



Tender Document

Tender No: SSA/CALC/UPS/2014-15

Dated: 10-02-2015

Tender Document for the supply of UPS to selected Government Higher Primary Schools under Sarva Shiksha Abhiyan.

**O/o the State Project Director, Sarva Shiksha Abhiyan-Karnataka
New Public Offices Annex Building, N.T. Road, Bangalore – 560 001
Telephones: 22483580 Fax: 22126718
E-mail:karssatender@gmail.com Website: ssakarnataka.gov.in**

TENDER NOTIFICATION

1.	Tenders are invited under e-Procurement platform in two parts system - Technical Proposal and Financial Proposal, from the Original Equipment Manufacturers or their Authorized dealers for the supply and installation of 2 KVA UPS to selected Higher Primary Schools under Sarva Shiksha Abhiyan.										
Table_1	Items to be procured										
	<table border="1" style="width: 100%;"> <thead> <tr> <th style="text-align: center;">Sl. No.</th> <th style="text-align: center;">Item</th> <th style="text-align: center;">Office</th> <th style="text-align: center;">Number</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">i</td> <td style="text-align: center;">2 KVA UPS</td> <td style="text-align: center;">300 Selected Government Higher Primary Schools across the Karnataka State (one UPS for each GHPS)</td> <td style="text-align: center;">300</td> </tr> </tbody> </table>	Sl. No.	Item	Office	Number	i	2 KVA UPS	300 Selected Government Higher Primary Schools across the Karnataka State (one UPS for each GHPS)	300		
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	Note: The Sarva Shiksha Abhiyan-Karnataka reserves the right to order to increase or decrease the quantities as per requirement.										
2.	The details of this tender may be obtained from the website https://eproc.karnataka.gov.in and www.ssakarnataka.gov.in										
3.	Vendors must submit tenders for 2 KVA UPS Systems . Supply of all the items is compulsory										
4.	The bidder should satisfy all the terms and conditions laid down hereunder in relation to the supply, installation, integration, commissioning, service clause and warranty of the above mentioned items.										
5.	Introduction: The Sarva Shiksha Abhiyan-Karnataka (called “ the department ” from hereafter) intends to install to 300 selected Higher Primary Schools for computer aided learning.										
6.	Language of Bid: The Bid prepared by the Bidder and all correspondence documents relating to the bid exchanged by the Bidder and the Purchaser, s be written in the English language & Bid can be submitted in English.										
7.	<p>Scope of Work: The Vendor Should</p> <p>a) Supply of 2 KVA UPS as per the technical specifications mentioned in the tender at Annexure-2.</p> <p>b) Install the 2 KVA UPS systems at the 300 selected Government Higher Primary Schools for computer aided learning (Annexure-7).</p> <p>The vendor needs to consider the following aspects before installing 2 KVA UPS in 300 selected Higher Primary Schools for computer aided</p>										

	<p>learning.</p> <p>Out of around 22481 Government Higher Primary Schools in Karnataka, about 300 schools are selected for implementation of this project. These schools are scattered all over the 30 revenue districts of the state. In each of these schools a computer lab would be established. The system would be connected to a 2 KVA On line Uninterrupted Power System with at least 4 hours battery backup.</p> <p>The vendor is expected to familiarize with the rural context where these UPS systems are proposed to be deployed. The bidder would be responsible to procure, test and install UPS systems.</p> <p>c) Maintain the 2 KVA UPS systems for three years on site (comprehensive) for all the UPS.</p> <p>d) Integrate all the products supplied and installed as may be stipulated by department.</p>
8.	<p>Tender procedure</p> <p>The tender will be a two-part (two-cover) system. First part will have the pre-qualification details as per Annexure-1 along with the compliance to the hardware specifications detailed in Annexure-2 and second part shall contain the commercial details as per Annexure-3.</p>
9.	<p>Technical Specifications: The detailed technical specifications of the items to be supplied are as per Annexure-2.</p>
10.	<p>Location of schools to which the said products have to be delivered: The vendors have to deliver the 2 KVA UPS to 300 selected Government Higher Primary Schools for computer aided learning as per Annexure-7.</p>
11.	<p>Procurement Entity: The Sarva Shiksha Abhiyan-Karnataka (SSA) is the procurement entity and it will be responsible for Service Level Agreement (SLA) monitoring & payment of bills. Bill payment would be made by the State Project Director (SPD), SSA, Bangalore</p>
12.	<p>Warranty: The warranty requirement for this tender is three years comprehensive on site for UPS and supplied batteries.</p>
13.	<p>Labeling: All the UPS systems should labeled details of which are as follows;</p> <ul style="list-style-type: none"> • Name of the supplied agency with address along with phone numbers. • Warranty validity period • Toll free number • Call log website address

	<ul style="list-style-type: none"> Label sticker should be on UPS cabinet, which should be visible clearly. Do's and Don'ts Chart: The do's and don'ts chart should be provided to all the schools for which UPS supplied. 																								
14.	<p>Service Level Agreement (SLA): During the warranty period Service Level Agreement will be applicable as specified below</p> <table border="1"> <thead> <tr> <th>Sl. No.</th> <th>Services</th> <th>Time limit and penalties</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Service support should be available on all the school working days</td> <td>Sundays and General Holidays exempted</td> </tr> <tr> <td>2</td> <td>Time limit for servicing/replacing the systems</td> <td> <ul style="list-style-type: none"> Bangalore: within 6 working hours(one school working day) District HQs: within 12 working hours (Two school working days) All other places: within 18 working Hours(Three school working days) </td> </tr> <tr> <td>3</td> <td colspan="2">The time taken for servicing/ replacement will be calculated from the time call is logged to the time the issue is resolved. Government holidays will be excluded.</td> </tr> <tr> <td>4</td> <td>Penalty clause for of delay in Service</td> <td> a. Up to seven days- Rs. 300 per day per complaint b. Next seven days (i.e. 8th day-14th day)- Rs. 500 per day per complaint c. Thereafter Rs. 800 per day per complaint </td> </tr> <tr> <td>5</td> <td>If the vendor fails to service/replace the unit</td> <td>An amount equivalent to double the quoted/accepted price of the equipment will be charged to the vendor.</td> </tr> <tr> <td>6</td> <td>The vendor should submit to the department Quarterly report (once in every three months) containing the working status of the supplied items duly signed by the Officer/person in-charge of the section as per format in Annexure_6 by 5th of every succeeding month after installation is done till the validity period of the warranty.</td> <td> a) Failing to submit quarterly reports will carry a penalty of Rs. 100/- for each day of delay. b) The penalty leviable will be worked out till the date of receipt of all the schools quarterly reports in the quarter. </td> </tr> <tr> <td>7</td> <td>The penalties will be calculated on Quarterly basis and penalty order (if any) will</td> <td>The department will deduct the penalty amount from the quarterly payment.</td> </tr> </tbody> </table>	Sl. No.	Services	Time limit and penalties	1	Service support should be available on all the school working days	Sundays and General Holidays exempted	2	Time limit for servicing/replacing the systems	<ul style="list-style-type: none"> Bangalore: within 6 working hours(one school working day) District HQs: within 12 working hours (Two school working days) All other places: within 18 working Hours(Three school working days) 	3	The time taken for servicing/ replacement will be calculated from the time call is logged to the time the issue is resolved. Government holidays will be excluded.		4	Penalty clause for of delay in Service	a. Up to seven days- Rs. 300 per day per complaint b. Next seven days (i.e. 8 th day-14 th day)- Rs. 500 per day per complaint c. Thereafter Rs. 800 per day per complaint	5	If the vendor fails to service/replace the unit	An amount equivalent to double the quoted/accepted price of the equipment will be charged to the vendor.	6	The vendor should submit to the department Quarterly report (once in every three months) containing the working status of the supplied items duly signed by the Officer/person in-charge of the section as per format in Annexure_6 by 5 th of every succeeding month after installation is done till the validity period of the warranty.	a) Failing to submit quarterly reports will carry a penalty of Rs. 100/- for each day of delay. b) The penalty leviable will be worked out till the date of receipt of all the schools quarterly reports in the quarter.	7	The penalties will be calculated on Quarterly basis and penalty order (if any) will	The department will deduct the penalty amount from the quarterly payment.
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	be raised to vendors.	
	<p>The vendor needs to provide the following services:</p> <ol style="list-style-type: none"> a) The vendor shall update the calls logged (call logs both from online and from toll free numbers) in the computer logging web portal of the department. Department will be provided required credentials to update the calls logged in the web portal. The reports generated from this portal will be consolidated and considered for calculating the average down time of the systems. Vendor should submit customer service reports along with quarterly reports. b) The vendor is also required to provide a toll free number with adequate lines so that the schools, where systems are installed can contact and report complaints about non-functioning of any systems. This facility should be provided only in Kannada Language. c) For each hardware and software component installed, the vendor is required to train the designated end-user personnel to enable them to effectively operate the total system. The end user personnel i.e at least one teacher from each GHPS will have to be trained where the UPS hardware is installed. The training shall be provided individually on each of the locations where the UPS are installed. d) The vendor shall have service centers in Bangalore and all the district headquarters of the State and each of these service centers must be headed by a Senior Service Engineer and must be staffed with at least one Service Engineer per district. The Senior Service Engineer must be an Electronics and Communication Engineer with at least 4 years of experience in hardware and software installation and maintenance including networking and must have worked in technologies that are specified in the Technical Specifications of the tender document. The Service Engineer must have the same qualification as the Senior Service Engineer with two years of relevant experience or a diploma in Electronics with three years of relevant experience. The vendor shall provide the contact numbers of the service engineers for the concerned schools, which has to facilitate the timely maintenance of systems. e) The vendor agrees to forward the names of the service engineers to the SSA as part of the documents evidencing the availability of service engineers at the respective service centers. Further the vendor agrees to notify the names of service engineers with their qualification and branches should there be any changes. f) The vendor agrees to deploy engineers and complete deployment of service engineers along with the completion of the installation of UPS. The first party shall consider the installation complete only upon deployment of the manpower as per this contract. g) The vendor agrees to replace Service Engineers of equivalent qualifications in the event of a service engineer leaving his position, immediately, without any delay, and in any event, not later than 15 days of such vacancy. 	
15.	Performance Security: Successful vendor shall submit the Bank Guarantee	

	amounting to 5% of the total purchase value of the items for which contract has been awarded. The Bank Guarantee (BG) shall be valid for a period of forty (40) months from the date of purchase order.
16.	<ul style="list-style-type: none"> • Installation report: The successful vendors shall submit school wise installation report to the Office of SPD, SSA, Bangalore. The installation report shall be in the format Annexure-5. • District wise installations in the photo shoot or through video form of CDs should be provided by the bidder. CD should be containing the name of the district, block name and school name with DISE Code and UPS serial number and showing warranty seal.
17.	<p>Payment Terms:</p> <ol style="list-style-type: none"> i. The method and conditions of payment to be made to the Supplier under this Contract shall be specified as follows; ii. The Supplier's request(s) for payment shall be made to the Purchaser in writing, accompanied by an invoice describing, as appropriate, the Goods delivered and the Services performed, and by documents, submitted pursuant to upon fulfillment of other obligations stipulated in the contract. iii. Payments shall be made promptly by the Purchaser after submission of the invoice or claim by the Supplier. iv. Payment against delivery and installation as per the contract would be made to the extent of 76% of the contract price subject to the payment terms specified. v. Payment for Goods and Services shall be made in Indian Rupees as follows: <ol style="list-style-type: none"> a. On Delivery and installation: Ninety percent of 76% of the Contract Price excluding the Cost of Warranty and maintenance and/or repair charges shall be paid on receipt of goods installation and upon submission of the documents specified above; b. On Final Acceptance: The remaining ten percent of 76% of the Contract Price excluding the Cost of Warranty and maintenance and/or repair charges shall be paid after the date of the Acceptance Certificate issued by the Purchaser's representative district DDPI(Admin) for the respective delivery, commissioning and training. c. The balance 24% would be retained by the purchaser towards the performance of the terms of warranty and facility management and would be paid to the supplier in 12 quarterly equal installments subject to the satisfactory performance as per the terms of the Contract and SLA and subject to any deduction of penalties.

	Explanation: the contract price excluding the cost of warranty and maintenance for the purpose of this clause means 76 percent of the total contract price as quoted and accepted as per the terms of the tender and contract.
18.	Pre & Post-delivery inspection: A 10% pre-delivery inspection will be done at factory location by the representatives from the department or NIC Technical Persons or the department of e-Governance before the systems is dispatched to the delivery locations and a 100% post-delivery inspection will be done at the concerned school level by the department computer programmers or representatives from the department. The charges towards pre-delivery inspections will be borne by the successful bidder.
19.	Supply and Installation Timelines: Vendors shall supply and install the items within 50 days after the purchase order is issued to the respective schools. For a delay of every week in supply and install of the systems, 0.5 % of the accepted price will be deducted and thereof upto a maximum of 10% from the accepted contract value. Once the maximum is reached, the purchaser may consider termination of the contract.
20.	Technical Bid Format: The technical bid will have to include the following: <ul style="list-style-type: none"> • Confirmation that the machines quoted by vendors, at the minimum, meet the technical specifications or exceed the technical specifications given in the tender. • The technical bids shall be submitted in the form as per Annexure-4A and 4B. In case the details given by the bidder in the form as per Annexure-4A, 4B and 4C are incomplete /inadequate, the tender shall be summarily rejected.
21.	Bid Processing Fee: Each bidder shall pay Rs. 550/- (Rs. five hundred fifty only) as bid processing fee-through any of the four e-Payment options, namely: <ol style="list-style-type: none"> i. Credit Card ii. Direct Debit iii. National Electronic Funds Transfer (NEFT) iv. Over the Counter (OTC)-designated ICICI bank branches located across the country The payments submitted through Cheque or demand draft shall not be accepted. For further details regarding e-Payment, e-Procurement etc., the website- www.eproc.karnataka.gov.in may be referred.
22.	Earnest Money Deposit (EMD): Each bidder shall pay the earnest money deposit of Rs.7/- lakh (Seven Lakh only) . 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 of the Performance Security.
23.	Technical Bid Evaluation: The Department will evaluate whether the items proposed by vendors meet the minimum technical specifications given in the tender (Annexure-2)
24.	Commercial Bid Format: Vendors shall quote all-inclusive price (i.e. price inclusive of all applicable taxes, transportation and all other expenses) for supply and installation per item both in figure and words. The break-up of the cost should be filled in Annexure-3 format. The all-inclusive price uploaded directly in to the e-Procurement portal will be taken as the basis for evaluation of commercial bids.
25.	Commercial Bid Evaluation: The commercial price proposal submitted by technically qualified vendors will be opened in e-Procurement software. The vendor who has quoted the lowest all-inclusive price would be termed as L1 price vender.
26.	Awarding the contract: The vendor who quotes lowest price (L1 price) as described in Para 24 above will be awarded the contract. The successful bidder shall enter into an agreement with the purchaser within the intimated date by the department.
27.	<p>Force Majeure: The successful bidder shall not be liable for penalty or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the contract is the result of an event of Force Majeure. For purposes of this clause, “Force Majeure” means an event beyond the control of the Bidder and not involving the Bidder’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, wars or revolutions and epidemics. If a Force Majeure situation arises, the bidder shall promptly notify the Department in writing of such condition and the cause thereof. Unless otherwise directed by SSA in writing, the bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means of performance not prevented by the Force Majeure event.</p> <p>This agreement shall be governed by laws in force in India and both Parties agree to submit to the jurisdiction of courts at Bangalore. In the event of</p>

	<p>any dispute arising out of the PO the same shall be settled by binding arbitration conducted by a sole arbitrator appointed jointly by both parties and governed by the Arbitration and Conciliation Act. 1996. The venue of arbitration shall be Bangalore, Karnataka.</p>																
<p>28.</p>	<p>Calendar of events: The following is the schedule of the tender related events</p> <table border="1" data-bbox="440 478 1373 1234"> <tr> <td data-bbox="440 478 902 541"> <ul style="list-style-type: none"> • Date of publishing Tender Document on e-Procurement platform </td> <td data-bbox="902 478 1373 541"> <p>14.02.2015 11.00 hrs</p> </td> </tr> <tr> <td data-bbox="440 541 902 579"> <ul style="list-style-type: none"> • Pre-bid Meeting </td> <td data-bbox="902 541 1373 579"> <p>20.02.2015 11.00 hrs</p> </td> </tr> <tr> <td data-bbox="440 579 902 642"> <ul style="list-style-type: none"> • Last date for submission of Queries </td> <td data-bbox="902 579 1373 642"> <p>20.02.2015 11.00 hrs</p> </td> </tr> <tr> <td data-bbox="440 642 902 705"> <ul style="list-style-type: none"> • Last date for submission of tenders </td> <td data-bbox="902 642 1373 705"> <p>06.03.2015 15.00 hrs</p> </td> </tr> <tr> <td data-bbox="440 705 902 779"> <ul style="list-style-type: none"> • Date and time of opening of Technical bids </td> <td data-bbox="902 705 1373 779"> <p>09.03.2015 16.00 hrs</p> </td> </tr> <tr> <td data-bbox="440 779 902 852"> <ul style="list-style-type: none"> • Date and time of opening of financial bids </td> <td data-bbox="902 779 1373 852"> <p>The dates would be intimated to the qualified bidders.</p> </td> </tr> <tr> <td data-bbox="440 852 902 999"> <ul style="list-style-type: none"> • Place of opening of bids </td> <td data-bbox="902 852 1373 999"> <p>Office of State Project Director, Sarva Shiksha Abhiyan-Karnataka, New Public Offices Annex Building, N.T. Road, Bangalore-560 001</p> </td> </tr> <tr> <td data-bbox="440 999 902 1234"> <ul style="list-style-type: none"> • Address for communication </td> <td data-bbox="902 999 1373 1234"> <p>Office of State Project Director, Sarva Shiksha Abhiyan-Karnataka, New Public Offices Annex Building, N.T. Road, Bangalore-560 001 Telephones: 22483580 Fax: 22126718 E-mail: karssatender@gmail.com Website: ssakarnataka.gov.in</p> </td> </tr> </table> <ul style="list-style-type: none"> • Pre-bid meeting will be held on the prescribed date with the bidders present and no written intimation to this effect will be given to individual bidders. • The pre-qualification/technical bids will be opened on the prescribed date in the presence of the bidders present and no written intimation to this effect will be given to individual bidders. 	<ul style="list-style-type: none"> • Date of publishing Tender Document on e-Procurement platform 	<p>14.02.2015 11.00 hrs</p>	<ul style="list-style-type: none"> • Pre-bid Meeting 	<p>20.02.2015 11.00 hrs</p>	<ul style="list-style-type: none"> • Last date for submission of Queries 	<p>20.02.2015 11.00 hrs</p>	<ul style="list-style-type: none"> • Last date for submission of tenders 	<p>06.03.2015 15.00 hrs</p>	<ul style="list-style-type: none"> • Date and time of opening of Technical bids 	<p>09.03.2015 16.00 hrs</p>	<ul style="list-style-type: none"> • Date and time of opening of financial bids 	<p>The dates would be intimated to the qualified bidders.</p>	<ul style="list-style-type: none"> • Place of opening of bids 	<p>Office of State Project Director, Sarva Shiksha Abhiyan-Karnataka, New Public Offices Annex Building, N.T. Road, Bangalore-560 001</p>	<ul style="list-style-type: none"> • Address for communication 	<p>Office of State Project Director, Sarva Shiksha Abhiyan-Karnataka, New Public Offices Annex Building, N.T. Road, Bangalore-560 001 Telephones: 22483580 Fax: 22126718 E-mail: karssatender@gmail.com Website: ssakarnataka.gov.in</p>
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29.	Miscellaneous
29.1	Site Preparation and Installation: The department will designate the installation sites before the scheduled installation date to allow the vendor to perform a site inspection to verify the appropriateness of the sites before the installation of the hardware. The department will provide the space required for installation, integration and commissioning of 2 KVA UPS.
29.2	The department will allow free entry and access to the personnel authorized by the successful bidder to carry out the installation work as specified in this tender during the working hours in the schools concerned
29.3	The successful bidder shall not sublet or assign or franchise the responsibility to any other agency either in whole or in part.
29.4	The successful bidder should be solely responsible for all acts of omission and commission occasioned by his personnel in carrying out the terms of the tender.
29.5	The decision of the Department in the evaluation of the technical / pre-qualification bids and financial bids shall be final.
29.6	The bidder should comply with such directions as the Department may issue from time to time for successful completion of the work
29.7	The Department may cancel the purchase order in the event of breach of any of the terms and conditions stipulated therein without giving any reasons.
29.8	If, after the purchase order has been issued, it is proved that any of the information furnished by the bidder in the tender is false or that the bidder secured the contract through misrepresentation of facts in whatsoever manner the purchase order will be liable to be terminated forthwith and the performance security shall be forfeited by the Department. The decision of the Department in this regard shall be final.
29.9	Changes, if any, in this tender will be updated on the website from time to time, but not beyond one day prior to the last date fixed for submitting tender. All decisions of the Department shall be final.
29.10	OEM has to authorize only one dealer for their product.

29.11	The specifications mentioned in Annexure-2 are the minimum standards required and the vendors shall quote standards equivalent thereto or higher.
30.	Clarifications: For further clarifications, Joint Director (Programmes), Office of State Project Director, Sarva Shiksha Abhiyan-Karnataka, New Public Offices Annex Building, Nrupatunga Road, Bangalore-1, (phone:080-22483580 e-mail: karssatender@gmail.com) may be contacted.

ANNEXURE-1	
<u>Pre-Qualification Requirements</u>	
1.	The bidder should be the Original Equipment Manufacturer (OEM) or an authorized dealer of the OEM. Proof of the same should be submitted along with the tender document. If more than one dealer is authorized by the OEM then the bid will be rejected summarily.
2.	The bidder should be a registered dealer under the KVAT Act, 2003 or under the General Sales Tax Act of any State and proof of the same should be submitted along with the tender document.
3.	The bidder should submit a tax clearance certificate issued by the Value Added Tax authority concerned till the end of the preceding financial year or upto date.
4.	If the bidder is OEM of the 2 KVA UPS being sought to be procured as per this tender process, then the average annual turnover of the bidder shall not be less than Rs.17(Seventeen) crores for the last 3 completed years, or if the bidder is an authorized dealer of the OEM duly authorized to participate in the tender, then the average annual turnover of such bidder shall not be less than Rs.17(Seventeen) crores for the last 3 completed years. Audited annual accounts for the respective financial years should be furnished.
5.	The bidder firm should be in existence in core UPS hardware sales and services business for the last five years.
6.	The successful bidder or his authorized agent should have to set up service centers in Bengaluru and district headquarters for effective and efficient overall maintenance of the UPS supplied and installed and for carrying out repairs, replacement of parts etc. during the warranty period and thereafter. The particulars of such service centres like address, telephone numbers etc., should be furnished.

7.	The bids should be unconditional and conditional bids will be summarily rejected.
8.	In the case of authorized dealer during the warranty period, for 3 years comprehensive onsite warranty, the authorized dealer should have back-to-back agreement with the original equipment manufacturer (OEM) and a copy of such agreement should be enclosed to the technical bid.
9.	The OEM & bidder must submit an undertaking on Rs.200 stamp paper that they have not been black listed by any state government / central government / PSU department of India as per Annexure – 4C
10.	The vendor must have call registration system through website. The details of the same have to be submitted along with the tender document.
11.	The first part in respect of the pre-qualification / technical bid should contain the following: a) The pre-qualification / technical bid with all the required details referred to at 1 to 9 above b) Documents required in terms of the stipulations contained at 1 to 10 above c) Copies of audited balance sheets and IT returns that clearly show and confirm the figures d) Proof to show that the bidder has its own office in Karnataka and has been operating for last 3 years e) Certificate indicating that the bidder is an authorized dealer of the original equipment manufacturer f) Names and addresses of at least 3 organizations in Karnataka to whom UPS systems of the same manufacturer have been supplied by the bidder during the past 2 years with particulars of the UPS supplied. g) Bid processing fee: Proof of having paid Rs. 550 as bid processing fee as per paragraph 20 of this tender notification h) Earnest Money Deposit (EMD): Proof of having paid Rs.7,00,000.00 (Rs. Seven lakh) as the Earnest Money Deposit as per paragraph 22 of this tender notification.
11.1	Must have company owned (OEM) or authorized service provider remote support center.
11.2	OEM must have centralized call registration system for receiving the service complaints.
11.3	Must have support escalation procedure and matrix details
12.	Technical specification by the vender shall clearly include the model number/version or edition of the quoted item.

13.	The vendor shall upload only those documents that are required according to this tender document and redundant documents shall not be uploaded.
14.	The uploaded documents shall be of readable quality/resolution and the ones that are not readable will be rejected. No communication will be made to the vendors in this connection.
15.	All the items or products covered in this tender to be supplied and installed by the successful bidder should carry a 3 year comprehensive onsite warranty. The declaration for the same should be submitted along with the tender document.

Annexure-2
TECHNICAL SPECIFICATIONS OF 2 KVA UPS

UPS: 2 KVA UPS

SI No	Items	Specifications
01	Type	Online
02	Capacity	2 KVA
03	Backup time	4 hrs
04	Input Frequency	50 Hz. +/- 5%
05	Input Voltage	160 V – 270 V
06	Output Voltage	230 V +/- 1% V
07	Output Frequency	50 Hz +/- 0.2 Hz.
08	Input Power Factor	> 0.9
09	Output Power Factor	0.8 lag to unity PF
10	Waveform	Pure Sine Wave
11	Alarm	On Battery, Low Battery, UPS Over Load
12	Technology	IGBT based PWM technology with isolation transformer
13	Computer interface	Software with communication interface for monitoring the health of the UPS. Automatic shutdown under Windows 2000, Windows 98/XP (Prof) & Diagnostics.
14	Battery make	Preferred brands: Exide/Southern/Prime/Racket
15	Battery Type	Tubular-C10 rating
16	Battery AH	
17	No.of Batteries	
18	DC voltage (input)	
19	VAH	> 6400 VAH
20	Over Load Capacity	150% for 1 Minute, 125% for 10 Minutes
21	Inverter Efficiency	90%
22	Overall Efficiency	85%
23	Crest Factor	3:5:1
24	Regulation	+/- 1%
25	Switching Frequency	Above 20 KHz
26	Warranty	3 years on site comprehensive including batteries
27	Protection	Automatic discharge protection with self test Features, Over Load, Surge protection, Input fault, Cold start, Low Battery, Battery over charge Output short circuit, Charging Current Circuit Inverter over temperature
28	LCD display	Output voltage, Output current, Output frequency, Input Voltage, Battery Voltage
29	Load Test	At 100 % load on Resistive load
30	THD	< 3% for Linear, < 5% for Non Linear Load
31	Certification	ISO 9001:2000 & ETDC /CPRI test report

Annexure-3
Price Proposal

To
The State Project Director
Sarva Shiksha Abhiyan
New Public Offices Annexe
Nrupatunga Road, K R Circle
Bangalore – 560 001

Sir,

Sub: Price proposal for implementation of the CAL programme in
Government Higher Primary Schools in Karnataka State.
Ref: As per tender No.SSA/CALC/UPS/2014-15 Dated:10.02.2015

Our Price Proposal is hereunder

- a. On supply, installation and commissioning of the UPSs offer Rs..... (Rs. in words.....) (i.e.76% of the total project cost).
- b. Quarterly contract payment of Rs..... (Rs. in words.....) (i.e 24% of the total project cost).
- c. The total project price proposal is Rs..... (Rs. in words
- d. Vendors shall quote all-inclusive prices (i.e. price inclusive of all taxes, transportation and all other expenses) for delivery and installation per item. **However, Total bid amount will be considered for awarding the contract.**

Sl. No.	Item	Required Number	Unit (Number)	Unit Price (INR)	Total Cost for the specified number of items (INR)	Grand Total Price (INR)
				All inclusive Price		
i	2 KVA UPS for Government Higher Primary Schools	300				
Total						

We confirm that our Price Proposal is for all the obligations to be discharged by us as per terms & conditions of the tender. The financial assumptions used for arriving at our offer, in the format as prescribed in the tender document has been enclosed.

Yours faithfully,

Company Address

Date

Place

(Scan and upload the document)

Company Secretary / Authorized Signatory

Name of Signatory in capital letter with seal

Annexure-4A
Contents of the Technical Bid

Name and address of the Vendor:

Sl No	Conditions stipulated as per the tender Notifications	Documents attached (mentined Annexure no.s)
1	The bidder should be the Original Equipment Manufacturer (OEM) or an authorized dealer of the OEM. Proof of the same should be submitted along with the tender document. If more than one dealer is authorized by the OEM then the bid will be rejected summarily.	
2	The bidder should be a registered dealer under the KVAT Act, 2003 or under the General Sales Tax Act of any State and proof of the same should be submitted along with the tender document.	
3	The bidder should submit a tax clearance certificate issued by the Value Added Tax authority concerned till the end of the preceding financial year or upto date.	
4	If the bidder is OEM of the 2 KVA UPS being sought to be procured as per this tender process, then the average annual turnover of the bidder shall not be less than Rs.17 (Seventeen) crores for the last 3 completed years, or if the bidder is an authorized dealer of the OEM duly authorized to participate in the tender, then the average annual turnover of such a OEM shall not be less than Rs.17 (Seventeen) crores for the last 3 completed years. Audited annual accounts for the respective financial years should be furnished.	
5	The bidder firm should be in existence in core UPS sales and services business for the last five years.(Relevant documents should be furnished)	
6	The successful bidder or his authorized agent should have to set up service centers in Bengaluru and all district headquarters for effective and efficient overall maintenance of the desktops supplied and installed and for carrying out repairs, replacement of parts etc. during the warranty period and thereafter. The particulars of such service centers like address, telephone numbers, service engineers/staff name etc. should be furnished.	
7	The OEM & Bidder must submit an undertaking on Rs.200 stamp paper that they have not been black listed by any State Govt. / Central Govt. / PSU /	

	Dept. of India in the format Annexure 4C.	
8	In the case of authorized dealer during the warranty period, for 3 years comprehensive onsite warranty, the authorized dealer should have back-to-back agreement with the original equipment manufacturer (OEM) and a copy of such agreement should be enclosed to the technical bid.	
9	Copies of audited balance sheets and IT returns that clearly show and confirm the figures	
10	Proof to show that the bidder has its own office in Karnataka and has been operating for last 5 years	
11	Certificate indicating that the bidder is an authorized dealer of the original equipment manufacturer	
12	Names and addresses of at least 3 organizations in Karnataka to whom UPS systems of the same manufacturer have been supplied by the bidder during the past 2 years with particulars of the UPS hardware supplied.	
13	Bid processing fee: Proof of having paid Rs.550 as bid processing fee as per paragraph 21 of this tender notification	
14	Earnest Money Deposit (EMD): Proof of having paid Rs. 7,00,000.00 (Rs. Seven lakh) as the Earnest Money Deposit as per paragraph 22 of this tender notification.	

Annexure-4 B
Technical Bid Format

2 KVA UPS

SI No	Feature	Specifications	Vender Specification (in words/values/figures)	Deviation (YES/NO)
01	Type	Online		
02	Capacity	2 KVA		
03	Backup time	4hrs		
04	Input Frequency	50 Hz. +/- 5%		
05	Input Voltage	160 V – 270 V		
06	Output Voltage	230 V +/- 1% V		
07	Output Frequency	50 Hz +/- 0.2 Hz		
08	Input Power Factor	> 0.9		
09	Output Power Factor	0.8 lag to unity PF		
10	Waveform	Pure Sine Wave		
11	Alarm	On Battery, Low Battery, UPS Over Load		
12	Technology	IGBT based PWM technology with isolation transformer		
13	Computer interface	Software with communication interface for monitoring the health of the UPS. Automatic shutdown under Windows 2000, Windows 98/XP (Prof) & Diagnostics		
14	Battery make	Preferred brands: Exide/ Southern/Prime/ Racket		
15	Battery Type	Tubular-C10 rating		
16	Battery AH	-		
17	No of Batteries	-		
18	DC voltage (input)	-		
19	VAH	> 6400 VAH		
20	Over Load Capacity	150% for 1 Minute, 125% for 10 Minutes		
21	Inverter Efficiency	90%		
22	Overall Efficiency	85%		
23	Crest Factor	3:5:1		
24	Regulation	+/- 1%		
25	Switching Frequency	Above 20 KHz		
26	Warranty	3 years on site comprehensive including batteries		
27	Protection	Automatic discharge protection with self-test Features, Over Load, Surge protection, Input fault, Cold start, Low Battery, Battery over charge Output short circuit, Charging Current Circuit, Inverter over temperature		
28	LCD display	Output voltage, Output current, Output frequency, Input Voltage, Battery Voltage		
29	Load test	At 100 % load on Resistive load		
30	THD	<3% for Linear, <5% for non Linear Load		
31	Certification	ISO 9001:-2000 & ETDC /CPRI test report		

Annexure-4 C

**Affidavit on Being Not Black-Listed [Use Rx.200.00 Stamp Paper]
[OEM and Partner should submit separately]**

This is to certify that << COMPANY NAME >> is not blacklisted by the Government of Karnataka or any of its agencies/ Central / any other State/UT Government or its agencies for indulging in corrupt or fraudulent practices or for indulging in unfair trade practices or for any reasons whatsoever as on date of bid submission.

Company Secretary / Authorized Signatory

Name of Signatory in capital letter:

Bidder Name:

Date

Place

Signature of Notary (with seal)

Annexure-5

To

The State Project Director
Sarva Shiksha Abhiyan Samiti
New Public Offices Anex Building
Nrupatunga Road, Bangalore – 560 001

Installation Report

(As per tender No.SSA/CALC/UPS/2014-15 dated:10.02.2015)

Name of the School: _____ Date: _____

Complete post Address with pincode: _____

Details of hardware supplied & installed:

Sl. No	Item	Serial Number/s	Systems received with warranty seal	Installation Status	
				Working	Not Working
1.	UPS system & Batteries		Yes / No		
2.	Basic training			given	not given

Signature of the Head Master
(Rubber stamp seal) with date
(Name in capital letter)

Signature of Engineer
(Name in capital letter)

Date:
Place:

Date:
Place:

Annexure-6

To

The State Project Director
Sarva Shiksha Abhiyan Samiti
New Public Offices Anex Building
Nrupatunga Road, Bangalore – 560 001

Quarterly Report

(As per tender No.SSA/CALC/UPS/2014-15 dated: 10.02.2015)

Report for the period from _____ to _____ (Quarter No:....)

Name of the School (with full address with pin code):

Status of the hardware supplied & installed:

Report Collected Date:

Sl. No.	Item Name	Serial Number/s	Working Status		
			Working	Not Working	Remarks
1.					
2.					

Signature of the Head Master

Signature of Engineer

Date:

(Name in capital letter) & date

(Rubber stamp seal)

Company Authorized Signature
Name with rubber stamp Seal

Annexure-7

Details of Delivery Locations:

Note: The Delivery locations will be provided in the portal.
