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SARVA SHIKSHA ABHIYAN

Karnataka - Bangalore

“E-TENDER NOTIFICATION”

To provide the Annual Maintenance of Computers, Printers and Other Electronic Accessories.

TENDER DOCUMENT

Address for communication

STATE PROJECT DIRECTOR
SSA, Karnataka, Annex Building,
Nrupatunga Road,
Bangalore _01
Email: ssakarnataka@gmail.com
Website: www.ssakarnataka.gov.in

Phone No: 22483038

Fax No: 22104179
22126718

Notification Date: 17.07.2013

SARVA SHIKSHA ABHIYAN
**O/o the State Project Director, Annex Building, Nrupatunga Road,
Bangalore-1**

Invitation for providing the Annual Maintenance of Computers, Printers and
Other Electronic Accessories.

- (1) A Tender has been invited in the prescribed format from firms/ companies / Organisations to provide the services Annual Maintenance of Computers, Printers and Other Electronic Accessories to State Office. The bidder has to submit the proposal along with EMD of **Rs.12,000/-**

The document is available on the internet in the website <http://www.eproc.karnataka.gov.in>. The same can be downloaded from the internet.

It may be noted that all subsequent notifications, changes and amendments on the project document would be posted only on the following website: <http://www.eproc.karnataka.gov.in>

The bidders will be required to register themselves with the centre for E-Governance to participate in the bidding process and also get necessary digital signature certificates. The details of the process of registration and obtaining the digital signature certificates are available on the website: <http://www.eproc.karnataka.gov.in>. Necessary training and hands on experience in handling e procurement system could be obtained from the centre for E-Governance and could also be obtained over telephone at **080 22371090 & 080 25501216**

- (2) The Completed document "Request for Proposal" should be submitted on or before **01.08.2013** at **5.00 P.M.** through e-procurement website only.
- (3) For further details contact the **Joint Director (Admin), SSA** during office hours or call Ph:080-22483038
Mobile No: 9448999423

**State Project Director,
SSA, Karnataka, Bangalore.**

SARVA SHIKSHA ABHIYAN

**O/o the State Project Director, Annex Building, Nrupatunga Road,
Bangalore-1**

A Brief information on “REQUEST FOR PROPOSAL” (RFP)

- 1** Under SSA programme this is the RFP to procure services of Annual Maintenance of Computers, Printers and Other Electronic Accessories to State Office.
 - 2** Proposals in Electronic Form are invited from professional Firms/ Companies/ Organisations to participate in the tender for providing the services of Annual Maintenance of Computers, Printers and Other Electronic Accessories to State Office.
 - 3** The proposal to be submitted along with Earnest Money Deposit (EMD) of **Rs.12,000/-** The EMD shall be kept valid for at least 45 days in addition to the Proposal Validity Period and would need to be extended, if so required by the SSA Samithi, for any extension in Proposal Validity Period.
- 3.1** The Bid Security should be credited to the account of Centre for E-Governance through:
- a) Credit Card
 - b) Internet Banking
 - c) National Electronic Fund Transfer
 - d) Remittance over the counter in the ICICI Bank.

The Bidders' bid will be evaluated only on confirmation of receipt of the payment (EMD) in the GOK's central pooling a/c held at ICICI Bank

EMD amount will have to be submitted by the Bidder taking into account the following conditions:

- a)** EMD will be accepted only in the form of electronic cash (and not through Demand Draft or Bank Guarantee) and will be maintained in the Govt.'s central pooling account at ICICI Bank until the contract is closed.
 - b)** The entire EMD amount for a particular tender has to be paid in a single transaction.
- 3.2** The EMD shall be returned to the unsuccessful Bidders within a period of eight (8) weeks from the date of announcement of the Successful Bidder. The EMD submitted by the Successful Bidder shall be released upon furnishing the Performance Security in the required form and manner as stipulated in the Agreement.

3.3 The EMD shall be forfeited in the following cases:

- a) If the Bidder modifies or withdraws the Proposal;
- b) If the Bidder withdraws the Proposal during the interval between the Proposal due date and expiration of the Proposal Validity period;
- c) If the Successful Bidder fails to provide the Performance Security within the stipulated time or any extension period there of provided by the SSA Samithi
- d) If any information or document furnished by the Bidder turns out to be misleading or untrue in any material respect;
- e) If the successful Bidder fails to provide the suitable services with in the stipulated time.

4 The letter of invitation, terms of reference and information for bidders are enumerated in this request for proposal.

LETTER FOR INVITATION

Sir,

Sub: Request for proposal to Annual Maintenance of Computers, Printers and Other Electronic Accessories.

- 1 You are here by invited to submit Financial proposal for providing services Annual Maintenance of Computers, Printers and Other Electronic Accessories in the State office. The services of Annual Maintenance of Computers, Printers and Other Electronic Accessories to be obtained initially up to **31.07.2014** from date of execution of MOU.
- 2 The request for proposal contains the following documents.
 - ❖ Terms of References
 - ❖ Financial Proposal
- 3 In order to obtain more information on the assignment, it is considered desirable that a representative of your firm visits the office of the State Project Director, SSA Karnataka, Bangalore before the proposal is submitted. Your representative may meet the **Joint Director (Admin), State Project Office, SSA, Karnataka, Nrupathunga Road, Bangalore-01.**

4 Eligibility for bidder

- 4.1 The bidder must have a company registered under the provisions of the Companies Act or a firm registered in Karnataka with the competent registrar.
- 4.2 Company should be in the business of Annual Maintenance of Computers, Printers and Other Electronic Accessories out sources atleast for the last three years
- 4.3 Company should have provided the services of Annual Maintenance of Computers, Printers and Other Electronic Accessories at least during the 3 years in other companies.
- 4.4 Company should have an cumulate turn over of Rs.6 lakhs of the last two audited years. i.e., 2011-12, 2012-13.
- 4.5 Company should have a Certificate of legal status, place of registration and principal place of business of the firm.
- 4.6 Company should have a Service tax Registration and Service tax returns filed in the last two financial years i.e., 2011-12, 2012-13.
- 4.7 Company should have an acknowledgement of Income tax returns filed in the last 02 Years i.e., 2011-12, 2012-13.

4.8 The Financial proposal will be the total contract value of the service for all Annual Maintenance of Computers, Printers and Other Electronic Accessories for the entire contract period as per appendix F. The financial proposal shall be inclusive of all duties, and all types of taxes etc. as applicable under the statutory obligations.

5. Opening of Proposal:

The proposals containing financial proposal will be opened by the State Project Director, SSA, Karnataka, Bangalore or his authorised representative in his office on **02.08.2013** in the e-form.

The below quoted material and machineries are covering Annual Maintenance of Computers, Printers and Other Electronic Accessories

1. Desktops	-	63 nos.
2. Servers	-	01 nos.
3. Laser Jet Printer	-	18 nos.
4. Dot matrix Printer	-	01 nos.
5. Laptops	-	10 nos.
6. Scanner	-	02 nos.
7. Network IO Points	-	100 nos.
8. Wireless Network Device	-	5 nos.
9. Network Switch	-	05 nos.
10. Board Room Projector	-	01 nos.
11. Audio Video	-	01 Set
12. DVD Player	-	01 nos.
13. Speakers and Mike System	-	01 nos.
14. Anti Virus	-	75 nos- "E-Scan Antivirus and Internet Security suite for small and medium business (SMB)"

Negotiations with the successful bidder

The aim is to reach an agreement on all points and sign a contract. Negotiations will include discussion on the Financial proposals, staffing and any suggestions made by the firm to improve the terms of reference. The client and firm will then work out the agreed final terms of reference.

The client expects to negotiate a contract on the basis of the personnel named in the proposal. Before contract negotiations, State Project Director, SSA, Karnataka, will not consider substitutions during contract negotiations unless both parties agree that undue delay in the process makes such substitution unavoidable or that such changes are critical to meet the objectives of the assignment.

The negotiations will complete on signing the agreed contract by the **State Project Director, SSA, Karnataka** and the firm.

- a. Please note that the State Project Director, SSA, Karnataka, Bangalore, is at full liberty to reject the RFP without assigning any reason. Further, as quality is the principal selection criterion, the State Project Director, SSA, Karnataka, Bangalore is not bound in any way to select the firm offering the lowest price and will have all the right to reject RFP though the firm offered the lowest price.

The successful Bidder will be required to furnish Performance Security in the form of DD/Bank Guarantee equal to 5% of the contract value within 10 days Successful bidders are required to execute an agreement with SPD.

- b. You are requested to hold your proposal valid for 90 days from the date of submission without changing the personnel proposed for the assignment and your proposed price. The State Project Director, SSA, Karnataka, Bangalore will make best efforts to select a Bidder within this period
- c. The payment payable under this assignment will be subject to normal tax liability in India
- d. Please note that if you consider that your firm does not have all the expertise for the assignment there is no objection to your firm associating with any other firms to enable for the fulfillment of the contract. The request for joint venture with full details for the proposed associations are to be submitted along with the financial bid. The request for Joint Venture for association will not be considered after opening the financial bid.
- e. We would appreciate if you inform us the following by Telex/E-mail.
 - a) Your acknowledgement of the receipt of this letter of invitation.
 - b) Whether or not you will be submitting a proposal.

**State Project Director
Sarva Shiksha Abhiyan-Karnataka
Nrupathunga Road, Bangalore**

Enclosures:

1. Terms & General conditions of contract

Terms and Conditions for the Annual Maintenance work.

1. The Annual Maintenance work (AMC) includes replacement of spares, operating system support, Data recovery (Recovery in case of disc failure) (recovery in case of failure of software and reinstallation) Internet system, Maintenance of Anti-virus and connecting and ensuring functioning of projectors during the meetings. The AMC includes replacement of spare parts. The rates shall be all inclusive and no additional claims for expenditure and installation can be claimed under the AMC.
2. The problems related to the maintenance work will have to be attended immediately from the time of intimation. In the event of delay/not attending to the problem in time, the same will be got done through some other agency and all such costs will be recovered from the payments due to the agency.
3. In case of flaw in the components of the items mentioned above, standby component is to be replaced prior to taking up the repair work. If repair of such component is not possible, the same should be replaced by new component. In such cases, the cost of the component may be informed and got duly approved prior to procurement and replacement.
4. All the items under AMC are to be checked at least twice a week for their functionality and recorded in the register duly certified from the concerned Officers.
5. In case the Computers or other items are to be taken out of office for the replacement/ maintenance work, the same should be brought to the notice of the concerned officers and only after obtaining written permission, the item/s should be taken out of the office for such purposes.
6. During the operation of the maintenance period, if the new additions are made by this office, those new items will also come under the perview of the AMC.
7. All units under AMC shall bear the name location and number together with the contract number of the agency and duration of the maintenance period. The agency is further required to maintain the Asset Management and Service Management Register. All computers under AMC shall be provided with the user name and pass word.
8. During the AMC period whenever the Engineer/Technician is sent by the Agency for doing the maintenance work, such person should be experienced and has to carry identity card. The Agency will have to

provide one resident Engineer/technician to take care of the routine maintenance work at the Office and he should be access able at the office at all times. This resident Engineer should not be replaced frequently by the agency. The agency should ensure services in emergent situations, even on holidays in addition to services during normal working days by the agency.

9. There is no scope to add any conditions since the decision of this office shall be final.
10. Payment in respect of AMC will be made after successful completion of 3 months. No advance payment is made under AMC.
11. If the services are found to be not satisfactory, the contact will be withdrawn without giving notice or releasing payment, at the discretion of this office.
12. The periodic payment to the agency will be released only on receipt of the consolidated report on the performance of the listed items included in the AMC duly certified by the Nodal Officer nominated for the purpose.
13. No correspondence will be entertained in this regard. The decision of the officer shall be and binding.
14. Prior to submission of offers, opportunity is allowed to the bidders to visit the office and inspect the equipment under AMC during the office hours. The number of the Computers for AMC can be ascertained.
15. After submission of offers, bidders are not allowed to enhance or decrease the prices quoted.
16. The selected agency will have to enter into Contract with the Office valid for a period of one year under the contractual conditions.
17. The selected agency will have to deposit 5% of the value of the contract in the form of Demand Draft towards performance Guarantee valid for the entire period of contract.
18. The selected agency is expected to provide optimal service during the AMC period. In case of failure to provide service to the desired level, the agency is liable to pay penalty as per the contract agreement.

FINANCIAL PROPOSAL STANDARD FORM

APPENDIX-A

Format for Letter of Proposal

(On the Letter head of the Bidder)

Date:

To,

The State Project Director

Sarva Shiksha Abhiyan
Annex Building,
Nrupatunga Road
Bangalore -560 001

Sir,

Sub: Providing the services of the Annual Maintenance of Computers,
Printers and Other Electronic Accessories. to State Office

Being duly authorized to represent and act on behalf of
(hereinafter referred to as "the Bidder"), and having reviewed and fully understood the
Proposal requirements and information provided, the undersigned hereby submits the
Proposal for the project referred above.

We confirm that our Proposal is valid for a period of 90 days from
(Proposal Due Date)

Yours faithfully,

.....
(Signature of the Authorised Signatory of Bidder)

.....
(Name and designation of the Authorised Signatory of Bidder)

Format for Power of Attorney for Signing of Proposal

(On stamp paper of appropriate value)

POWER OF ATTORNEY

Know all men by these presents, we (name and address of the registered office) do hereby constitute, appoint and authorise Mr/Ms (name and residential address) who is presently employed with us and holding the position of as our attorney, to do in our name and on our behalf, all such acts, deeds and things necessary in connection with or incidental to our bid for the project envisaging providing services of the Annual Maintenance of Computers, Printers and Other Electronic Accessorie to State Office of all documents and providing information / responses to the Sarva Shiksha Abhiyan, representing us in all matters before Sarva Shiksha Abhiyan, and generally dealing with Sarva Shiksha Abhiyan in all matters in connection with our bid for the said Project.

We hereby agree to ratify all acts, deeds and things lawfully done by our said attorney pursuant to this Power of Attorney and that all acts, deeds and things done by our aforesaid attorney shall and shall be deemed to have been done by us.

These powers are granted by us and shall remain in force till the end and expiry of all the contract period and the fulfilment of contractual obligations and liabilities.

For

.....
.....

(Signature)

.....

(Name, Title and Address)

Accepted

.....

(Signature)

.....

(Name, Title and Address of the Attorney)

Note:

1. The mode of execution of the Power of Attorney should be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executant(s) and when it is so required the same be under common seal affixed in accordance with the required procedure. The Power of Attorney should be on a stamp paper of appropriate value.
2. Also, wherever required, the Bidder should submit for verification the extract of the charter documents such as a resolution/power of attorney in favour of the Person executing this Power of Attorney for the delegation of power hereunder on behalf of the Bidder.
3. In the event of PA holder leaves his employment, the power of attorney should be given to the person filling his place without lapse of time.
4. The Power of Attorney should be notarized.

Details of Bidder

1. Name
2. Address of the office(s)
3. Date of incorporation or commencement of business.
4. Brief description of the Bidder
5. Name, Designation, Address and Phone Numbers of Authorized Signatory of the Bidder:

- a. Name :
- b. Designation :
- c. Company :
- d. Address :
- e. Telephone Number: :
- f. Fax Number :
- g. Mobile Number :
- h. E-Mail Address :

Details of individual (s) who will serve as the point of contact / communication for Sarva Shiksha Abhiyan Samithi:

- a. Name :
- b. Designation :
- c. Company :
- d. Address :
- e. Telephone Number :
- f. Fax Number :
- g. Mobile Number :
- h. E-Mail Address :

7. In case of Consortium:

Information above (1-4) should be provided for all the members of the Consortium and information regarding role of each member should be provided as per table below:

Section 1.01 SI. No	Name of the Member	Role (Lead Member or Operating Member)

Format for Statement of Experience

(On the Letter head of the Bidder or Lead Member, in case of Consortium)

Experience Criterion No 1	
Name of the project	
Name, address and contact details of Client	
Scope of the project	
Name(s) of other members of consortium, in case the said project was executed as a consortium	
Scope of work of Bidder	
Date of commencement of the project	
Date of completion of the bidders scope of work	
Total billings from project for Bidder	

The above statement shall be supported by.

- 1** a certificate issued by the Client clearly stating the scope of the project, cost of the project and date of successful completion.
- 2** copy of the joint venture agreement, in case the project was executed as a consortium.
- 3** certificate from statutory auditor certifying date of successful completion of bidder's scope of work in the project and total billings till such date.

APPENDIX – E

Format for Statutory Auditor Certificates

Date

We have verified the relevant statutory and other records of M/s
(Name of the Bidder) and certify that M/s..... had been
appointed for the purpose of (name of the project)

We have also scrutinized the documents made available to us for the said project
and certify the following.

Date of commencement of the project	Date of completion of the project	Billings for the bidder from the project (Rs Lakhs)

Signature and seal

And registration number of Statutory Auditor

FINANCIAL PROPOSAL (PRICE BID)

From

To

 Bangalore.

The State Project Director
 SSA, Karnataka.

Sir,

We the undersigned offer to provide the services of the Annual Maintenance of Computers, Printers and Other Electronic Accessories in accordance with your 'Request for Proposal' and Our financial proposal is as follows:

SI. No	Items Name	Quantity	Amount per 1	Amount per all
1	2	3	4	5
1	Desktops	63		
2	Servers	01		
3	Laser Jet Printer	18		
5	Dot matrix Printer	01		
6	Laptops	10		
7	Scanner	02		
8	Network IO Points	100		
9	Wireless Network Device	5		
10	Board Room Projector	01		
11	Audio Video	01		
12	DVD Player	01		
13	Speakers and Mike System	01		
14	Anti Virus: <i>"E-Scan Antivirus and Internet Security suite for small and medium business (SMB)"</i>	75		
	Total Value			

Signature of the Authorized Signatory.
Name and Designation
Address

