signed by ITI with the SIA in due course of time.

Payment will be made after achieving of the following milestones:

1. 60% Payment will be done, after successful delivery of the items listed in BOQ.
2. 30% Payment will be done, after successful completion of I&C training.
3. 10% Payment will be released after successful completion of warranty period.

**Note: Payment will be released to the selected bidder (only) after receiving the payment from end-customer.**

**FUND AVAILABILITY:**

The SIA/Vendor shall furnish Performance Bank Guarantee to ITI for an amount equivalent to 3% of the total projected value of the project.

The mobilization advance to the Supplier may be considered by ITI Limited under exceptional conditions (after observing CVC Guidelines for the same). However the same should not be taken as a right by the bidder.

**TIME-LINES FOR PROJECT COMPLETION:**

The vendor would have to supply the goods in a staggered manner in different lots as per the requirement of the end-client which may vary with the time. The entire project shall be completed within Five months from the date of the Order. The project timelines shall as below:

Delivery within 3.5 Months from the date of award of contract. Another 1.5 Months for Implementation and Training.

Timelines can be extended in case of unforeseen circumstances; The SIA/Vendor will submit progress report before submitting next request for releasing fund as per schedule.

**WARRANTY:**

All the products would have Comprehensive Guarantee of 3 years from the date of final commissioning of the project. The equipment used for the eLearning will be warranted for Three (3) Years by the OEM against the manufacturing defects. The Comprehensive Warranty shall be on-site



basis excluding consumables and accessories

**EXPECTED LIFE OF THE PROJECT:**

As the technology is changing at fast pace where user expectations w.r.t. internet are also growing day by day, the life of the project is expected be of about 5 years from practical point of view.

**DELAY IN THE PROJECT (LD CLAUSE):**

In case of delay without sufficient cause in above activities ITI's end-customer will be empowered to deduct payment maximum at the rate 0.1% per week for a maximum period of three months. In case of delay of more than 12 weeks; deduction will be applicable only for that period for which SIA/Vendor is liable and it shall not be more than 2%.

**Note: If End-customer will impose LD more than 2%, then same will be applicable on the vendor.**

**TAX DEPOSITION BY THE SIA/VENDOR:**

The Vendor/SIA shall deposit all the applicable Taxes w.r.t the work order for the intended activity.

**WARRANTY OCTROI AND ENTRY TAX:**

ITI's end-customer may request to the concerned departments/bodies for the exemption of the same however it depends upon the acceptance of the same by the concerned government body.

**ROAD PERMITS:**

ITI's end-customer shall arrange the same so that the goods transported across the state are not detained at various check-posts unnecessarily.

**TRANSIT INSURANCE:**

All items shall be covered by the Supplier under Transit Insurance policy till delivery of the items to respective sites.

**PERFORMANCE GUARANTEE:**

The SIA/Vendor shall furnish a Bank Guarantee of 3% of Total value of the ITI's end-customer's order having initial validity for 39 months/as per ITI's end-customer's requirements from the date of signing of the agreement with ITI. The Guarantee will be required to be submitted within one week of the signing of the agreement.

The proceeds of Performance Guarantee shall be payable to ITI as compensation for any loss resulting from the SIA's failure to complete its obligation under the contract.

Without prejudice to its rights of any other remedy, ITI shall en-cash the Performance Security Bond in case of any breach in terms & conditions of the agreement or in case of failure to rollout the services as per the agreed schedule & parameters or failure to comply with the content related laws including on part of the SIA.

The performance security Bond will be discharged by ITI after completion of the SIA's performance obligations under the contract.

**HELP DESK:**

The SIA/Vendor shall also setup a help desk where the customer complaints relating to the services shall also be forwarded for rectification/ resolution.

**TECHNICAL-AUDITING:**

The SIA/Vendor shall provide the following details (if asked):

- Activation/ deletion / modification of services to the users
- Fault diagnosis of all system components.

**THIRD PARTY INSPECTION:**

Pre-Dispatch Inspection through 3<sup>rd</sup> Party (Government/PSU/Autonomous Body) shall be arranged by the SIA/Vendor at its own cost. Testing shall be carried out by a team designated by ITI/ITI's end-customer, which will validate infrastructure provided by the SIA/Vendor at one of the zones in order to ensure that the solution has been properly engineered and integrated to provide required services and to ensure that the Quality of Services to ITI's end-customer is at a satisfactory level.

**SAFETY, CUSTODY AND PHYSICAL SECURITY:**

As the ownership of the entire system shall remain with ITI's end-customer, it shall make necessary arrangements by issuing suitable instructions for Custody, Insurance and physical security against loss of government property/assets. The SIA/Vendor shall provide an exhaustive list of inventory /assets to ITI for proper records.

**QUALITY:**

The general workmanship and finish of the equipment should be of a high standard. Raw-material/Components used in the equipment must be new ones. Equipment which fully conform to the specifications shall be supplied. Use of imported components would be permitted in the project which is compliant to the specified quality norms and standards.

**TEST REPORTS/ WARRANTY CARD:**

The SIA/Vendor must provide warranty card from the manufacturers.

**OPERATION AND MAINTENANCE MANUAL:**

An Operation and Instruction Manual, in English should be provided with the equipment.

**CAPACITY BUILDING OF THE TEACHERS:**

The User's Training shall be imparted through on-line modules which shall cover the following vital aspects:

- How to use the Learning Management Solution
- Integration of Learning Modules in Regular Teaching
- Classroom Management Skills
- Up keeping of the equipment
- Fault Recognition and reporting

**DOCUMENTATION:** All Technical/ Operational Manuals shall be provided in soft copy form.

**FORCE- MAJEURE:**

If at any time, during the continuance of the agreement, the performance of any Obligation, in whole or in part, by either party is prevented or delayed, by reason of war, or Hostility, acts of the public enemy, civic commotion, sabotage, Act of State or direction From Statutory Authority, explosion, epidemic, quarantine restriction, strikes, fire, Floods, natural calamities or any act of God, neither party shall, by reason of such event, be entitled to terminate the agreement, nor shall either party have any such claims for Damages against the other, in respect of such non-performance or delay in performance provided.

.....

**Annexure-U**

**Format for Non-Black-Listing**

*(To be furnished on the Bidder company's Letter-Head)*

**Undertaking for Non Black-listing**

Certified that We M/s .....have not been 'Black-listed' by any Government Department / organizations, in the last 5 years for defective /deficient service or any such reason related to Business Conduct.

It is also declared that none of the Consortium member has been declared as "Black-listed" by any Government entity in the last 5 years.

**Signatures of the Bidder**

**Annexure-W****Work Details (Scope of Work):**

Detailed Scope of work for the above activities comprises of the following broad Activities:

- Supply of the e-Learning Solution at different sites conforming to the given Specifications for a Reputed Government Organization in India. The e-Learning Solution shall be implemented across the country in different schools owned by the end-client of ITI Limited.
- Arrangement of the necessary logistics at respective sites.
- Installation, Testing and Commissioning of the entire system including Mounting of the Projector on the ceiling as per the specifications.
- Cloud implementation of MDM & LMS for automatic pushing of multiple Apps and updates and device application filtering.
- On-line Training to the users for at least two days (in different batches) on operation and up keeping.
- Comprehensive Warranty Support during the Warranty Period of 3 Years (after handing over). This will also include maintaining availability of the spares and running the help desk services.

**Warranty:**

- a. The equipment shall be warranted by the OEM against any manufacturing/ design/ supply defects for a period of 3 Years.
- b. Rectification of all the defects developed in the e-Learning Solution during Warranty period shall have to be done by the SIA promptly, at the most within seven (2) days from the date of receipt of complaint. During this period, all the arrangements for keeping all the equipment functional shall be the sole responsibility of the SIA.
- c. Replacement of any component broken or lost due to theft or natural calamity shall not be the responsibility of the SIA. Any damaged or broken component due to negligence or fault of the end customer or natural calamity shall be replaced at the users cost.
- d. All the non-functioning parts/materials/items replaced during the warranty period shall be the property of the SIA

**Work Details (Scope of Work):**

The 'Scope of Work' for the Project has broadly been divided into categories based on the project requirement.

Detailed Scope of work for the above activities comprises of the following broad Activities:

- Site Survey and Site-Engineering for Class Rooms /Schools sites.
- Design of eLearning Infrastructure.
- Supply and Delivery of necessary equipment like Projector, Tablets, Streaming Devices, Software and their Management Systems
- Erection of Ceiling Mount Kits and Cages for projectors.
- Configuration of Software.
- Installation and Commissioning of entire system to make it a secured eLearning solution.



- Training to the Teachers for day-to-day operation and up keeping.
- Since the Project includes Three Year Annual Maintenance Charges, No Separate Maintenance Contract (AMC) would be made with the Selected Vendor. Hence Maintenance of the Project for a Period of Three Years is the Responsibilities of the Selected Vendor. In case of any violation, legal proceedings will be made in accordance with this work order.
- On-site Maintenance and Placement of Engineers during the Warranty Period of 3 Years. This will also include maintaining availability of the spares and running the help desk services.

The above activities are being detailed below which form Scope of Work.

### **Site Planning, Survey and Preparation**

The detailed site-planning may necessitate the study of existing infrastructure and other such relevant details before designing the wired environment. A site survey to identify the exact situation of the site and for ensuring site readiness for the implementation of the infrastructure shall be done to this effect. Subsequently a Report detailing each site shall be prepared and made available to ITI.

After the Site survey and Site preparation, the 'Site Engineering' of all the locations shall be done. The end customer of ITI shall provide the necessary minimum constructed space for locating all the proposed equipment at different locations.

### **Solution Design**

Detailed deployment design document shall be prepared and submitted to ITI within the accepted timelines. A complete solution shall be provided to ITI within the prescribed time-framework. Any activity not mentioned here but required for the implementation, maintenance and monitoring of project shall also be done.

### **Material Planning and Logistics**

All components (Active as well as passive), and software etc (Management, Contents etc.) as per requirements shall be procured, supplied and delivered at the respective locations.

### **Class-Room Setup**

The Class-room space including other infrastructure requirement (viz. 3 power Points, Lighting, etc) shall be made available at all the proposed locations by ITI's end-customer. Connections required for electrical extension shall also be done by the ITI's end-customer.

All electrical equipment including Generators/UPSs etc shall be set up as per the requirement. Electrical ground at each existing power point before connecting major devices/ systems shall be ensured by ITI's end-customer.

### **Indoor Equipment Erection and Related Work**

All due Care shall be taken by SIA/Vendor not to cause any damage to Government buildings /other premises and property and will perform restoration if any damage occurs. Path cutting etc. will be back-filled and restored to the original condition immediately after laying of the wires/cables. The SIA shall plug conduits and entrance-holes where the cabling has to be installed with the suitable sealing material.

Installation and commissioning of all the passive network components (Mountings and Cages etc) will have to be done as per the approved deployment design.

### **Installation and Commissioning of the Active equipment**

The installation of all the active equipment shall be done in a conscientious manner as per the OEM guidelines and best industry practices.

Configuration of the equipment and Software etc for end-to-end user access to Services and Management etc. would have to be done by SIA.

### **Help/Service Desk**

For servicing the users, it is proposed to establish a centralized online Help Desk with E-mail and call tracking mechanism. The users can log the queries / complaints, which should be resolved as per the requirements.

This would be an online system deployed centrally and would be used extensively for management of the support activity. Service desk should facilitate the end-to-end service support. The Service Desk should provide the complete problem detection and resolution process.

### **Training:**

A Free of cost on-line training on all the vital aspects of the Equipment/Software will be imparted for at least 2 days at time slot to be decided by ITI in consultation with the customer.

### **Documentation:**

All the hard / soft copies of product documentation will be handed over to ITI's end-customer for the proper upkeep of the equipment.

Documentation related to equipment configuration details, connectivity diagram, basic operation / maintenance procedures will be provided. Change control procedure to be followed for all changes after the implementation and Commissioning of the project would also be provided.

### **Handover**

In the handover phase, project team shall handover the live setup to ITI's end-customer. The Operational team /Teachers of the ITI's end-customer shall be responsible for day to day operation and management of the network.

### **Project completion Sign off**

The sign off shall indicate that the scope of work is complete in entirety. The acceptance test plan shall form the basis of sign off. The project team of the SIA shall handover the responsibilities of post implementation Support to the Support team. The support team shall be responsible of any post sign off issues.

### **Maintenance**

The SIA shall be responsible for maintaining the System for 3 years from the date of completion of Final Acceptance test. The services as per the scope of the contract shall include maintaining the system; ensure running of the services.

### **Characteristics of the envisaged eLearning Solution:**

- Scalability
- Cost effectiveness
- Manageability
- Rapid Deployment
- User Friendly
- Reliability
- Secure
- Robustness
- Resiliency.

**Annexure-Z****E-tendering Instructions to Bidders:**

Submission of Bids shall be only through online process which is mandatory for this Tender.

**1. Tender Bidding Methodology:**

Sealed Bid System – ‘Single Stage – Two bids i.e., Technical and Financial Bids shall be submitted by the bidder at the same time on the portal.

**2. Broad outlines of the activities from Bidders prospective:**

- 1 Procure a Digital Signing Certificate (DSC)
- 2 Register on Electronic Tendering System® (ETS)
- 3 Create Users and assign roles on ETS
- 4 View Notice Inviting Tender (NIT) on ETS
- 5 Download Official Copy of Tender Documents from ETS
- 6 Clarification to Tender Documents on ETS
  - 6.1) Query to ITI LTD (Optional)
  - 6.2) View response to queries posted by ITI LTD, as an addenda/corrigendum.
- 7 Bid Submission on ETS
- 8 Attend Public Online Tender Opening Event on ETS Opening of Technical/Financial Part
- 9 View Post-TOE Clarification posted by ITI LTD on ETS (Optional) Respond to ITI LTD's Post-TOE queries.

For participating in this tender online, the following instructions need to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.

**Note 1:** It is advised that all the documents to be submitted are kept scanned or converted to PDF format in a separate folder on your computer before starting online submission. BOQ (Excel Format) may be downloaded and rates may be filled appropriately. This file may also be saved in a secret folder on your computer.

**Note 2:** While uploading the documents, it should be ensured that the file name should be the name of the document itself.

**3. Digital Certificates:**

For integrity of data and its authenticity/ non-repudiation of electronic records, and be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC), also referred to as Digital Signature Certificate (DSC), of Class 3 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

**4. Registration:**

Tender document can be downloaded from the website: [www.tenderwizard.com/](http://www.tenderwizard.com/) ITILIMITED and to be submitted in the e-format as well as by post (Technical Bid). Cost of Tender Document (in the form of DD/Cash receipt/RTGS receipt) and Bid Security (in the form of DD/Cash receipt/RTGS receipt in original).

Power of Attorney in original along with the hard copies of all documents which are uploaded in the e –tender portal to be submitted to Chief Manager (Marketing) ITI Ltd Delhi.

**ITI LTD has decided to use process of e-tendering for inviting this tender.**

**5. Offline Submission of Eligibility Certifying Documents:**

The bidder is requested to submit the all the documents related to eligibility (originals) offline also to the office of GM (MSP-NZ) ITI Ltd New Delhi; 201, 202 Rohit House 3, Tolstoy Marg, New Delhi- 110001.

**6. Special Note on Security of Bids:**

Security related functionality has been rigorously implemented in ETS in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Specifically for Bid Submission, some security related aspects are outlined below:

As part of the Electronic Encrypt functionality, the contents of both the 'Electronic Forms' and the 'Main-Bid' are securely encrypted using a Pass-phrase created by the server itself.

The Pass phrase is more difficult to break. This method of bid-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in ETS is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the Buyer organization and the personnel of e-tendering service provider.

**7. Public Online Tender Opening Event (TOE):**

ETS offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers as well as authorized representatives of bidders can attend the Public Online Tender Opening Event (TOE) from the comfort of their offices. For this purpose, representatives of bidders (i.e. Supplier organization) duly authorized are requested to carry a Laptop and Wireless Connectivity to Internet.

Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)' has been implemented on ETS.

As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted online by the bidder himself (during the TOE itself), salient points of the Bids are simultaneously made available for downloading by all participating bidders. The work of taking notes during a manual 'Tender Opening Event' is therefore replaced with this superior and convenient form of 'Public Online Tender Opening Event (TOE)'.

ETS has a unique facility of 'Online Comparison Chart' which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Tender. The information in the Comparison Chart is based on the data submitted by the Bidders in electronic forms. A detailed Technical and/ or Financial Comparison Chart enhance Transparency. Detailed instructions are given on relevant screens.

ETS has a unique facility of a detailed report titled 'Minutes of Online Tender Opening Event (TOE)' covering all important activities of 'Online Tender Opening Event (TOE)'. This is available to all participating bidders for 'Viewing/ Downloading'.

There are many more facilities and features on ETS. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

**8. Other Instructions:**

For further instructions, the vendor should visit the home page of the portal ([https://www.tenderwizard.com/ ITILIMITED](https://www.tenderwizard.com/ITILIMITED)).



**Important Note:**

It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of ETS.

The following 'FOUR KEY INSTRUCTIONS for BIDDERS' must be assiduously adhered to:

- a) Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS
- b) Register your organization on ETS well in advance of your first tender submission deadline on ETS
- c) Get your organization's concerned executives trained on ETS well in advance of your first tender submission deadline on ETS
- d) Submit your bids well in advance of tender submission deadline on ETS (There could be last minute problems due to internet timeout, breakdown, etc While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth instruction is relevant at all times.

**9. Minimum Requirements at Bidders end:**

Computer System with good configuration and OS, High Speed Broadband connectivity, Internet Browser and Digital Certificate(s)