

SAINIK SCHOOL BALACHADI



TECHNICAL BID PART – 'A'

TENDER DOCUMENT

CONVERSION OF 08 CLASS ROOMS INTO IT ENABLED SMART CLASS ROOMS WITH PROJECTORS INCLUDING LICENSE FOR REMAINING 09 CLASSROOMS

The bids are to be submitted in two bid pattern i.e.

Technical Bid (Part – A) and Price Bid (Part – B). Bids are to be sent in separate sealed covers distinctly marked duly super subscribed with tender notice reference no and date etc.

SAINIK SCHOOL BALACHADI



TENDER DOCUMENT

TENDER ENQUIRY / REQUEST FOR PROPOSAL

CONVERSION OF 08 CLASS ROOMS INTO IT ENABLED SMART CLASS ROOMS WITH PROJECTORS INCLUDING LICENSE FOR REMAINING 09 CLASSROOMS

SAINIK SCHOOL BALACHADI



CONVERSION OF 08 CLASS ROOMS INTO IT ENABLED SMART CLASS ROOMS WITH PROJECTORS INCLUDING LICENSE FOR REMAINING 09 CLASSROOMS

Tender Form No : _____

TIN/TAN/GST No : _____

Name of the firm (Full Address) :

Telephone No : _____

Mobile No : _____

Details of EMD Bank DD No :

_____ Date : _____

**DRAFT TENDER ENQUIRY FOR CONVERSION OF 08 CLASS ROOMS INTO
IT ENABLED SMART CLASS ROOMS WITH PROJECTORS INCLUDING LICENSE FOR REMAINING
09 CLASSROOMS OUT OF INFRASTRUCTURE IMPROVEMENT GRANT FOR THE FINANCIAL
YEAR 2017-18**

Request for Proposal (RFP) No : INFIMPGRT/Smart_Classrooms dated ____ Jan 2020

1. The open tender Bids under **Advertise Tender Enquiry (TWO BID SYS)** are invited by the Principal, Sainik School Balachadi, Tal Jodiya, Dist Jamnagar - 361230 for and on behalf of the President of India for the supply of items listed in Part II of this RFP. The tender reference number is : **SSB/INF/SMARTCLASS/19-20/03/01** and can be viewed at www.ssbalachadi.org and www.eprocure.gov.in.

2. The address and contact numbers for sending Bids or seeking clarifications regarding this RFP are given below:-

- | | | | |
|-----|---|---|---|
| (a) | Bids/queries to be addressed to | : | Principal,
Sainik School Balachadi,
Tal Jodiya, Dist Jamnagar -
361230 |
| (b) | Postal address for sending the Bids | : | Principal,
Sainik School Balachadi,
Tal Jodiya, Dist Jamnagar -
361230 |
| (c) | Name / designation of the contact personnel | : | Undersigned |
| (d) | Telephone numbers of the contact personnel | : | 02893246226 |
| (e) | E-Mail ids of contact personnel | : | ssbjam11@gmail.com |
| (f) | Fax No | : | 02893246229 |

3. The RFP is divided into five Parts as per DPM 2009:-

- (a) **Part I.** Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders, etc.
- (b) **Part II.** Contains essential details of the items/services required, such as the schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details.
- (c) **Part III.** Contains Standard Conditions of RFP, which will form part of the Contract with successful Bidder.
- (d) **Part IV.** Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.
- (e) **Part V.** Contains Evaluation Criteria and Format for Price Bids.

4. **Placement of Order** - The Purchase Order will be placed on successful conclusion of negotiations on L-1 firm.

5. This RFP is being issued with no financial commitment and Buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the RFP, should it become necessary at any stage. **PART – I GENERAL INFORMATION**

1. **Critical Dates.** The critical dates with respect to the **INFIMPGRT/Smart_Classrooms (Tender ref)** are as follows:-

Ser. No	Item	Date	Time
(a)	Published Date	31 July 2020	1000 Hrs
(b)	Bid Document Download	31 July 2020	1000 Hrs
(c)	Clarification Start Date	31 July 2020	1000 Hrs
(d)	Pre bid meeting	08 August 2020	1000 Hrs
(e)	Bid Submission Start	08 August 2020	1000 Hrs
(f)	Clarification End Date	08 August 2020	1730 Hrs
(g)	Bid Submission End	20 August 2020	1730 Hrs
(h)	Bid Opening Start	21 August 2020	1000 Hrs

2. **Manner of Depositing the Bids.** The bids will be submitted in the following manner:-

(a) The original of following documents shall be submitted physically in the sealed tender box mentioned at Para 4 below prior to bid submission closing date, in an envelope duly marked with Tender ID along with a covering letter under company letter head.

(i) _____, necessary Proof of exemption is submitted along with tender documents.

(ii) Tender conditions acceptance certificate. (Format is attached as Appx 'A' to this RFP)

(iii) Downloaded Tender Acceptance Certificate. (Format is attached as Appx 'A' to this RFP).

(b) **Cover-I** Cover – I will contain the Technical Bids consisting of following documents. -
Proof of valid company registration/ renewal of registration.

(i) Pan no. CGST/GST/TIN/Regn. (Copy of the same to be attached along with technical bid).

(ii) Bank certificate of credit worthiness (Copy of the same to be attached along with technical bid)

(iii) Certificate of acceptance of terms and conditions of RFP on firm's letter head. (Copy of the same to be attached along with technical bid)

(iv) Hard copy of EMD documents if applicable or the exemption certificate along with BG Certificate.

(v) **Tender Conditions Acceptance Certificate:** The bidder shall certify for acceptance of all the tender conditions of the offline RFP and furnish a certificate as per Appx. A. The

certificate duly signed shall be attached along with technical bid. In case of any deviations, the bid shall be rejected. If the certificate is signed by legally authorized signatory, a copy of the authorization letter is enclosed.

(vi) DD of Tender fee instrument / exemption proof as applicable.

(vii) Clause by clause compliance of specifications certificates mentioned in Para 2 (a) Part II of the RFP.

(viii) Technical data sheet of equipment.

(ix) OEM authorization certificate.

(x) Any other details, as considered necessary.

(c) **Open Tender Cover- II.** Commercial bid packet will be submitted as Cover II and will consist of following and will be submitted in Tender Box marked at **Sainik School Balachadi, Tal Jodiya, Dist Jamnagar - 361230**

(i) Commercial bid in the form of "BOQ" (Bill of Quantities.)

(ii) Hard copy of "Additional Charges/Discounts" containing details of items with Financial implications on the bid. The format of the same is att as Appx B.

3. **Time and Date for Opening of Bids.** 21 August 2020 at 1000 Hrs.

(If due to any exigency, the due date for opening of the Bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer)

4. **Location of the tender Box.** Tender Box marked at **Sainik School Balachadi, Tal Jodiya, Dist Jamnagar - 361230** Only those Bids that are found in the tender box will be opened. Bids dropped in the wrong Tender Box will be rendered invalid. Following guidelines may be followed while submitting the documents.

- (a) **Technical and commercial repeat technical and commercial bid** will be dropped in the Tender Box.
- (b) The Physical receipt of specified documents where applicable, shall be mandatory prior to bid opening.
- (c) The non-receipt of EMD and tender fee where applicable shall render non acceptance of the tech bid
- (d) Documents specified at Para 2(a) along with technical bid and commercial bid to be dropped in the tender box.
- (e) No post-bid clarification on the initiative of the bidder will be entertained.

5. **Place of Opening of the Bids.** **Sainik School Balachadi, Tal Jodiya, Dist Jamnagar - 361230.** The Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. Rates and important commercial/technical clauses quoted by all Bidders will be read out in the present of the representatives of all the Bidders. This event will not be postponed due to non-presence of your representative.

6. **Opening of Two Bid System**

- (a) The Technical Bids shall be opened as per critical date sheet mentioned in these tender documents. The evaluation of technical Bid will be carried out off-line and the results of the evaluation will be uploaded on the school website. (www.ssbalachadi.org and www.eprocure.gov.in)
- (b) The Commercial Bids of only those Bidders whose Technical bids meet all the stipulated (Technical) requirements shall be opened. The date of opening will be intimated to the Bidders through school website. (www.ssbalachadi.org and www.eprocure.gov.in)

7. **Forwarding of Bids**

- (a) Submission of Original Physical Documents. The documents specified in Para 2(a) to be deposited physically will be dropped in the sealed tender box.

Date & Time of submission of original physical documents in tender box marked as "TENDER BOD" and placed at Sainik School Balachadi.	08 August 2020 at 1000 hrs.
Date & Time of opening of envelope containing original physical documents.	21 August 2020 at 1000 hrs

- (b) The TECHNICAL BID and the COMMERCIAL BID will be submitted in Tender Box marked at **Sainik School Balachadi, Tal Jodiya, Dist Jamnagar - 361230**

(C) ***The TECHNICAL BID and the COMMERCIAL BID should be submitted by the bidder duly signed by the legal owner of the firm or the person auth by him to do so.*** Instructions for Bid Submission/ Instructions to the Bidders to submit the bids are available at www.ssbalachadi.org and www.eprocure.gov.in Brief of Instructions are also att as Appx D.

8. **Clarification regarding contents of the RFP.** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Buyer in writing about the clarifications sought not later than 14 (fourteen) days prior to the date of opening of the Bids. Copies of the query and clarification by the purchaser will be uploaded as corrigendum for all prospective bidders who have received the bidding documents.

9. **Modification and Withdrawal of Bids.**

- (a) The Bidders may resubmit his bid after submission, as per the provisions available of the portal. No bid shall be modified after the deadline for submission of bids.
- (b) If bidder desires to withdraw before bid submission closing date/ time, he may do so offline. EMD would be refunded at not cost of the tender. Once bidder withdraws, he cannot participate again in this tender.
- (c) No bid may be withdrawn in the interval between the deadline for submission of bids and expiry of the period of the specified bid validity. Withdrawal of a bid during this period will result in forfeiture of Bidder's Bid Security/EMD.

10. **Clarification regarding contents of the Bids.** The detailed instructions for bidders are attached as Appx D to this RFP. During evaluation and comparison of bids, the Buyer may at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted.
11. **Rejection of Bids.** 'Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional Bids will not be accepted.
12. **Unwillingness to Quote.** Bidders unwilling to quote should ensure that intimation this effect reaches before the due date and time of opening of the Bid, failing which the defaulting Bidder may delisted for the given range of items as mentioned in this RFP.
13. **Validity of Bids.** The Bids should remain valid till **120 days** from the last date of submission of the Bids.
14. **Turn Key Project.** This will be turnkey project and no piece meal orders for individual item will be placed. The vendor is expected to provide all accessories required for the project to make the project functional and usable without any additional cost to the user.
15. **Earnest Money Deposit.** Bidders are required to submit Earnest Money Deposit (EMD) for a sum of Rs. **68000/- (Rupees Sixty-Eight Thousand only)** in favour of, **Principal Sainik School Balachadi Payable at Jamnagar**. The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the commercial bank as per Form DPM-9 BG form for Earnest Money Deposit is at as Appx E to this RFP **(The validity of Demand Draft / Banker's cheque is 90 Days. If required, it should be revalidating before expire)**. EMD is to remain valid for period of **45** days beyond the final bid validity period. EMD of the unsuccessful bidders would be returned, without any interest whatsoever, after the receipt of Performance Security from the as called for in the contract. EMD is not required to be submitted by those Bidders who are registered for same item/range of products/goods or services with the Central Purchase Organization (E.G. DGS&D), National Small Industries Corporation (NSIC) or Concerned Departments or Ministries of the Govt of India. The EMD will be forfeited if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender.
16. **Filling of the Tender Set.** The tender form to be filled and to be submitted at Tender Box marked at **Sainik School Balachadi, Tal Jodiya, Dist Jamnagar – 361230** para 2(a) (ii) Part-1 of RFP.
17. **Eligibility Criteria:.**
- (a) Work Experience : A vendor or seller is having experience in the similar field for minimum three years in Government Organizations. (Copy of the same to be attached along with the tender documents.)
- (b) Financial Status : A vendor or seller is financially capable for execution of the project. Vendor or seller is having turnover of Rs. 1 Crores is preferable. Copy of Income tax return of last three years is to be attached along with the tender documents).

PART II
ESSENTIAL DETAILS OF ITEMS/SERVICES REQUIRED

1. Schedule of Requirements – List of items / services required is as follows:

Name/Type of item/services/description of stores Qty required
.....
.....

2. Technical Details:

- (a) Specifications/drawings, as applicable
- (b) Technical details with technical parameters
- (c) Requirement of training/on-job training
- (d) Requirement of installation/commissioning
- (e) Requirement of Factory Acceptance Trials (FAT), Harbor Acceptance Trails (HAT) and Sea Acceptance Trials (SAT)
- (f) Requirement of Technical documentation
- (g) Nature of assistance required after completion of warranty
- (h) Requirement of pre-site/equipment inspection
- (i) Any other details, as considered necessary

3. Two-Bid System - In respect of Two-bid system, Bidders are required to Furnish clause by clause compliance of specifications bringing out clearly the deviations from specification, if any. The Bidders are advised to submit the compliance statement in the following format along with Technical Bid –

Para of RFP specifications item-wise	Specification of item offered	Compliance to RFP specification – whether Yes / No	In case of noncompliance, deviation from RFP to be specified in unambiguous terms
As per Annex – “A”			

4. Delivery Period - Delivery period for supply of items would be **45 Days** from the effective date of contract. Please note that Contract can be cancelled unilaterally by the Buyer in case items are not received within the contracted delivery period. Extension of contracted delivery period will beat the sole discretion of the Buyer, with applicability of LD clause.

5. Incoterms for Delivery and Transportation – F.O.R. at Sainik School Balachadi, Tal Jodiya, Dist : Jamnagar – 361230.

6. **Consignee details:** The consignee for the contract is as under
Principal,
Sainik School Balachadi,
Tal Jodiya,
Dist Jamnagar - 361230
Project Officer's No : 02893-246226

7. Delivery period for supply of items will commence from the effective date of contract which would include the time for delivery of stores, inspection of stores and preparation of CRV. Please note that Contract can be cancelled unilaterally by the Buyer in case items are not received within the contract delivery period. Extension of contracted delivery period will be at the **sole Discretion of the Buyer, with applicability of LD clause.**

The contract shall come into effect from the date of acknowledgement of receipt of Supply Order or the eighth day of issue of Supply Order, whichever is earlier. The date will be treated as effective date of the contract. The time frame for delivery of the stores and equipment is given below:

- (a) Delivery of stores within **45 (Forty Five)** days after receiving the purchase order.

(b) Acceptance testing within **10 (Ten)** days after successful delivery of stores at **Sainik School Balachadi**.

(c) Training within **10 (Ten)** days of ATP by the vendor at **Sainik School Balachadi**.

(d) The firm should commence the supply of all items/stores immediately on receipt of Supply Order and should be completed within **45 (Forty Five)** days from the effective date of the contract. In case the firm anticipates delay in supply due to any unforeseen reasons(s). the firm within 10 (ten) days will bring it to the notice of the purchaser who after ascertain the reason(s) as valid and beyond firm's control may give extension of time.

(e) However, purchaser reserves the right to recover from the firm liquidated damages and not by way of penalty, a sum of 0.5 % of the price of any stores, for delay of every week or part thereof, subject to a maximum of 10% of undelivered goods, which the firm has failed to deliver within the stipulated period.

(f) In case the firm further fails to deliver the stores within stipulated period, the supply order may be cancelled and acceptance of late supplies refuse, at the sole risk and cost of the supplier. The decision of the purchaser to purchase the material at the risk and cost of the supplier shall be final and binding.

8. **Project In charge /Consignee details:** The consignee for the contract is as under
Principal,
Sainik School Balachadi,
Tal Jodiya,
Dist Jamnagar - 361230
Project Officer's No : 02893-246226

9. **Acceptance Testing.** After successful delivery of the complete stores, the same will be subjected to Acceptance Test Procedure to test individual component and successful integration of components. The acceptance test will be coordinated and supervised by Principal, Sainik School Balachadi, Tal Jodiya, Dist Jamnagar - 361230. He will issue an Acceptance Test Certificate on successful completion of acceptance testing. **The warranty period of the complete system will commence with effect from the date of issue of Acceptance Test Certificate.**

10. **Training.** As mentioned in this part, para 7(c) above

11. **Incoterms / Terms of Delivery.** Sainik School, Balachadi Tal: Jodiya, Dist - Jamnagar
(a) The manufacturers shall be responsible for the safe delivery of the stores at the consignee's end transit damage if any shall be promptly attached end by him.

PART III

STANDARD CONDITONS OF RFP

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Seller in the Contract) as selected by the Buyer. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Law.** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.
2. **Effective Date of the Contract.** Normally the contract shall come into effect on the date of signatures of both the parties on the contract except when some other effective date is mutually agreed to and specifically indicated / provided in the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.
3. **Arbitration.** All dispute or differences arising out of or in connection with the contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Contract or relating to construction or performance, which cannot be settled amicably, may be resolved through arbitration. The dispute or difference arising between the parties thereto, pertaining to this agreement, will be discussed and sorted out with the **Principal Sainik School Balachadi, Jamnagar**, and authorized nominee of vendor. Only exceptional cases which are not resolved after mutual discussion and if mutual disagreement persists, will be referred to the Arbitrator to be nominated by the **Principal, Sainik School, Balachadi**. The venue of such Arbitration shall be at **Balachadi Tal : Jodiya, Dist : Jamnagar-361230**. The award of the sole Arbitrator will be binding on both parties. The standard clause of arbitration is as per Forms DPM-7, DPM-8 and DPM-9 (Available in MoD website and can be provided on request)
4. **Penalty for use of Undue influence.** The Seller undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government on India for showing or forbearing to show favour or disfavor to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the Seller) or the commission of any offers by the Seller or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the contract and all or any other contracts with the Seller and recover from the Seller the amount of any loss arising from such cancellation. A decision of the Buyer or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Seller. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Seller towards any officer/employee of the Buyer or to any other person in a position to influence any officer/employee of the Buyer for showing any favour in relation to this or any other contract, shall render the Seller to such liability / penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amount paid by the Buyer.
5. **Agents / Agency Commission.** The Seller confirms and declares to the Buyer that the Seller is the original manufacturer of the stores/provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Seller; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Seller agrees that if it is established at any time to the satisfaction of the Buyer that the present declaration is in any way incorrect or if at a later stage it is discovered by the Buyer that the Seller has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Seller will be liable to refund that amount to the Buyer. The Seller will also be debarred from entering into any supply Contract with the Government of India for a minimum period of five years.

The Buyer will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Seller who shall in such an event be liable to refund all payments made by the Buyer in terms of the Contract along with interest at the rate of **10 %**. per annum above LIBOR rate. The Buyer will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

6. **Access to Books of Accounts**. In case it is found to the satisfaction of the Buyer that the Seller has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents / Agency Commission and penalty for use of undue influence, the Seller, on a specific request of the Buyer, shall provide necessary information/ inspection of the relevant financial documents/information.

7. **Non-disclosure of Contract documents**. Except with the written consent of the Buyer / Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

8. **Liquidated Damages (LD)**. In the event of the Seller's failure to submit the Bonds, Guarantees and Documents, supply the stores/goods and conduct trials, installation of equipment, training, etc as specified in the contract, the Buyer may, at his discretion, withhold any payment until the completion of the contract. The BUYER may also deduct from the SELLER as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed/undelivered stores/services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

9. **Termination of Contract**. The Buyer shall have the right to terminate this Contract in part or in full in any of the following cases:-

- (a) The delivery of the material is delayed for causes not attributable to Force Majeure for more than **20** months after the scheduled date of delivery.
- (b) The Seller is declared bankrupt or becomes insolvent.
- (c) The delivery of material is delayed due to causes of Force Majeure by more than **20** months provided Force Majeure clause is included in contract.
- (d) The Buyer has noticed that the Seller has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
- (e) As per decision of the Arbitration Tribunal.
- (f) "In case of failure of supply under sub clauses (a), (b) & (d) the Bank Guarantee of the supplier can be liquidated there of."

10. **Notices**. Any notice required or permitted by the contract shall be written in the English language any may be delivered personally or may be sent by FAX or registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.

11. **Transfer and Sub-letting**. The Seller has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

12. **Patents and other Industrial Property Rights**. The prices stated in the present Contract shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The Seller shall indemnify the Buyer against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use. The Seller shall be responsible for the completion of the supplied including spares, tools, technical literature and training aggregates irrespective of the fact of infringement of the supplies, irrespective of the fact of infringement of any or all the rights mentioned above.

13. **Amendments**. No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

14. **Taxes and Duties.**

(a) All taxes as applicable will be reflected separately. Any dispensation will be decided by Army on Case to case basis.

(i) **General.**

(aa) If Bidder desires to ask for excise duty or Sales Tax / VAT extra, the same must be specifically stated. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.

(ab) If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entrained after the opening of tenders.

(ac) If a Bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.

(ad) If a Bidder is exempted from payment of any duty/tax up to any value of supplies from them, he should clearly state that no such duty/tax will be charged by him up to the limit of exemption which he may have. If any concession is available in regard to rate/quantum of any Duty/tax, it should be brought out clearly. Stipulations like, the said duty/tax was presently not applicable but the same will be charged if it becomes liveable later on, will not be accepted unless in such cases it is clearly stated by a Bidder that such duty/tax will not be charged by him even if the same becomes applicable later on. In respect of the Bidders, who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of such duty/tax which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

(ae) Any changes in any duty/tax upward/downward as a result of any statutory variation in excise taking place with contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the supplier. Similarly, in case of downward revision in any duty/tax, the actual quantum of reduction of such duty/tax shall be reimbursed to the Buyer by the Seller. All such adjustments shall include all reliefs, exemptions, rebates, concessions etc. if any obtained by the Seller.

(ii) **Customs Duty.**

(aa) For imported stores offered against forward delivery, the Bidder shall quote prices thereof exclusive of customs duty. The Bidder shall specify separately the C.I.F. prices and total amount of customs duty payable. They will also indicate correctly the rate of customs duty applicable along with Indian Customs Tariff Number. Customs duty as actually paid will be reimbursed on production of necessary documents i.e. (i) Triplicate copy of the bill of entry; (ii) copy of bill of landing; (iii) a copy of foreign principal's invoice. However, if the Bidder imports the stores in question against his own commercial quota Import Licenses, he will also be required to submit in addition the triplicate copy of bills of entry etc. a certificate from his Internal Auditor on the bill itself, to the effect that the following items/quantity in the bill of entry related to the stores imported against Defence Buyer contract number-..... dated

(ab) Subsequent to the reimbursement of customs duty, the Bidder will submit to the concerned Payment Authority a certificate to the effect that he has not obtained any refund of customs duty subsequent to the payment of duty to the Customs authority by him. In addition, he shall also submit to the

Paying Authority concerned a certificate immediately after a period of three month from the date of payment of the duty to customs authorities to the effect that he has not applied for refund of the customs duty subsequent to the payment of duty to the customs authorities by him.

(ac) In case the Bidder obtains any refund of customs duty, subsequently to the payment of the same by him to the customs authorities and reimbursement of the same by him to the customs authorities and reimbursement of the customs duty to him by the Payment Authority, he should forthwith furnish the details of the refund obtained and afford full credit of the same to the Buyer.

(iii) **Excise Duty.**

(aa) Where the excise duty is payable on advalorem basis, the Bidder should along with the tender, the relevant form and the Manufacturer's price list showing the actual assessable value of the stores as approved by the Excise authorities.

(ab) Bidders should note the in case any refund of excise duty is granted to them by Excise authorities in respect of Stores supplied under the contract, they will pass on the credit to the Buyer immediately along with a certificate that the credit so passed on relates to the Excise Duty, originally paid for the stores supplied under the contract. In case of their failure to do so, within 10 days of the issue of the excise duty refund orders to them by the Excise Authorities the Buyer would be empowered to deduct a sum equivalent to the amount refunded by the Excise Authorities without any further reference to them from any of their outstanding bills against the contract or any other pending Government Contract and that no disputes on this account would be raised by them.

(ac) The Seller is also required to furnish to the Paying Authority the following certificates.

(aaa) Certificate with each bill to the effect that no refund has been obtained in respect of the reimbursement of excise duty made to the Seller during three months immediately preceding the date of the claim covered by the relevant bill.

(aab) Certificate as to whether refunds have been obtained or applied for By them or not in the preceding financial year after the annual Audit of their Accounts also indicating details of such refunds/applications, if any.

(aac) A Certificate along with the final payment bills of the Seller to the Effect whether or not they have any pending appeal/protest for refund or partial refund of excise duties already reimbursed to the Seller by the Government pending with the Excise authorities and if so, the nature, the amount involved, and the position of such appeals.

(aad) An undertaking to the effect that in case it is detected by the Government that any refund from Excise Authority was obtained by the Seller after obtaining reimbursement from the Paying Authority, and if the same is not immediately refunded by the Seller to the Paying Authority giving details and particulars of the transactions, Paying Authority will have full authority to recover particular contract or any other pending Government contracts and that no dispute on this account would be raised by the Seller.

(ad) Unless otherwise specifically agreed to in terms of the contract, the Buyer shall not be liable for any claim on account of fresh imposition and/or increase of Excise Duty on raw materials and/or components used directly in the manufacture of the contracted stores taking place during the pendency of the contract.

(iv) **CGST / GST.**

(aa) If it is desired by the Bidder to ask for CGST/GST to be paid as extra, the same must be specifically stated. In the absence of any such stipulation in the bid, it will be presumed that the prices quoted by the Bidder are inclusive of sales tax and no liability of sales tax will be developed upon the Buyer.

(ab) On the 'Bids quoting sales tax extra, the rate and the nature of Sales Tax Applicable at the time of supply should be shown separately, Sales tax will be paid to the Seller at the rate at which it is liable to be assessed or has actually been assessed provided the transaction of sale is legally liable to sales tax and the same is payable as per the terms of the contract.

(v) **Octroi Duty & Local Taxes.**

(aa) Normally, materials to be supplied to Government Departments against Government Contracts are exempted from levy of town duty, Octroi Duty. Terminal Tax and other levies of local bodies. The local Town/Municipal Body regulations at times, however, provide for such Exemption only on production of such exemption certificate from any authorized officer, Seller should ensure that stores ordered against contracts placed by this office are exempted from levy of Town Duty/Octroi Duty, Terminal Tax or other local taxes and duties, wherever required, they should obtain the exemption certificate from the Buyer, to avoid payment of such local taxes or duties.

(ab) In case where the Municipality or other local body insists upon payment of these duties or these duties or taxes the same should be paid by the Seller to avoid delay in supplies and possible demurrage charges. The receipt obtained for such payment should be forwarded to the Buyer without delay together with a copy of the relevant act or bylaws/notifications of the Municipality of the local body concerned to enable to enable him to take up the question of refund with the concerned bodies if admissible under the said acts or rules.

PART –IV

SPECIAL CONDITION OF RFP

THE BIDDER IS REQUIRED TO GIVE CONFIRMATION OF THEIR ACCEPTANCE OF SPECIAL CONDITIONS OF THE RFP MENTIONED BELOW WHICH WILL AUTOMATICALLY BE CONSIDERED AS PART OF THE CONTRACT CONCLUDED WITH THE SUCCESSFUL BIDDER (I.E. SELLER IN THE CONTRACT) AS SELECTED BY THE BUYER. FAILURE TO DO SO MAY RESULT IN REJECTION OF BID SUBMITTED BY THE BIDDER.

1. **Performance Bank Guarantee.** The Bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank Ltd., Axis Bank Ltd or HDFC Bank Ltd.) for a sum equal to **10%** of the contract value within **10** days of receipt of the confirmed order. The bank guarantee will be made in favour of **Principal, Sainik School, Balachadi** and it should be valid upto **60** days beyond the date of warranty. The specimen of PBG is given in Form DPM-15(Available in MoD website and can be provided on request). The Bank Guarantee will be returned to the superior on successful completion of all his obligations under the contract. In case the execution of the contract is delayed beyond the contract period and the purchaser, with or without LD, grants extension to deliver period, the supplier must get the BG revalidated, if not valid already. The Performance Bank Guarantee/Bank Draft submitted as Earnest Money Deposit will only be returned to the firm on receipt of this Performance Bank Guarantee.
2. **Option Clause.** The contract will have an Option Clause, wherein the Buyer can exercise an option to procure an additional 50% of the original contracted quantity in accordance with the same terms & conditions of the present contract. This will be applicable within the currency of contract. The Bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely the discretion of the Buyer to exercise this option or not.
3. **Repeat Order Clause.** The contract will have a Repeat Order Clause, wherein the Buyer can order upto 50% quantity of the items under the present contract within six months from the date of supply/successful completion of this contract, the cost, terms & conditions remaining the same. The Bidder is to confirm acceptance of this clause. It will be entirely the discretion of the Buyer to place the Repeat order or not.
4. **Tolerance Clause.** To take care of any change in the requirement during the period starting from issue of RFP till placement of the contract, Buyer reserves the right to 50% plus/minus increase or decrease the quantity of the required goods upto that limit without any change in the terms & conditions and prices quoted by the Seller. While awarding the contract, the quantity ordered can be increased or decreased by the Buyer within this tolerance limit.
5. **Payment Terms.** It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e-payment details so that payments could be made through ECS/EFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by Bidders for receiving payments through ECS is at Form DPM-11 (Available in MoD website and can be given on request). The payment will be made as per the following terms, on production of the requisite documents :-
 - (a) First 50% of the total cost of the project shall be released after complying with following conditions :-
 - (i) Delivery of complete stores.
 - (ii) Board proceedings (IAFD-931), confirming inspection and acceptance of stores by Board of Officers.
 - (iii) Preparation of CRV.
 - (iv) Submission of Performance Bank Guarantee for a sum of 10% of the total cost of the project.
 - (v) Submission of photocopy of ECS mandate form and PAN Card.
 - (vi) Submission of Sales Tax cert for the amount claimed in the commercial bid.
(if sales tax is claimed in the financial bid).

(b) Balance 25% of the total project cost will be paid after completion of following conditions:-

(i) Receipt of Acceptance Test Certificate jointly signed by the representative of Army and vendor.

(ii) Satisfactory Performance Certificate of the complete system by OC unit.

(c) Last 25% of the total project cost will be paid after completion of first year.

(d) Cases where Sales Tax /Vat is charged, the firm will quote his sales Tax /VAT registration number and endorse the following certificate on the bill.

“Certified that the goods, on which sales tax had been charged, have not been Exempted under the Sales Tax Act/CSP or the rules made there under. The Charges levied on account of sales tax on the goods supplied are correct under the provisions of the Act or the rules made there under”.

(e) **The payment of all taxes/duties (Custom duty, Central Sales Tax, Excise duty, VAT other charges etc) will be paid on receipt of documentary proof.**

(f) No Insurance charges will be paid by the Department.

6. **Advance Payments.** No advance payment (s) will be made.

7. **Paying Authority.** Principal, Sainik School Balachadi, Tal Jodiya, Dist : Jamnagar-361230. The payment of bills will be made on submission of the following documents by the Seller to the Paying Authority along with the bill :-

(a) Ink-signed copy of Contractor bill.

(b) Ink-signed copy of invoice bill.

(c) Delivery Challan, documents/proof of payment such as Excise duty challan, Customs duty clearance certificate, Octroi receipt, proof of payment for EPF/ESIC contribution with nominal roll of beneficiaries, etc as applicable.

(d) Guarantee /Warranty certificate.

(e) Performance Bank Guarantee.

(f) Details of electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in supply order/contract).

(g) Submission of sales tax cert (If sales tax is claimed in the financial bid) and photocopy of PAN Card.

8. **Fall Clause.** The following fall clause will form part of the contract placed in successful Bidder :

(a) The price charged for the stores supplied under the contract by the Seller shall in no event exceed the lowest prices at which the Seller the stores or offers to sell stores of identical description to any persons / Organizations including the purchaser or any department of the Central Government or any Department of State Government or any statutory undertaking of the Central or State Government as the case may be during the period or till the performance of all supply orders placed during the currency of the rate contract is completed.

(b) If at any time, during the said period the Seller reduces the sale price, sells or offer to sell such stores to any person /organization including the Buyer or any Deptt, of Central Govt. or any Department of the State Government or any Statutory undertaking of the Central or State Government as the case may be at a price lower than the price chargeable under the contract, he shall forthwith notify such reduction or sale or offer of sale to the purchaser / contracting authority and the price payable under the contract for the stores of such reduction of sale or offer of the sale shall stand correspondingly reduced. The above stipulation will, however, not apply to :-

(i) Exports by the Seller.

(ii) Sale of goods as original equipment at price lower than the prices charged for normal replacement.

(iii) Sale of goods such as drugs which have expiry dates.

(iv) Sale of goods at lower price on or after the date of completion of sale / placement of the order of goods by the authority concerned under the existing or previous Rate Contracts as also under any previous contracts entered into with the Central or State Govt. Depts, including their undertakings excluding joint sector companies and / or private parties and bodies.

(c) The Seller shall furnish the following certificate to the Paying Authority along with each bill for payment for supplies made against the Rate contract – “We certify that there has been no reduction in sale price of the stores of description identical to the stores supplied to the Government under the contract herein and such stores have not been offered / sold by me / us to any person / organization including the purchaser or any department of Central Government or any Department of a State Government or any Statutory Undertaking of the Central or State Government as the case may be up to the date of bill/ the date of completion of supplies against all supply orders placed during the currency of the Rate Contract at price lower than the price charged to the Government under the contract except for quantity of stores categories under sub-clauses (i),(ii),(iii) and (iv) of sub-para (b) above details of which are given below -”.

9. **Risk & Expense Clause.**

(a) Should the stores or any installment thereof not be delivered within the time or times specified in the contract documents, or if defective delivery is made in respect of the stores or any installment thereof, the Buyer shall after granting the Seller 45 days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as a remedy for breach of contract, to declare the contract as cancelled either wholly or to the extent of such default.

(b) Should the stores or any installment thereof not perform in accordance with the specifications / parameters provided by the SELLER during the check proof tests to be done in the BUYER's country, the BUYER shall be at liberty, without prejudice to any other remedies for breach of contract, to cancel the contract wholly or to the extent of such default.

(c) In case of a material breach that was not remedied within 45 day, the BUYER shall, having given the right of first refusal to the SELLER be at liberty to purchase, manufacture, or procure from any other source as he thinks fit, other stores of the same or similar description to make good :-

(i) Such default.

(ii) In the event of the contract being wholly determined the balance of the stores remaining to be delivered there under.

(d) Any excess of the purchase price, cost of manufacturer, or value of any stores procured from any other supplier as the case may be, over the contract price appropriate to such default or balance shall be recoverable from the SELLER. Such recoveries shall not exceed 25% of the value of the contracts.

10. **Force Majeure Clause.**

(a) Neither party shall bear responsibility for the complete or partial nonperformance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.

(b) In such circumstances the time stipulated for performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

(c) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.

(d) Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.

(e) If the impossibility of complete or partial performance of an obligation lasts for more than 6(six) months, either party hereto reserves the right to terminate the contract totally or partial upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement of on the terms provided in the agreement for the goods received.

11. **Electronic Clearance System (ECS).** ECS authorization cum banker's certification form attached at Annexure II is required to be filled and authorized by the concerned bank. It is mandatory to submit ECS mandate with the Tender Enquiry.

12. **Specification.** The following specification clause will form part of the contract placed on successful bidder :-

The Seller guarantees to meet the specifications as per Part-II of RFP and to incorporate the modifications to the existing design configuration to meet the specific requirement of the Buyer Services as per modifications / requirements recommended after the Maintenance Evaluation Trials. All technical literature and drawings shall be amended as the modifications by the Seller before supply to the Buyer. The Seller, in consultation with Buyer, may carry out technical up gradation / alterations in the design, drawing and specifications due to change in manufacturing procedures, indigenization or obsolescence. This will however, not in any way, adversely affect the end specifications of the equipment. Changes in technical details drawing repair and maintenance techniques along with necessary tools as a result of up gradation /alterations will be provided to the Buyer free of cost within 10 days of affecting such up gradation/ alterations.

13. **OEM Certificate.** In case the Bidder is not the OEM, the agreement certificate with the OEM for sourcing the spares shall be mandatory. However, where OEMs do not exist, minor aggregates and spares can be sourced from authorized vendors subject to quality certification.

14. **Export License.** The Bidders are to confirm that they have requisite export license from their Government and Authorization from the manufacturing plant, in case they are not OEM, the export the military / non-military goods to India.

15. **Earliest Acceptable Year of Manufacture.** The items should be manufactured in the year 2014 or later. OEM Quality / Life certificate will need to be enclosed with the Bill.

16. **Transportation.** The transportation risk will be borne by the successful bidder.

17. **Packing and Marking.** The following Packing and Marking clause will form part of the contract placed on successful Bidder.

(a) The Seller shall provide packing and preservation of the equipment and spares/ goods contracted so as to ensure their safety against damage in the conditions of land, sea and air transportation, transshipment, storage and weather hazards during transportation, subject to proper cargo handling. The Seller shall ensure that the stores are packed in containers, which are made sufficiently strong, and with seasoned wood. The packing cases should have hooks for lifting by crane / fork lift truck. Tags with proper marking shall be fastened to the special equipment, which cannot be packed.

(b) The packing of the equipment and spares / goods shall conform to the requirement of specifications and standards in force in the territory of the Seller's country.

(c) Each spare, tool and accessory shall be packed in separate cartons. A label in English shall be pasted on the carton indicating the under mentioned details of the item contained in the carton. A tag in English with said information shall also be attached to six samples of the item. If quantity contracted is less than six then tag shall be affixed to complete quantity contracted of the item. The cartons shall then be packed in packing cases as required.

- (i) Part Number.
- (ii) Nomenclature.
- (iii) Contract annex number.
- (iv) Annex serial number.
- (v) Quantity contracted.

(d) One copy of the packing list in English shall be inserted in each cargo package, and the full set of the packing lists shall be placed in Case No. 1 painted in a yellow colour.

(e) If necessary, each package shall be marked with warning inscriptions : <Top>, 'Do not turn over', category of cargo etc.

(f) Should any special equipment be returned to the Seller by the Buyer, the latter shall provide normal packing, which protects the equipment and spares/goods from the damage of deterioration during transportation by land, air or sea. In this case the Buyer shall finalize the marking with the Seller.

18. **Quality.** The quality of the stores delivered according to the present Contract Shall correspond to the technical conditions and standards valid for the deliveries of the same stores as per specifications enumerated as per RFP and shall also include therein modification to the stores suggested by the Buyer. Such modifications will be mutually agreed to. The Seller confirms that the stores to be supplied under this Contract shall be new i.e. Not manufactured before (2014), and shall incorporate all the latest improvements and modifications thereto and spares of improved and modified equipment are backward integrated and interchangeable with same equipment supplied by the Seller in the past if any. The Seller shall supply an interchangeability certificate along with the changed part numbers wherein it should be mentioned that item would provide as much life as the original item.

19. **Quality Assurance.** Seller would provide the Standard Acceptance Test Procedure (ATP) within one month of this date of contract. Buyer reserves the right to modify the ATP. Seller would be required to provide all test facilities at his premises for acceptance and inspection by buyer. The details in this regard will be coordinated during the negotiation of the contract. The item should be of the latest manufacture, conforming to the current production standard and having 100% defined life at the time of delivery.

20. **Jointly Receipt Inspection.** The Joint Receipt Inspection (JRI) will be held in the presence of board of officers detailed by **Principal Sainik School Balachadi** and vendor rep. The goods being procured in this contract will be considered to be delivered only after JRI is signed by both the parties.

21. **Inspection Authority.** The Inspection will be carried out by Board of Officers, **Principal Sainik School Balachadi**. The mode of Inspection will be User Inspection. Acceptance certificate would be provided as per Para 7 of Part – II of this document.

22. **Franking Clause.** The following Franking clause will form part of the contract placed on successful Bidder:-

(a) Franking Clause in the case of Acceptance of Goods "The fact that the goods have been inspected after the delivery period and passed by the Inspecting Officer will not have the effect of keeping the contract alive. The goods are being passed without prejudice to the rights of the Buyer under the terms and conditions of the contract".

(b) Franking Clause in the case of Rejection of Goods "The fact that the goods have been inspected after the delivery period and rejected by the Inspecting Officer will not bind the Buyer in any manner. The goods are being rejected without prejudice to the rights of the Buyer under the terms and conditions of the contract".

23. **Claims.** The following Claims clause will form part of the contract placed on successful Bidder:-

(a) The claims may be presented either: (a) on quantity of the stores, where the quantity does not correspond to the quantity shown in the Packing List/Insufficiency in packing, or (b) on quality of the stores, where quality does not correspond to the quality mentioned in the contract.

(b) The quantity claims for deficiency of quantity shall be presented within **10** days of completion of JRI and acceptance of goods. The quantity claim shall be submitted to the Seller as per Form DPM-22 (Available in MoD website and can be given on request).

(c) The quantity claims for defects or deficiencies in quality noticed during the JRI shall be presented within **7** days of completion of JRI and acceptance of goods. Quality claims shall be presented for defects or deficiencies in quality noticed during warranty period earliest but not later than **10** days after expiry of the guarantee period. The quality claims shall be submitted to the Seller as per Form DPM – 23 (Available in MoD website and can be given on request).

(d) The description and quantity of the stores are to be furnished to the Seller along with concrete reasons for making the claims. Copies of all the justifying documents shall be enclosed to the presented claim. The Seller will settle the claims within **30** days from the date of the receipt of the claim at the Seller's office, subject to acceptance of the claim by the Seller. In case no response is received during this period the claim will be deemed to have been accepted.

(e) The Seller shall collect the defective or rejected goods from the location nominated by the Buyer and deliver the repaired or replaced goods at the same location under Seller's arrangement.

(f) Claims may also be settled by reduction of cost of goods under claim from bonds submitted by the Seller or payment of claim amount by Seller through demand draft drawn on an Indian Bank, in favour of Principal Controller/ Controller of Defence Accounts concerned.

(g) The quality claims will be raised solely by the Buyer and without any certification / Countersignature by the Seller's representative stationed in India.

24. **Warranty.**

(a) The following Warranty will form part of the contract placed on the successful Bidder:-

(i) The Seller warrants that the goods supplied under the contract conform to technical specifications prescribed and shall perform according to the said technical specifications.

(ii) The Seller warrants for a period 02 years from the date of acceptance of stores by Acceptance Testing Board or date of installation and commissioning,

_____ Co
mponent used in the manufacture thereof shall be free from all types of defects/failures.

(iii) It within the period of warranty, the goods are reported by the Buyer to have failed to perform as per the specifications, the Seller shall either replace or rectify the same free of charge, within a maximum period of 10 days of notification of such defect received by the Seller, provided that the goods are used and maintained by the Buyer as per instructions contained in the Operating Manual. Warranty of the equipment would be extended by such duration of downtime. Record of the down time would be maintained by the user in the logbook. Spares required for warranty repairs shall be provided free of cost by the Seller. The Seller also undertakes to diagnose, test, adjust, calibrate and repair / replace the goods/equipment arising due to accidents by neglect or misuse by the operator or damage due to transportation of the goods during the warranty period, at the cost mutually agreed to between the Buyer and the Seller.

(iv) The Seller also warrants that necessary service and repair back up during The warranty period of the equipment shall be provided by the Seller and he will ensure that the downtime is within 2% of the warranty period.

(v) The Seller shall associate technical personnel of the Maintenance agency and Quality Assurance Agency of the Buyer during warranty repair and shall also provide the details of complete defects, reasons and remedial actions for defects.

(vi) If a particular equipment/goods fails frequently and/or, the cumulative down time exceeds 2% of the warranty period, the complete equipment shall be replaced free of cost by the Seller within a stipulated period of 30 days of receipt of the notification from the Buyer. Warranty of the replaced equipment would start from the date of acceptance after Joint Receipt Inspection by the Buyer / date of installation and commissioning.

(vii) In case the complete delivery of Engineering Support Package is delayed beyond the period stipulated in this contract, the Seller undertakes that the warranty period for the goods/stores shall be extended to that extent.

(viii) The Seller will guarantee the shelf life of (07) years under the Indian tropical condition.

25. **Product Support.** The following Product Support clause will form part of the contract placed on successful Bidder:-

- (a) The Seller agrees to provide Product Support for the stores, assemblies/ subassemblies, fitment items and consumables, Special Maintenance Tools (SMT)/Special Test Equipment (SGTE) subcontracted from other agencies/manufacturer by the Seller for a maximum period of 10 years including 05 years of warranty period after the ATP mentioned in the project **“FOR CONVERSION OF 08 CLASS ROOMS INTO IT ENABLED SMART CLASS ROOMS WITH PROJECTORS INCLUDING LICENSE FOR REMAINING 09 CLASSROOMS** out of Infrastructure Improvement Grant for the financial year 2017-18”
- (b) The Seller agrees to undertake Maintenance Contract for a maximum period of Five years, extendable till the complete Engineering Support Package is provided by the Seller.
- (c) In the event of any obsolescence during the above mentioned period of product support in respect of any component or sub-system, mutual consultation between the Seller and Buyer will be undertaken to arrive at an acceptable solution including additional cost, if any.
- (d) Any improvement/modification/ up gradation being undertaken by the Seller or their sub suppliers on the stores/equipment being purchased under the Contract will be communicated by the Seller to the Buyer and, if required by the Buyer, these will be carried out by the Seller at Buyer’s cost.
- (e) The Seller agrees to provide an Engineering Support Package as modified after confirmatory Maintenance Evaluation Trials (METs). The SELER agrees to undertake the repair and maintenance of the equipment, SMTs/STEs test set up, assemblies/sub-assemblies and stores supplied under this contract for a period of 10 years as maintenance contract as specified or provision of complete Engineering Support Package to the Buyer whichever is later, as per terms and conditions mutually agreed between the Seller and the Buyer.

26. **Annual Maintenance Contract (AMC).** The following AMC clause will form part of the contract placed on successful Bidder. The vendor is requested to quote rate of AMC along with the price bid in the respective column only:-

- (a) The Seller would provide comprehensive AMC for a period of **Three years after completion of 02 years of warranty period.** The AMC services should cover the repair and maintenance of **conversion of eight classrooms into it enabled smart class rooms with projector** under present Contract.

- (i) **Preventive Maintenance Service** : The seller will provide a minimum of four Preventive Maintenance Service visit during a year to the operating have to carry out functional checkup and minor repairing / adjustments / tuning as may be required.
- (ii) **Breakdown Maintenance Service** : In case of any breakdown of the equipment / system, on receiving a call from the buyer, the seller is to provide maintenance service to make the equipment / system serviceable.

- (b) **Items Covered under AMC.** Following items will be covered for AMC :-

Ser No	Details of Items
(i)	Seller to provide onsite support for all Hardware items covered under contract free of cost.
(ii)	Seller to provide onsite support for Software updates, Content updates during AMC free of cost.

- (c) **Response Time.** The response time of the Seller should not exceed **48** hours from the time the breakdown intimation is provided by the Buyer.
- (d) Serviceability of 99% per year is to be ensured. This amounts to total maximum downtime of 04 days per year. Also un-serviceability should not exceed 02 days at one time. Required spares to attain this serviceability may be stored at site by the Seller at his own cost. Total down time would be calculated at the end of the year. If downtime exceeds permitted downtime, LD would be applicable for the delayed period.
- (e) Maximum repair turnaround time for equipment /system would be 02 days. However, the spares should be maintained in a serviceable condition to avoid complete breakdown of the equipment/system.
- (f) **Technical Documentation.** All necessary changes in the documentation (Technical and Operators manual) for changes carried out on hardware and software of the equipment will be provided.

(g) During the AMC period, the Seller shall carry out all necessary servicing / repairs to the equipment/ system under AMC at the current location of the equipment/system. Prior permission of the Buyer would be required in case certain components/sub systems are to be shifted out of location. On such occasions, before taking over the goods components, the Seller will give suitable bank guarantee to the Buyer to cover the estimated current value of item being taken.

(h) The Buyer reserves its right to terminate the maintenance contract at any time without assigning any reason after giving a notice of 01 months. **The Seller will not entitled to claim any compensation against such termination.** However, while terminating the contract, if any payment is due to the Seller for maintenance services already performed in terms of the contract, the same would be paid to it as per the contract terms.

(j) Bank Guarantee of 10% of the AMC value will be provided for the duration of AMC period.

(k) Payment of AMC will be made half yearly on the production of satisfactory performance certificate.

27. **Risk and Expense Clause for AMC**

(a) Vendor shall be duty bound to provide AMC cover for the period of **three years, from the date of signing of Acceptance Test Report**, as specified in the supply order, if so desired by the user.

(b) The Seller will furnish a Maintenance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (ICICI Bank, AXIS Bank Ltd or HDFC Bank Ltd) for a sum equal to 10% of the AMC value on yearly basis before the commencement date of AMC. Maintenance Bank Guarantee will be valid till for at least two months beyond the date of completion of AMC. Risk and Expenses maintenance as specified below shall be applicable during the AMC period. Payment documents for the previous period shall not be processed unless AMC agreement for the subsequent year is made. In addition PBG will be encashed in case of refusal of AMC cover for subsequent years.

(c) **Risk and Expense Maintenance.** It will be undertaken by the user in the event supplier fails to honor the contracted obligations within the stipulated period as specified in AMC. The supplier shall be issued with proper notice before resorting to risk maintenance. In case risk maintenance is resorted to, the supplier is liable to pay the amount spent by the Government, if any in obtaining the said services through a fresh contract. The defaulting supplier has to bear the cost incurred on maintenance services. Factors like method recovering such amount will be considered by the user while taking a decision to invoke the provisions of risk maintenance.

28. **Special Conditions.** Registered bidders (DGS&D, DGQA, NSIC, OFB or any other central registration authority) must enclose a duly authenticated copy of proof of registration. It is mandatory for Unregistered bidders to fulfill the following special conditions for their Tender to be considered:-

- (a) The following documents duly authenticate may be submitted along with your technical bid: -
 - (i) Certificate stating that shelf life of the project would be min 5 years.
 - (ii) Copy of PAN
 - (iii) IT Clearance certificate duly certified by your chartered accountant.
 - (iv) Last three years IT return of the firm
 - (v) Permanent CGST/GST registration number
 - (vi) Sales Tax/ GST clearance certificate indicating the amount if sales tax paid in last three financial years.
 - (vii) Certificate regarding registration of firm.
 - (viii) NEFT/ECS form
 - (ix) Proof of ISO certification of firm
 - (x) Banker's solvency certificate in the standard format.
 - (xi) Non-disclosure agreement in original non judicial paper
(Format attached at Appendix 'B')
- (b) Valid OEM certificate, ISO certificate and technical brochure for each and every items.
- (c) Proof of execution of at-least one Institutional supply order of equivalent or higher quantity or 2 supply orders of 50 % of quantity within last 02 years, preferably with Army/defence/other Govt. purchaser.
- (d) Indian firm offering items of foreign manufacture must be enlisted by DGS&D, as per Govt. orders, where such enlistment is considered applicable by DGS&D.

29. **Defect Liability:** Defect Liability @ **10%** of contract value will be kept by the buyer till the completion of Warranty / AMC period. The same will be refunded to seller after completion of Warranty / AMC period.

PART-V
EVALUATION CRITERIA & PRICE BID ISSUES

1. **Evaluation Criteria -** The broad guidelines for evaluation of Bids will be as follows:

(a) Only those Bids will be evaluated which are found to be fulfilled all the eligibility Are qualifying requirements of the RFP, both technically and commercially.

(b) In respect of Two-Bid system, the technical Bids forwarded by the Bidders will be evaluated by the Buyer with reference to the technical characteristics of the equipment as mentioned in the RFP. The bidder will be required to give a presentation and demonstration as and when called for technical evaluation of the product. The compliance of Technical Bids would be determined on the basis of the parameters specified in the RFP. The Price Bids of only those Bidders will be opened whose Technical bids would clear the technical evaluation.

(c) The Lowest Bid will be decided upon the lowest price quoted by the particular Bidder as per the Price Format given at Para 02 below. All taxes and duties (including those for which exemption certificates are issued) quoted by the Bidders will be considered. The ultimate cost to the Buyer would be the deciding factor for ranking of Bids.

(i) In cases where only indigenous Bidders are competing, all taxes and duties (including those for which exemption certificates are issued) quoted by the Bidders will be considered. The ultimate cost to the Buyer would be the deciding factor for ranking of Bids.

(ii) In cases where both foreign and indigenous Bidders are competing, following criteria would be followed –

(aa) In case of foreign Bidders, the basic cost (CIF) quoted by them would be the basis of r the purpose of comparison of various tenders.

(ab) In case of indigenous Bidders, excise duty of fully formed equipment would be offloaded.

(ac) Sales tax and other local levies, i.e. octroi, entry tax etc. would be ignored in case of indigenous Bidders.

(d) The Bidders are required to spell out the rates of Customs duty, Excise duty, VAT, Service Tax, etc. in unambiguous terms: otherwise their offers will be loaded with the maximum rates of duties and taxes for the purpose of comparison of prices. If reimbursement of Customs duty / Excise Duty / VAT is intended as extra, over the quoted prices, the Bidders must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duties will be entertained after the opening of tenders. If a Bidder chooses to quote a price inclusive of any duty and does not confirm inclusive of such duty so included is firm and final, he should clearly indicate the rate of such duty and quantum of excise duty included in the price. Failure to do so may result in ignoring of such offers summarily. If a Bidder is exempted from payment of Customs duty /Excise Duty / VAT duty up to any value of supplies from them, they should clearly state that no Excise duty will be charged by them up to the limit of exemption which they may have. If any concession is available in regard to rate / Quantum of custom duty / Excise duty/VAT, IT SHOULD BE BROUGHT OUT CLEARLY. Stipulations like, excise duty was presently not applicable but the same will be charged if it becomes leviable later on will not accepted unless in such cases it is clearly stated by a Bidder that excise duty will not be charged by him even if the same becomes applicable later on. In respect of the Bidders who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of excise duty which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders. The same logic applies to Customs duty and VAT also.

(e) The Lowest Acceptable Bid will be considered further for placement of contract / Supply Order after complete clarification and price negotiations as decided by the Buyer. The Buyer also reserves the right to do Apportionment of Quantity, if it is convinced that Lowest Bidder is not in a position to supply full quantity in stipulated time.

(f) The Lowest Acceptable Bid will be considered further for placement of contract/ Supply Order after complete clarification and price negotiations as decided by the Buyer. The Buyer will have the right towards contracts to different Bidders for being lowest in particular items. The Buyer also reserves the right to do Apportionment of Quantity, If it is convinced that Lowest Bidder is not in a position to supply full quantity in stipulated time.

(g) The AMC value quoted by each bidder will form part of their respective bid and the total cost to the buyer exclusive of AMC would be the decking factor for ranking of bids. However, it would be the discretion of the buyer whether to conclude the contract with AMC or without AMC.

2. **Price Bid Format.** The Commercial bid format is provided as BoQ_XXXX.xls along with this tender document at www.ssbalachadi.org and www.eprocure.gov.in. Bidders are advised to download this BoQ_XXXX.xls As it is and quote their offer in the permitted column.

Note

(i) Please confirm that the store offered by you is exactly as required under tender enquiry description specification/drawing.

(ii) In case there is any deviation the same shall be specifically stated.

(iii) L1 vendor will be decided on the basis of total basic cost of the project excluding all type of taxes and charges. AMC cost will not be considered for declaring the L1 vendor.

CERTIFICATE

1. It is certified that the company as laid in the paragraphs above and anywhere else in the proposal and in its appendices accepts all the terms and conditions and we will abide by them. It is further certified that any additional cost incurred to complete the integrated turnkey project will be borne by us.
2. It is certified that our firm has not been banned or delisted by any Govt or Quasi Govt or Quasi Govt agency or PSU.

Company Seal

Place : _____

(Authorized Signature of Vendor/OEM/Company)

Date: _____

CERTIFICATE

Whereas.....(hereinafter called the “Bidder”) has submitted their offer dated for the supply of (here in after called the “Bid”) against the Buyer’s request for proposal No

Know all men by these presents that we of..... Having our registered office at are bound unto

(here in after called the “Buyer) in the sum offor

Which payment will and truly to be made to the said Buyer, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this day of20.....

The conditions of obligations are

- (1) If the Bidder withdraws or amends, impairs or derogates from the Bid in any respect within the period of validity of this tender.
- (2) If the Bidder having been notified of the acceptance of his tender by the Buyer during the period of its validity.
 - (a) If the Bidder fails to furnish the Performance Security for the due performance of the contract.
 - (b) Fails or refuses to accept/execute the contract. We undertake to pay the Buyer to the above amount upon receipt of its first written demand, without the Buyer having to substantiate its demand, provided that in its demand the Buyer will note that the amount claimed by it is due to it owing to the occurrence of one or both the two conditions specifying the occurred condition or conditions. This guarantee will remain in force up to and including _____days after the period of tender validity and any demand in respect of thereof should reach the Bank not later than the above date.

.....
(Signature of the authorized officer of the Bank)
Name and designation of the officer Seal, name &
Address of the Bank and address of the Branch

Model ECS Mandate Format

Customer’s option to receive through e-payment (ECS/EFT/Direct/Credit RTGS/NEFT/Other payment mechanism as approved by RBI.)

Credit Clearance Mechanism

1. Customer’s Name
2. Particulars of Bank Account
 - (a) Bank Name :
 - (b) Branch:
 - (c) Address:
 - (d) Telephone Number :
 - (e) IFS Code :
 - (f) 9 Digit code numbers of Bank and Branch appearing on MICR Cheque issued by Bank.
 - (g) Account Type (S.B. Account/Current Account or Cash.
 - (h) Ledger Number
 - (j) Ledger Folio Number
 - (k) Account number as appearing on Cheque Book.
3. Please attach a blank cancelled cheque, or photocopy of a cheque or front page of your saving bank serving bank passbook issued by your ban for verification of the above particulars.
4. Date of Effect.

I, hereby, declare that the particulars given above are correct and complete. If the transaction is delayed or not effected at all for reasons of in complete or correct information. I would not hold the user institution responsible. I have read the option invitation letter and agree to discharge the responsibility expected of me as a participant under scheme.

Date

(.....)
Signature of customer

Certified that the particulars furnished above are correct as per our record.

TENDER CONDITIONS ACCEPTANCE LETTER

Date :

To

SUB : ACCEPTANCE OF TERMS & CONDITIONS OF TENDER

Tender Reference No : _____

Name of Tender/Work:

Dear Sir,

1. I/We have downloaded/obtained the tender document(s) for the above mentioned “Tender/Work” from the web site(s) namely:

_____ as
per your advertisement, given in the above mentioned website (s).

2. I/We hereby certify that I / We have read entire terms and conditions of the tender documents from Page No _____ to _____ (including all documents like annexure(s) schedule (s), etc.), which form part of the contract agreement and I/we shall abide hereby the terms / conditions/clauses contained therein.

3. The corrigendum(s) issued from time to time by your department / organizations too have also been taken into consideration, while submitting this acceptance latter.

4. I/We hereby unconditionally accept the tender conditions of above mentioned tender document(s)/ corrigendum(s) in its totality / entirely.

5. The Tech Bid and its enclosures as submitted in physical form as mentioned in para 7 of part I of RFP is the true copy of the documents uploaded on the website www.ssbalachadi.org and www.eprocure.gov.in

6. In case any provisions of this tender are found violated your department/organization shall be at liberty to reject this tender / bid including the forfeiture of the full said Earnest Money Deposit absolutely and we shall not have any claim/right against dept in satisfaction of this condition.

Yours Faithfully,
(Signature of the Bidder, with
Official Seal)

ADDITIONAL CHARGES / DISCOUNTS

It is hereby certified that no Additional Charges Levied or Any Discounts Offered from the prices quoted in the enclosed BOQ, which will have financial implication on the bid value quoted by me.

OR

The following additional Charged Levied/Discounts Offered over and above the prices quoted in the BOQ which will have financial implication on the bid value quoted by me.

- (i)
- (ii)
- (iii)

Signed by:
Official Stamp

Date

Notes :-

1. Please strike out whichever is not applicable.
2. The certificate will be signed by the owner of the firm or any person authorized to do so on behalf of the owner.

LIST OF DOCUMENTS TO BE SUBMITTED ALONGWITH TENDER (TECHNICAL BID)

S.No	Particular
1	Demand Draft of Tender Form Fee (Rs. 100/-)
2	Demand Draft of Earnest Money Deposit (of applicable amount)
3	Necessary proof of exemption of Earnest Money Deposit (if applicable)
4	Tender Conditions Acceptance Certificate
5	Additional Charges / Discount Certificate
6	Copy of PAN Card
7	Copy of GST No/CGST No/Tin Number / Registration Number
8	Bank Certificate of Credit worthiness
9	Hard Copy of EMD Documents
10	Clause by clause compliance of specification certificate
11	Technical Data Sheet of Equipment
12	Certificate of Work Experience
13	Certificate stating that shelf life of the project would be minimum 5 years
14	Last three years IT returns of the firm
15	NEFT/ECS Form duly signed by the vendor
16	Technical Brochure
17	Valid OEM Certificate as applicable
18	Bankers' Solvency Certificate

TECHINICAL EVALUATION MATRIX
(To be evaluation during demonstration)

SER	CRITERIA	MAX MARKS	MARKS AWARDED
1	Content	20	
2	Completeness of Content	20	
3	Content as per NCERT	10	
4	Ease of usage	10	
5	Hardware type and durability	20	
6	Accessories (Stylus/Remote etc)	10	
7	No of Desired features	10	

Note : Minimum qualifying criteria is 60 % marks.

CONVERSION OF 08 CLASS ROOMS INTO IT ENABLED SMART CLASS ROOMS WITH PROJECTORS INCLUDING LICENSE FOR REMAINING 09 CLASSROOMS (FOR 05 YEARS) AT SAINIK SCHOOL BALACHADI DIST : JAMNAGAR						
ABSTRACT : ANNEDURE - 1						
RATE TO BE QUOTED COMBINDLY (HARDWARE & SOFTWARE) FOR 05 YEARS						
Items	Description of Items	Unit	Qty	Amount	TAX (All Kind)	Total Amount
1.	<u>HARDWARE ITEMS</u> <u>Architecture of Desktop CPU</u> Type – Dekstop CPU <u>Processor</u> CPU CHIP - Core i3 8th generation processor <u>Memory</u> Memory (RAM) - 4 GB <u>Board</u> Mother Board – Chipset compatible with processor <u>HDD</u> 500 GB <u>Keyboard</u> Type USB Std multimedia Keyboard, OEM <u>Pointing device</u> Mouse - 2 button OPTICAL scroll Mouse, OEM <u>DVD Drive</u> SATA cable supported <u>OS</u> LINUX OS - Preloaded LINUX OS Preloaded with e-content and required software and operating system. Reputed Antivirus protection for 5 years.	Nos	08			
2.	<u>UPS</u> 1 KVA UPS (Needs to connect projector, CPU and sound system, minimum backup of 10 minutes) <u>Sticker</u> Paste non-removable and non-erasable sticker on smart board in class rooms, CPU Cabinet and UPS with details of supplier’s name, service center/ help line number & e-mail id, warranty expiry date	No	01			
3.	<u>Projector</u> <u>DLP Short throw projector</u> <u>Light Output</u> – ANSI 3000 Lumens or higher <u>Contrast Ratio</u> – 3000 : 1 (Presentation Mode) <u>Power Supply</u> : AC100 – 120 V / AC-220-240V Supports both VGA Port <u>Standard accessories</u> : Remote Control with two AA batteries, power cord, computer cable, adaptor cover, lens cover, users’ manual, security label, application CD etc.	Nos	10			

4.	<u>Projector Mounting Kit with accessories</u> Optional micro adjustment for short throw projectors. All mounting hardware included.	Nos	10			
5.	<u>Wall Mounted Speaker (in set) with classroom installation kit.</u> Branded with good sound quality required for classroom	Set	8			
6.	<u>Interactive touch screen white board</u> Size - 5 Feet x 4 Feet with IR Technology, Finger touch (Desirable : Promethean Interactive latest version. Shortcut panel on both side) <u>Support for stylus pen and finger touch</u> - for operating the content of Smart Class. <u>Stylus pen</u> – for operating the white board <u>Remote</u> Remote with two AA batteries for operating the content of Smart Class.	Nos Nos Nos	8 8 8			
7.	<u>Green Board for writing in each class</u> Size - 6 Feet x 4 Feet Frame – Wooden / Aluminium	Nos	8			
8.	<u>Network switch with Rack Branded</u> : 24 ports 10/100 network switch CAT VI cable. All classrooms to be connected to the Resource Center/Server through LAN	Nos	1			
9.	<u>UTP CAT 6 Cable Features</u> Category 6 Unshielded Twisted Pair 4 pair cable.	Mtr	1500			
10.	<u>VGA Cable</u> (to connect CPU with projector)	Mtr	80			
11.	<u>Patch Panel Cat 6 UTP Modular -24 Port</u> Type – 24 - port, Unshielded Twisted Pair	Nos	1			
12.	<u>Freight and Cabling</u> – Electrical, Video, Audio and Network cabling with PVC casing capping Pipes as per requirement basis. (Include material cost and labour charges)	-	As per requirement			

13.	<u>SERVER</u> <u>Processor</u> XEON Bronze or similar 1.30 GHz <u>Memory</u> Memory (RAM) - 16 GB DDR4 Registered ECC 2400 MHz <u>Board</u> Mother Board – Intel Chipset <u>HDD</u> 2 x SATA/SAS/SSD Hard drive (1 TB) in RAID implementation <u>Form Factor</u> – Tower <u>Fans</u> - Redundant hot swap fans <u>Keyboard</u> Type USB Std multimedia Keyboard, OEM <u>Pointing device</u> Mouse - 2 button OPTICAL scroll Mouse, OEM <u>DVD Drive</u> Make - SATA <u>OS</u> Windows Server 2012 / LINUX OS - Preloaded LINUX OS <u>Operating System –Other software</u> - Microsoft SQL Server 2012 Server should be preloaded with both software. (Licensed Version life time including CD/DVD) <u>UPS</u> 2 KVA UPS with battery bank (including installation)	Nos	1			
14.	<u>LCD Monitor for Server</u> Panel Size – 19.5 Inch Optimum resolution - 1920 x 1080 @ 60 Hz	Nos	1			
15.	<u>SOFTWARE CONTENT in SERVER</u> - Supports syllabus and content for class VI – XII (Science Stream) as per CBSE / NCERT text books. - Supports literature, grammar part and content of the textbook in language subjects (English, Hindi and Gujarati) as per CBSE / NCERT text books and syllabus. - Should have Python 3.7 IDLE - Should have question bank for reference. - Supports CBSE sample paper / practice paper with solution. - Should also support real time video related to syllabus of different subject. - Antivirus to be installed and should get renew on regular basis. - Can allow the teachers to create their own content / assessment / exercise / study material and upload to/access from server.	Nos	17 (for 17 Smart Classrooms)			

	<ul style="list-style-type: none"> - The selected firm will provide initial and ongoing training to the teachers as desired and required by the school. - Supports syllabus and question paper of computer subject from class IX to XII as per new CBSE syllabus. <p>Desired</p> <ul style="list-style-type: none"> - Support study material and question bank for UPSC (NDA/NA) examination. - Teacher can upload / access his / her own study material to / from server. - Support recorded video (not animated) related to subject topics. - Solved previous year question papers of classes X and XII (Board) - Support content for practical examination of class XI and XII 					
16.	<p><u>Support</u></p> <ul style="list-style-type: none"> - Vendor has to provide service on site. - Software content should be updated free of cost and time to time or as per requirement. - Changes to be accorded in software if the syllabus patten of CBSE changes. <p><u>Desirable :</u></p> <p>Hardware is dust proof. Easy maintenance. One push start.</p>					
17.	<p><u>Warranty</u></p> <p>02 Years National Warranty including Parts & Labor. During warranty period, all parts to be replaced / repaired by vendor irrespective of type of damage occurred. Warranty has to be certified by OEM. It should be visible on the OEM site and the relevant certificate for the same needs to be furnished on OEM letterheads.</p>					