



बिहार सरकार

GOVERNMENT OF BIHAR

**SCHEDULED CASTE AND SCHEDULED TRIBES
WELFARE DEPARTMENT**

Block A, Officer's Hostel Bailey Road, Patna Pin-800001, Bihar

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NOTICE INVITING TENDER

FOR

ESTABLISHMENT OF IT EDUCATION LAB

FOR

SC&ST DEPARTMENT RESIDENTIAL SCHOOLS

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1. DISCLAIMER

- i. The information contained in this Request for Proposal document (NIT) or subsequently provided to bidders, whether verbally or in documentary or any other form by or on behalf of the Purchaser or any of their employees or advisers, is provided to bidders on the terms and conditions set out in this NIT and such other terms and conditions subject to which such information is provided.
- ii. This NIT is not an agreement and is neither an offer nor invitation by the Purchaser to the prospective bidders or any other person. The purpose of this NIT is to provide interested parties with information that may be useful to them in the formulation of their Proposals pursuant to this NIT. This NIT includes statements, which reflect various assumptions and assessments arrived at by the Purchaser in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This NIT may not be appropriate for all persons, and it is not possible for the Purchaser, its employees or advisers to consider the objectives, technical expertise and particular needs of each party who reads or uses this NIT. The assumptions, assessments, statements and information contained in this NIT, may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments and information contained in this NIT and obtain independent advice from appropriate sources.
- iii. Information provided in this NIT to the bidders is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The Purchaser accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.
- iv. The Purchaser, its employees and advisers make no representation or warranty and shall have no liability to any person including any bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this NIT or otherwise, including the accuracy, adequacy, correctness, reliability or completeness of the NIT and any assessment, assumption, statement or information contained therein or deemed to form part of this NIT or arising in any way in this selection process.
- v. The Purchaser also accepts no liability of any nature whether resulting from negligence or otherwise however caused arising from reliance of any bidder upon the statements contained in this NIT. The Authority may in its absolute discretion, but

without being under any obligation to do so, update, amend or supplement the information, assessment or assumption contained in this NIT.

- vi. The issue of this NIT does not imply that the Purchaser is bound to select a bidder or to appoint the selected bidder, as the case may be, for the Project and the Purchaser reserves the right to reject all or any of the Proposals without assigning any reasons whatsoever.
- vii. The bidder shall bear all its costs associated with or relating to the preparation and submission of its Proposal including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by the Purchaser or any other costs incurred in connection with or relating to its Proposal. All such costs and expenses will remain with the bidder and the Purchaser shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by an bidder in preparation of submission of the Proposal, regardless of the conduct or outcome of the Selection Process.

2. IMPORTANT INFORMATION

Important Information about the NIT

Name of Assignment	Establishment for IT Education Lab at SC&ST Department Residential Schools of Bihar
Non Refundable Tender Cost	Rs.5000/- in cash or through demand draft from a scheduled bank/Nationalised bank, drawn in favour of “Director , Scheduled caste and Scheduled Tribes Welfare Department ”, payable at Patna.
EMD	Rs. 5,00,000/(Five Lakhs Only) in the form of Demand Draft /Bank Guarantee in favour of “Director, Scheduled caste and Scheduled Tribes Welfare Department ”, payable at Patna from any scheduled/nationalized bank.
Last Date of Submission of written queries on Bid document for pre bid conference	Any clarification and queries relating to tender document. Bidder s have to submit their written clarifications & queries on/before 15:00 hrs 10/06/2015. Bidder can submit their queries by hand or by email on secy-welfare-bih@nic.in , directorscst@gmail.com
Pre bid Conference	At 15:30 hrs. on 10/06/2015 SC & ST Welfare Department Block A, Officer's Hostel Bailey Road, Patna Pin-800001, Bihar
Last date for submission of Bids	Up 15:00hrs on 22/06/2015
Opening of General Cum Technical Bids	16:30 hrs on 22/06/2015
Opening of Financial Bids	Only those bidders who qualified will be informed about the Financial bid opening dates.
Address for Communication	SC & ST Welfare Department Block A, Officer's Hostel Balley Road, Patna Pin-800001, Bihar
Contact Person	Shri Indrajit Mukherjee. Asst. Director (Computer) Mobile No :9304940484

3. LIST OF ABBREVIATIONS

PMS	Post Matric Scholarship
Pre MS	Pre Matric Scholarship
CFC	Citizen Facilitation Center
DC	Data Center
EMS	Enterprise Management Software
EO	Executive Officer
G2B	Government To Business services
G2C	Government To Citizen services
G2G	Government To Government services
Gbps	Gigabits per second
GOI	Government of India
H/W	Hardware
HOD	Head Of Department
ICT	Information and Communication Technology
IEEE	Institute of Electrical and Electronics Engineers
IMAP	Internet Message Access Protocol
ISO	International Organization for Standards
ITIL	Information Technology Infrastructure Library
ITSM	IT Service Management
Mbps	Megabits per second
MIS	Management Information System
MLLN	Managed Leased Line Network
MPLS	Multiprotocol Label Switching
N/W	Network
NIS	Network Information Service
NMS	Network Monitoring System
PPP	Public Private Partnership
BSWAN	Bihar State Wide Area Network
NIT	Request for Proposal
RTI	Right To Information
S/W	Software
SDC	State Data Center
SLA	Service Level Agreement
SMTP	Simple Mail Transfer Protocol
TCP /IP	Transmission Control Protocol/ Internet Protocol
UID	Unique Identification
SC&ST	SC&ST Welfare Department
VPN	Virtual Private Network

4. NOTICE INVITING TENDER



GOVERNMENT OF BIHAR

SCHEDULED CASTE AND SCHEDULED TRIBES WELFARE DEPARTMENT

Old Secretariat Patna-1. Fax No 0612- 2215265, 2217251 Phone No 0612-2203707, 2217526
secy-welfare-bih@nic.in , directorscst@gmail.com Web: www.scstwelfare.bih.nic.in

NOTICE INVITING TENDER(NIT)

Sealed Tenders are invited in two bid system from reputed companies by the Scheduled Caste And Scheduled Tribes Welfare Département ,Government Of Bihar to Establishment of IT Education Lab for SC&ST Residential Schools on a turnkey basis.

Quotation forms including terms and conditions, specifications etc can be obtained from the office of Director, Scheduled Caste and Scheduled Tribes Welfare Département on all working days (Monday to Friday) between 11.00 hours to 16.00 hours by payment of a demand draft of Rs 5000/- drawn in favor of Director, Scheduled Caste And Scheduled Tribes Welfare Department Patna. It may also be downloaded from the website <http://scstwelfare.bih.nic.in>. In case of a downloaded form D.D of Rs 5000/- to be attached with the form.

The last date for submission of the completed bid will be on or before 15.00 hrs on 22-06-2015 and there will be a pre bid meeting on 10-06-2015. The bids will be opened on 22-06-2015 at 16.30 hrs in presence of the bidders or their authorized representatives.

The undersigned reserves the right to cancel the bid without assigning any reasons.

Sd/
Director

Scheduled Caste And Scheduled
Tribes Welfare Department

5. DEFINITIONS

- i. **"Bidder"** means any firm offering the solution(s), service(s) and for materials required in the NIT. The word Bidder when used in the pre award period shall be synonymous with Bidder or operator or service provider, and when used after award of the Contract shall mean the successful Bidder or operator or service provider.
- ii. **"Agreement"** means this Master Service Agreement together with the Service Level Agreement and the contents and specifications set out in rfp of the NIT; which constitute an integral and inseparable part of the Agreement.
- iii. **"Applicable Laws"** includes all applicable statutes, enactments, acts of legislature or parliament, laws, ordinances, rules, by-laws, regulations, notifications, guidelines, policies, directions, directives and orders of any Governmental authority, tribunal, board, court or other quasi-judicial authority;
- iv. **"Confidential Information"** means all information including Project Data (whether in written, oral, electronic or other format) which relates to the technical, financial and business affairs, customers, suppliers, products, developments, operations, processes, data, trade secrets, design rights, know-how and personnel of each Party and its affiliates which is disclosed to or otherwise learned by the other Party (whether a Party to this MSA or to the SLA) in the course of or in connection with this MSA (including without limitation such information received during negotiations, location visits and meetings in connection with this MSA or to the SLA);
- v. **"Control"** means possession, directly or indirectly, of the power to direct or cause the direction of the management or policies of any entity, whether through the ownership of voting securities, by contract or otherwise;
- vi. **"Data Centre" or "DC"** means the primary centre where data, software, computer systems and associated components, such as telecommunication and storage systems, redundant or backup power supplies, redundant data communications, environment controls and security devices are housed and operated from;
- vii. **"Effective Date"** means the date on which the MSA is signed by both the Parties;
- viii. **"Implementing Agency Proprietary Information"** shall mean Proprietary Information of the Implementing Agency and shall include all modifications, enhancements and other derivative works of such Implementing Agency;
- ix. **"Implementation Sites" or "Project Locations"** shall mean any or all the locations (including DC), where E-Scholarship Project is to be implemented by Implementing Agency pursuant to the Agreement;
- x. **"Intellectual Property Rights"** means and includes all rights in the Application Software, its improvements, upgrades, enhancements, modified versions that may be

made from time to time, database generated, compilations made, source code and object code of the software, the said rights including designs, copyrights, trademarks, patents, trade secrets, moral and other rights therein;

- xi. **"Operations and Maintenance" or "O&M"** means the services to be rendered, as per the SLA, during the period commencing from the "Go-Live date" till the expiry or termination of the Master Service Agreement;
- xii. **"Operations and Maintenance Phase"** means the phase in which O&M is to be carried out by the IA.
- xiii. **"PBG" or "Performance Guarantee" or "Performance Bank Guarantee"** shall mean an unconditional and irrevocable bank guarantee provided by a Nationalized/Scheduled Bank to Project Director on behalf of the Implementing Agency amounting to 5% of the Project Value calculated on annual basis. The Performance Guarantee shall be valid for three years from the date of work order/Agreement, unless extended pursuant to the Agreement;
- xiv. **"Project Implementation"** means the implementation of this Project as per the testing standards and acceptance criteria prescribed in the Agreement;
- xv. **"Service Level"** means the level of service and other performance criteria which will apply to the Services ; **"Service Level Agreement" or "SLA"** means the Agreement on service levels between Implementing Agency and Project Director, in terms of the Service Level requirements as per the model set out in MSA;
- xvi. **"Stakeholders"** means the Key Important stakeholders and other stakeholders, as defined in NIT and the citizens of India;
- xvii. **"Third Party Systems"** means systems (or any part thereof) in which the Intellectual Property Rights are owned by a third party and to which Implementing Agency has been granted a license to use and which are used in the provision of Services;
- xviii. **"Third Party Agency"** means the agency appointed by the Project Director for the purpose of certification of the hardware and software by conducting various types of tests.
- xix. **"Project"** means project involving supply and installation of computer system and peripherals across all the Residential Schools under SC&ST department and as per terms and conditions laid down in the NIT in conformance to SLA.

6. INSTRUCTIONS

There are two parts of tender document papers namely: -

- ✓ General Bid cum Technical Bid
 - ✓ Financial Bid
- a) The tender should be submitted by Post/hand only. No other form of tender submission will be valid for evaluation. The bidders can submit the EMD in form of DD or Bank Guarantee along with general bid of tender.
 - b) The Technical Bids of only the Bidders short listed from the General bids will be opened. Similarly, The Financial Bids of only the Bidders short listed from the Technical bids will be opened.
 - c) Tenders should be fully in accordance with the requirements of the Terms and Conditions as specified in this NIT.
 - d) Appropriate forms furnished with this specification shall be used in filling quotation. Incomplete, illegible form will be rejected.
 - e) All offers should be made in English. Conditional offers and offers qualified by such vague and indefinite expression such as "Subject to immediate acceptance", "Subject to prior sale" etc. will not be considered.
 - f) The Price and conditions of the offer should be valid for at least a period of 180 days from the date of tender opening. Quotations/ Bids with validity of less than 180 days may be rejected.
 - g) Modification of specifications and extension of closing date of tender, if required, will be made by an Addendum. Copies of Addenda will be sent to those who have purchased the tender document. This shall be signed and shall form a part of the tender in full and /or part thereof.
 - h) Bidders shall carefully examine the tender documents and the technical specification and fully inform themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof. The terms of payments, delivery and acceptance applicable in this case and indicated in the Terms and Conditions of this NIT.
 - i) In comparing tenders and in making awards, Corporation/ Department may consider such factors as compliance with the specifications, relative quantity of supply, ability to provide repairs and maintenance service, the time of delivery and such other conditions as it may consider relevant.

- j) Request from the bidder in respect of additions, alterations, modifications, corrections etc. of both terms and conditions or rates after opening of the tender will not be considered.
 - k) The bidder shall make its own arrangements, for supply, installation and commissioning of materials at destination.
 - l) While tenders are under consideration, bidders and their representatives or other interested parties, are advised to refrain from contacting by any means Purchaser's personnel or representatives, on matters relating to the tenders under consideration. The purchaser if necessary will obtain clarification on tenders by requesting such information from any or all the bidders either in writing or through personal contact as may be necessary. Any attempt by any bidder to bring pressure of any kind, may disqualify the bidder for the present tender and the bidder may be liable to be debarred from bidding for Corporation/Department tenders in future for a period of three years.
- General conditions

1. Late Bids

Any bid received by the Tenderer after the time and date for receipt of bids prescribed in the NIT document will be rejected and returned unopened to the Bidder.

2. Bid Forms

- i. Wherever a specific form is prescribed in the Bid document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.
- ii. For all other cases, the Bidder shall design a form to hold the required information.
- iii. Department shall not be bound by any printed conditions or provisions in the Bidder 's Bid Forms

3. Amendment of Bid Documents

The amendments in any of the terms and conditions including technical specifications of this NIT document will be notified to all prospective bidders through publish in the given website or via email.

- i. Tenderer reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.

4. Cost of Bidding

The Bidder shall bear all costs associated with the preparation and submission of its Proposal, including the cost of presentation for the purposes of clarification of the bid, if so desired by the Government of Bihar. The Government of Bihar will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bid process.

5. Cost of Bid Document

The cost of Bid document is Rs. 5000/ Rupees Five thousand only, (Non refundable) the document will be available on website <http://scstwelfare.bih.nic.in>. The Fee of downloaded NIT document has to be submitted as a Demand Draft in favor of Director SC&ST Welfare payable at Patna. Bidders who have deposited the fee of bid document will only be eligible to attend the pre bid conference.

6. Earnest Money/Security Deposit:

- i. The General Bid should also contain relevant supporting documents and Earnest Money Deposit (EMD) as per details given below, by Demand Draft /Irrevocable Bank Guarantee (valid for six month) of any nationalized/ scheduled bank or drawn / deposited in favor of Director SC&ST Welfare. Patna EMD for the entire project Rs. 5,00,000/-(Rupees Five Lakhs only). The Earnest Money Deposit of the unsuccessful bidders will be refunded without any interest after issuance of LOI on successful bidder.
- ii. In the case of bidders whose bids are accepted for undertaking the work assigned for this tender, the successful bidder will submit a Performance Security deposit, which will be equal to 5% (Five percent) of the order Value, that the bidder has quoted in his Financial Bid. The same would have to be in form of irrevocable valid Bank Guarantee and have to be submitted within 15 days from the issuance of the LOI.
- iii. The successful bidder will also submit an acceptance of the LOI within five days from the awarding of the Contract.
- iv. Earnest Money Deposit of the successful bidder will be refunded on receipt of Performance Security Deposit from the bidder.

7. Local Conditions

- i. Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
- ii. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Award as described in the bidding documents. The Tenderer shall not entertain any request for

clarification from the Bidder regarding such local conditions.

- iii. It is the Bidder's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Tenderer. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Tenderer on account of failure of the Bidder to know the local laws / conditions.
- iv. The Bidder is expected to visit and examine the locations and obtain all information that may be necessary for preparing the bid at their own interest and cost.

8. Purchaser's Right to Terminate NIT Process

- a. The Purchaser reserves the right to accept or reject any proposal, and to annul the NIT process and reject all proposals at any time prior to award of contract, without incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Purchaser's action. The Purchaser makes no commitment, expressed or implied that this process will result in a business transaction with anyone.
- b. This NIT does not constitute an offer by the Purchaser. The bidder's participation in this process may result in Purchaser selecting the bidder to engage in further discussions and negotiations toward execution of a contract. The commencement of such negotiations does not, however, signify a commitment by the Purchaser to execute a contract or to continue negotiations. The Purchaser may terminate negotiations at any time without assigning any reason.
- c. Failure to execute the Agreement with the selected bidder within the defined period may result in award of the same work to another agency at the risk and cost of the Bidder.

9. Contacting the Tenderer

- i. Any effort by Bidder influencing the Tenderer's bid evaluation, bid comparison or contract award decisions may result in the rejection of the bid.
- ii. Bidder shall not approach Bihar officers after office hours and/ or outside Bihar office premises, from the time of the bid opening till the time the Contract is awarded.

10. Bid validity

The bids shall remain valid for a period of 180 days from the last date of submission of tender.

11. Supplementary Information / Corrigendum / Amendment to the NIT

- a. If Purchaser deems it appropriate to revise any part of this NIT or to issue additional data to clarify an interpretation of the provisions of this NIT, it may issue supplements/corrigendum to this NIT. Such supplemental information will be made available on website www.scstwelfare.bih.nic.in. Any such supplement shall be deemed to be incorporated by this reference into this NIT.
- b. At any time prior to the deadline (or as extended by the Purchaser) for submission of bids, Purchaser, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the NIT document by issuing amendment(s). All bidders will be notified of such amendment(s) by publishing on the websites, and these will be binding on all the bidders.
- c. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, Purchaser, at its discretion, may extend the deadline for the submission of bids.

12. Arbitration

SC&ST Welfare Department and the selected bidder shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract. If, after ninety (90) days from the commencement of such informal negotiations, State and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996. All Arbitration proceedings shall be held at Patna, Bihar State, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

13. Disqualification

The proposal is liable to be disqualified in the following cases or in case bidder fails to meet the bidding requirements as indicated in this NIT:

- a. Proposal not submitted in accordance with the procedure and formats prescribed in this document or treated as non-conforming proposal
- b. During validity of the proposal, or its extended period, if any, the bidder increases his quoted prices
- c. The bidder qualifies the proposal with his own conditions
- d. Proposal is received in incomplete form
- e. Proposal is received after due date and time at the designated venue
- f. Proposal is not accompanied by all the requisite documents
- g. If bidder provides quotation only for a part of the project

- h. Information submitted in technical proposal is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period, if any
- i. Commercial proposal is enclosed with the same envelope as technical proposal
- j. Bidder tries to influence the proposal evaluation process by unlawful/corrupt/fraudulent means at any point of time during the bid process
- k. In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately
- l. Bidder fails to deposit the Performance Bank Guarantee (PBG) or fails to enter into a contract within stipulated date of notice of award of contract or within such extended period, as may be specified in the NIT.
- m. while evaluating the proposals, if it comes to Purchase Committee's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a further period, as decided by the Purchaser, from participation in any of the tenders floated by the Purchaser.

14. Conflict of Interest

SI shall furnish an affirmative statement as to the absence of, actual or potential conflict of interest on the part of the SI or any prospective subcontractor due to prior, current, or proposed contracts, engagements, or affiliations with the Purchaser. Additionally, such disclosure shall address any and all potential elements (time frame for service delivery, resource, financial or other) that would adversely impact the ability of the SI to complete the requirements as given in the NIT. Please use form given in Annexure for making declaration to this effect.

15. Commercial Proposal

- i. The Bidder is expected to price all the items and services proposed in the Technical Proposal. Purchaser may seek clarifications from the Bidder on the Technical Proposal. Any of the clarifications by the Bidder on the technical proposal should not have any commercial implications. The Commercial Proposal submitted by the Bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the Bidder on the technical proposal during the evaluation of the technical offer.
- ii. Unless expressly indicated in this NIT, bidder shall not include any technical information regarding the services in the commercial proposal. Additional information directly relevant to the scope of services provided in this documents. it may be submitted to accompany the proposal. However, this information will not be considered for evaluation purposes.

iii. The Commercial Proposal must be detailed and must cover each year of the contract term. The bidder must provide the Commercial Proposal in hardcopy only.

iv. Correction of Error

a. Bidders are advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the commercial proposals are received by Purchaser. All corrections, if any, should be initialed by the person signing the proposal form before submission, failing which the figures for such items may not be considered.

b. Proposals will be checked by the Purchaser for any arithmetic errors during the evaluation of the Financial Proposal.

v. **Prices and Price Information**

a. The Bidder shall quote a price for all the components, the services of the solution to meet the requirements as listed in the this NIT. All the prices will be in Indian Rupees.

b. No adjustment of the price quoted in the Commercial Proposal shall be made on account of any variations in costs of labour and materials, currency exchange fluctuations with international currency or any other cost component affecting the total cost in fulfilling the obligations under the contract.

c. The price quoted in the Commercial Proposal shall be the only payment, payable by the Purchaser to the successful Bidder for completion of the contractual obligations by the successful Bidder under the Contract, subject to the terms of payment specified as in the proposed commercial bid or the one agreed between the Purchaser and the Bidder after negotiations.

d. The price would be inclusive of all taxes, duties, charges and levies as applicable

e. The prices, once offered, must remain fixed, and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract. A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as non-responsive.

f. It is mandatory to provide the break-up of all components in the format specified for detailed Bill of Material. The commercial bid should include the unit price and proposed number of units for each component provided in the Bill of Material in the commercial bid. In case of a discrepancy between the Bill of Material and the commercial bid, the technical Bill of Material remains valid. In no circumstances shall the commercial bid be allowed to be changed / modified.

g. It is mandatory to provide break-up of all taxes, duties and levies wherever applicable and/or payable.

h. The bid amount shall be inclusive of packing, forwarding, transportation, insurance till Go Live, delivery charges and any other charges as applicable.

7. OVERVIEW OF DEPARTMENT OF SC&ST WELFARE

The ST&SC Welfare Department is the nodal Department for the welfare of the Scheduled Caste and Scheduled Tribes of the state. The main task of SC&ST welfare Department is to ensure the economic ,educational and social up-liftment of persons belonging to Society's underprivileged sections as below :

1. Scheduled Caste
2. Scheduled Tribes

The department run lot of programs for providing better education facility, training, capacity building schemes for beneficiaries form these sections of society so that complete their rightful education and earn their breads. This will help them support their family and live a better life.

7.1 Key Objectives

SC&ST Welfare Department, Govt. of Bihar has embarked on ambitious plans for enabling in Bihar to deliver end-to-end services to its stakeholders in a user-centric way bringing about high levels of accountability and transparency in its service delivery supported by a high degree of efficiency and effectiveness in the department's internal operations.

The department is targeting to install e-Governance at the forefront in SC&ST Welfare Departments and other arms of Bihar by setting up strong IT infrastructure and using best-in class state level software solution for harnessing the benefits of Information and Communication Technology for improving the quality of services being delivered to the various stakeholders and optimizing MIS for better planning and implementation of policies and schemes.

Department is envisaging to procure a web-based State Level Software Solution for Residential School education and computer education program for SC&ST students.

To implement the above recommendations, SC&ST Welfare Department, Govt. of Bihar, referred to as the purchaser, intends to engage a IT Integration Agency, referred to as the vendor that will establish the computer education centre at all SC&ST Residential Schools of department.

7.2 Expected benefits of the project can be listed as follows:

- a. Ease in Information accessibility to all the stakeholders
- b. Computer Education in SC&ST Residential Schools.
- c. On-line information retrieval of standing orders and administrative documents.
- d. Common information base across departments on a single integrated platform.
- e. Creation of effective management information system (MIS).
- f. Better mobilization and utilization of resources.
- g. Improvement in fund Allocations and Disbursement.

- h. Overall improvement in governance, delivery of services and citizen interface.
- i. Real time monitoring and reporting.
- j. Objectiveness in decision-making.
- k. To establish an enabling environment to promote the usage of Information Communication Technology especially in rural areas.
- l. To create the digital Infrastructure in remotest corner of the state.
- m. To enable students to acquire skills needed for the digital world for higher studies and gainful employment.
- n. Promote critical thinking and analytical skills by developing self-learning skills.
- o. Promote Computer Aided learning Process in the SC&ST Residential Schools

8. SCOPE OF WORK

Establishment of computer education centers at all Residential Schools of SC&ST Welfare Department, Bihar. All the hardware installed and commissioned shall be maintained by the system integrator up to contract period.

8.1 Computer Education Programme at SC&ST Residential Schools

- i. The SC&ST Department is seeking for shared computing solutions in which one PC/Server, loaded with the required set of applications and hardware setup, can be shared with a minimum of 8-12 work stations. The solution should support Windows multipoint server Operating System and work stations.

8.1.1 Physical Infrastructure Requirements:

8.1.1.1 Computer Lab:

The bidder has to undertake site preparation work in 80 SC&ST Residential Schools. Bidder shall be responsible to provide AMC support for all the computer hardware and peripherals during the project time of 3 years.

8.1.1.2 Site Preparation:

○ Electrical wiring:

The bidder has to undertake electrical wiring for running PCs, Server, access point in the SC&ST Residential School and one directorate.

○ Furniture & Fixtures:

The bidder has to undertake procurement of furniture for Computer Lab which can facilitate 1 Server with 10 access point system in each Residential School, One printer and other peripherals and other associated fixtures in the SC&ST Residential Schools.

8.1.1.3 Education delivery:

This would include costs towards facility management that includes, training, computer stationery during the project time, broadband connectivity, maintenance of hardware of computer Lab etc.

8.1.1.4 UTP Cabling (Cat-6) for LAN:

The bidder has to undertake UTP Cabling for Shared PCs, printer and Server in Local Area Network and has to provide I/O boxes and other allied accessories

8.2 Maintenance Phase

The SI shall be responsible for the overall management of the IT infrastructure and enabling infrastructure maintenance services/ facility management services at all Residential Schools, for ensuring adherence of SLAs. SI shall provide the Operations and Maintenance Services for period of Three years after installations of all hardware and software's in the Residential Schools.

9. QUALIFICATION CRITERIA

- i. The tender should be submitted through OEM or their authorised agents only.
- ii. **After sales service:** The OEM/Bidder must have their authorised service centre at least in nine divisions (Patna, Bhagalpur, Purnia, Muzaffarpur, Gaya, Dharbanga, Saharsa, Saran and Munger) in Bihar for the maintenance/comprehensive warranty of Hardware under this tender. Similarly, the OEM/Bidder shall keep at least 2% equipments as spare, to provide immediate replacement, with the service centre during the warranty and extended warranty period, It will be desirable that minor functional problems of these equipments are taken care of by the service centre only. In case of major & specific problems, respective OEM will have to rectify the defect within the 72 working hours; others must have to replace with the new one.
- iii. Bidder must have ISO 9001 -2008 ,ISO 27001 and ISO 14001 certified.
- iv. Bidder cannot quote for more than One model/Product either from same OEM or from different OEM.
- v. Tenders duly filled and accompanying all supporting documents, should be submitted as per the defined schedule after which no tender would be accepted and would be able for outright rejection.
- vi. Appropriate forms furnished with this specification shall be used in filling quotation. Incomplete, illegible and unsealed tenders will be rejected.
- vii. All offers should be made in English. Conditional offers and offers qualified by such vague and indefinite expression such as “Subject to immediate acceptance”, “Subject to prior sale” etc. will not be considered.
- viii. Bidders shall carefully examine the tender documents and the technical specification and fully inform themselves as to all the conditions and matters, which may in any way, affect the work or the cost thereof.
- ix. Submitted tender forms, with overwritten or erased or illegible rate or rates not shown in figures and words in English, will be liable for rejection. In case of discrepancy between words and figures noted against each items of the tender and between unit rates and the total amount, the decision of the tender issuing authority will be final and binding on the bidders. Total of each item and grand total of whole tender should be clearly written. Corrections in the tender, if unavoidable, should be made by rewriting with dated initial of the bidder after scoring out of the wrong entries. Clerical and arithmetical mistakes may result in rejection of the tender.
- x. Request from the bidder in respect of additions, alterations, modifications, corrections etc. of both terms and conditions or rates after opening of the tender will not be considered.

- xi. The bidder shall make its own arrangements, for supply, installation and commissioning of materials at destination.
- xii. Bidder/OEM should have a positive net-worth in each of the last three financial years.
- xiii. Bidder/OEM should be profitable during the last three financial years.
- xiv. Warranty for hardware and licenses should commence from the date of delivery.

- xv. **Turnover criteria**
 - a. **For Authorised Dealer:** The annual turnover (sales of Servers/Desktop/Laptops, peripherals and system Software's) of the bidder who supplies PCs/ Software should be minimum of Rupees 15 Crores per annum for the last 3 years as on 31/03/2014.
 - b. **For OEM** The annual turnover (in terms of sales of Servers/Desktop/Laptops/Tablet PC) of the OEM whose being supplied should be minimum of Rupees 500 Crores per annum for the last 3 years as on 31/03/2014.

- xvi. **Order Value criteria:**
 - a. Bidder should have executed a minimum 2 orders for supply, installation and commissioning of System Integration, and each order value of at least **Rs.200 Lakhs** and above for any Government Departments / Organizations / Public Sector Undertakings in India in the last 3 years.

 - b. Bidder should have executed a minimum 5 orders for commissioning of Computer Education Lab, , and each order value at least 25 Lakhs and above for any Government Education Departments / Government education institutes in India in the last 3 years.

- xvii. **Installation based Experience:**
 - a. Bidder should have experience commissioning of 5 Computer Education Lab, with total installation base of 200 or more Computer /Servers in LAN and above for any Government Education Departments / Government education institutes in India in the last 3 years.

- xviii. Manufacturer Authorisation Form- Bidder must submit the MAF in standard format for software , Server ,Access points , printers.

- xix. OEMs or their authorized Dealer / Distributors are only eligible to BID.

9.1 Other Documents to be furnished with General Bid

Documents advised to be furnished along with General Bid (in the following order). For the General Bid Bidders should upload attested scanned copies of the following basic documents along with the bid.

- i. The copy of Bihar Sales Tax, Registration number allotted by Commercial Tax, Department, Govt. of Bihar. The OEMs (bidders) who are not registered with Bihar Sales Tax, if selected, should get themselves registered with Bihar Sales Tax before receiving award of contract or purchase order. Or else they will have to pay entry tax.
- ii. Copy of PAN/TIN number of the Bidder / Manufacturer allotted by the Income Tax Authorities.
- iii. The attested copy of the bidder/Manufacturer Registration No. allotted by Service Tax Department.
- iv. Proof of annual turnover of the Bidder and self certified photo copy of Purchase orders as per eligibility criteria.
- v. Certificate of Registration of Manufacturer as per eligibility criteria. Registration number of the firm along with the CST/BST/VAT/TIN No. allotted by the sales tax authorities should invariably be given in the tender bid.
- vi. The valid income Tax Clearance Certificate should also be given.
- vii. Necessary detailed technical write-up highlighting the features of the system offered.
- viii. Reports published in journals comparing the offered product with other similar products.
- ix. Any other document which the bidder feels necessary to support his bid.
- x. For Hardware the Manufacturer should also furnish the following with the General Bid
 - a. The address of the OEM's Country Office & Local office in Bihar (along with telephone/ mobile /fax /e-mail/web address).
 - b. The details of Service Network (Service station with Address, Officer-in-charge, No. of service engineers, Area Covered etc.) available across Bihar.

Note : The bidder should not have been blacklisted by any State / Central Government in India during last ten years for corrupt, fraudulent or any other unethical business practices.
Bidder should submit the undertaking along with technical document.

A Pre-Qualification Proposal needs to be submitted to conclusively demonstrate that the Bidder completely meets all the eligibility criteria mentioned above.

10. SCHEDULE I - HARDWARE FOR SC&ST RESIDENTIAL SCHOOL COMPUTER EDUCATION

S.no	Descriptions of Items	Total Residential Schools	Qty per Residential School	Total Qty Required
1	Server Xeon with 8 GB RAM and 1 TB HDD	80	1	80
2	Shared Access point based Computer System with 18.5" Full HD LED Monitor, Keyboard, Mouse	80	10	800
3	MS Windows Multipoint Server Device CAL 2012 Academic OLP Lic ESD 10 CAL each Residential School	80	1	80
4	Multimedia Speaker system with 5:1 with SD Card and Pen drive facility	80	1	80
5	Ms Office Standard academic latest	80	10	800
6	Antivirus latest with 3 yr support	80	10	800
7	UPS System 2 KVA with 1 Hour Backup	80	1	80
8	Computer Wiring for 10 Computers and One Printer	80	1	80
9	Electrical Wiring	80	1	80
10	MFP Laser Printer	80	1	80
11	Computer Table 3 ft	80	11	880
12	Computer Chair	80	22	1760

10.1 Detail Specifications of Bill of Material

S.no	Descriptions of Items	Detail Specification
1	Server Xeon	<p>Processor Intel(R) Xeon(R) Processor E3-1225 v3 3.2GHz 8MB Cache,4C/4T,turbo,84W SATA HDD 1TB 4GB UDIMM, 1600 RAM Intel 82579 Gigabit Ethernet LAN Single Power Supply, 290W DVD+/-RW Supporting OS Microsoft Windows Server® 2012 R2 3 Year Onsite Comprehensive warranty support</p>
2	Shared Access point based Computer System with 18.5" Full HD LED Monitor, Keyboard, Mouse	<p>a. Allow multiuser to share a single host PC with up to 30 access terminal through a Shared Computing Technology PC-Sharing kit (which includes Virtualization software with user extension protocol(UXP), that support access devices with Speaker/MIC Output, USB Mouse and USB Keyboard output. SVGA Monitor output and RJ 45 Connection Port. Each access device should be standalone equipment and not integrated with any peripheral like keyboard, mouse, monitor etc.</p> <p>b. Each user should have <u>independent</u> minimum 17" TFT TCO'05 certified monitor or above of similar make of Host Computer USB keyboard and USB mouse. The access device should be integrated with host PC via cable.</p> <p>c. Each user should have <u>independent</u> desktop environment.</p> <p>d. Device should have the following feature like, High-availability login, Express deployment tools, etc. including Central management console.</p> <p>e. Device should be in solid-state design. No moving parts, no fans, no local user storage. Firmware (no local user OS), No local data storage on device. USB data access controlled by user or device policy. Should have reach PC experience and Quality Multimedia output.</p> <p>f. Device should have reliability(MTBF) minimum 100,000 hours or Above (calculated using Bellcore Issue 6 TR-332, Case 2, Part I at 40° C)</p> <p>g. Solution should support Office Suite (MS), Internet and other software's proposed in this tender document</p> <p>h. User experience on shared terminal should be substantially the same as on the host PC (Boot time, Login Experience, Responsiveness (mouse, keyboard, application start-up and execution), Graphics/Multimedia, Logout. Video resolution should support in normal resolution 640x480, 800x600, 1024x768, 1280x1024, and 1600x1200 and for Wide Screen Resolution</p>

		<p>1280x720, 1280x800, 1360x768, 1366x768, 1440x900, 1680x1050, and 1920x1080 All feature up to 16-bit or 24-bit color support.</p> <p>i. Power consumption of each access device should not exceed more than 6 watts.</p> <p>j. Supports USB 1.1 or above flash memory devices - requires Windows OS on host (USB function can be disabled for security in the administration console</p> <p>k. Operating systems to be supported are Windows Server 2008, Windows server 2012 and Linux.</p> <p>l. Should online feature of virtualization software update or upgrade (remote update via Management Console (included)</p> <p>m. Each kit includes an access device, power supply/cord, desktop virtualization software CD/license, software installation & user's guide, Quick Install Guide, monitor mounting bracket and LAN cable:</p> <p>OEM Qualification Requirements</p> <p>1. Bidders to provide Manufacturer's Authorization Letter from technology OEM as per terms and conditions of this tender document.</p> <p>2. The Bidder/OEM shall have to furnish a reference site of their proposed shared computing solution being under full use for more than Two year in minimum 1,000 Govt. Locations / Residential Schools in India as on the bid submission date.</p> <p>3. Bidders to provide necessary documents for this. Bidder has to provide Manufacturer's Authorization Form (MAF) from OEM for Proposed Shared Computing Solution</p> <p>4. Certification/ Compliance (s) :ISO 9001, FCC Class B, MIC, Restriction of Hazardous Substances (RoHS) compliant</p>
3	Multimedia Speaker system	<p>Multimedia Speaker system with 5:1 with SD Card and Pen drive facility</p> <p>5:1 Speaker System with SD Card and Pen drive facility</p>
4	Ms Office Standard	Ms Office Standard academic latest
5	MS Windows Multipoint Server	MS Windows Multipoint Server Device CAL 2012 Academic OLP Lic 10 CAL each Residential School
6	Antivirus latest with 3 yr support	Antivirus latest with 3 yr support
7	UPS System	UPS System 2 KVA with 1 Hour Backup Offline
8	Computer Wiring for 10 Computers and One Printer	Suitable Non-manageable Switch Data Switching Speed of Switch-100mbps (3- Com/ Dlink /Digi-link/ DAX/ Linksys or equivalent brand), CAT-5 UTP Cable – as required at the site RJ 45 Connectors Information

		Outlets with Surface mounting Box - As required at the site, Laying of cable with conduit pipe – as actual
9	Electrical Wiring	Electrical Wiring, earthing, Room lighting (including Fan-2, LED Bulb 9 Watt - 4) Electrical components should be (Havells, Legrands or equivalent)
10	MFP Laser Printer	27 PPM Printing, 1200x600 Dpi, Network Support Port 10/100 , Duplex Printing Support Color Scanner 2 PPM and 4 PPM B/W Copier 18 PPM B/W
11	Computer Table	Computer Table- 600 mmx450mmx750mm with pull out key boarded- Printer Table- (if not a part of running computer table) -1 600 mmx450mmx725mm-No of Printer Table-1 Table for Trainer-1 (5’LX3’WX3’H) with both side drawer
12	Computer Chair	1Student Chairs-PVC/Plastic Molded without arms-rest- Instructor Chair-PVC/Plastic molded with Arm rest-1 No of student chairs- 20 Trainer Chair -1

11. PAYMENT TERMS :

S.no	Descriptions of Items	Payment Schedules
	Mobilization advance	10% mobilization advance against bank guarantee
1	Bio-Metric Attendance system	<ol style="list-style-type: none"> 80% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s) 10% on Installation, commissioning and verification thereof at the specified locations.
2	Server Xeon with 8 GB RAM and 1 TB HDD	<p>80% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s)</p> <p>10% on Installation, commissioning and verification thereof at the specified locations.</p>
3	Shared Access point based Computer System with 18.5" Full HD LED Monitor, Keyboard, Mouse	<p>80% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s)</p> <p>10% on Installation, commissioning and verification thereof at the specified locations.</p>
4	Multimedia Speaker system with 5:1 with SD Card and Pen drive facility	<p>80% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s)</p> <p>10% on Installation, commissioning and verification thereof at the specified locations.</p>
5	Ms Office Standard academic latest	<p>80% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s)</p> <p>10% on Installation, commissioning and verification thereof at the specified locations.</p>
6	Antivirus latest with 3 yr support	<p>80% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s)</p> <p>10% on Installation, commissioning and verification thereof at the specified locations.</p>
7	UPS System 2 KVA with 1 Hour Backup	<p>80% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s)</p> <p>10% on Installation, commissioning and verification thereof at the specified locations.</p>

8	Computer and Electrical Wiring for 10 Computers and One Printer	80% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s) 10% on Installation, commissioning and verification thereof at the specified locations.
9	MFP Laser Printer	A. 80% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s) B. 10% on Installation, commissioning and verification thereof at the specified locations.
10	Computer Table 3 ft	90% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s)
11	Computer Chair	90% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s)
12	MS Windows Multipoint Server Device CAL 2012 Academic OLP Lic ESD 10 CAL each Residential School	A. 80% on Successful Delivery (Original, Duly sealed & signed), after receipt of duly acknowledged delivery challan(s) and invoice(s) B. 10% on Installation, commissioning and verification thereof at the specified locations.

12. LIST OF SC&ST RESIDENTIAL SCHOOL

S.no	Divisions	SC&ST Residential Schools	No of Residential Schools	Total
1	Patna	Patna	4	4
2		Nalanda	3	3
3		Bhojpur	2	2
4		Rohtas	4	4
5		Buxar	1	1
6		Kaimur	8	8
7	Tirhut	Muzaffarpur	3	3
8		East Champaran	1	1
9		West Champaran	3	3
10		Sitamarhi	1	1
11		Sheohar	1	1
12		Vaishali	1	1
13	Saran	Saran	2	2
14		Siwan	1	1
15		Gopalganj	1	1
16	Darbhanga	Darbhanga	1	1
17		Madhubani	1	1
18		Begusarai	1	1
19		Samastipur	2	2
20	Kosi(Saharsa)	Saharsa	1	1
21		Madhepura	1	1
22		Supaul	1	1
23	Purnia	Purnia	3	3
24		Katihar	2	2
25		Araria	1	1
26		Kishanganj	1	1
27	Bhagalpur	Bhagalpur	1	1
28		Banka	1	1
29	Munger	Munger	1	1
30		Jamui	2	2
31		Khagaria	1	1
32		Lakhisarai	1	1
33		Sheikhpura	1	1
34	Magadh	Gaya	15	15
35		Nawada	3	3
36		Aurangabad,	1	1
37		Jehanabad	1	1
38		Arwal	1	1
		Total Residential	80	80

13. COMMERCIAL BID COVERING LETTER

RFP Reference No. and Date:

Bidders Name and Address:

Person to be contacted:

Name:

Designation:

Phone/Mobile No:

E-mail:

Telephone No(s):

Fax No.:

Subject: “Establishment of Computer Education LAB at all SC&ST Residential Schools of the Department of SC&ST Welfare on a turnkey basis.”

Sir,

We, the undersigned Bidders, having read and examined in detail the Specifications and all the bidding documents in respect of Services for the above mentioned subject do hereby propose to provide Services as specified in the Bidding documents for which the cost will be as under:

- 1. PRICE AND VALIDITY –Cost of all works/ services mentioned in “Scope of Work” and as per Bill of Material including the maintenance of 3 years–Rs. _____ (as per Detail Commercial Bid)**

All the prices mentioned in our proposal are in accordance with the terms as specified in bidding documents. All the prices and other terms and conditions of this proposal are valid for a period of 180 calendar days from the date of opening of the Bids.

We are an Indian firm and do hereby confirm that our Bid prices include all taxes, duties and levies.

We hereby declare that all taxes which are liveable under law prevailing at that time will be paid by us.

Note: The bidders should quote the price in words also. In case of any discrepancy between the prices quoted in words and figures, the price quoted in words shall prevail and will be considered for comparison of bids.

This should be kept in envelope number 2 marked as “FINANCIAL BID”, which will be opened only after the Technical Bid is found suitable.

- 2. EMD**

We have enclosed a Demand draft (DD no. -----, Bank -----, Dated-----) in favour of Director SC&ST Welfare , payable at Patna at for the sum

of Rs. 5,00,000/- (Rs. Five Lakhs) only. This EMD is liable to be forfeited in accordance with the provisions of Bid documents. We declare that all the Services/Works shall be performed strictly in accordance with the Scope of Work and as per Bill of Materials.

3. Bid Pricing

We further declare that the prices stated in our proposal are in accordance with your Instructions to Bidders as stated in Bidding document.

4. Bid Price

We declare that our bid prices are for the entire scope of the work as specified in the technical specification and bid documents. These prices are indicated in attached with our proposal as part of the Financial Bid. We hereby declare that our proposal is made in good faith, without collusion or fraud and the information contained in the proposal is true and correct to the best of our knowledge and belief.

Thanking you,

Yours faithfully,

(Signature)

Printed Name and Designation

Seal

Date

Place

Business Address:

14. COMMERCIAL BID FOR COMPUTER LAB

S.no	Descriptions of Items	Total Residential Schools	Qty per Residential School	Total Qty Required	Unit Rate	VAT Amount	Total Price
		A	B	C=A x B	D	E=D*Tax%	F=C*(D+E)
1	Server Xeon with 8 GB RAM and 1 TB HDD	80	1	80			
2	Shared Access point based Computer System with 18.5" Full HD LED Monitor, Keyboard, Mouse	80	10	800			
3	Multimedia Speaker system with 5:1 with SD Card and Pen drive facility	80	1	80			
4	MS Windows Multipoint Server Device CAL 2012 Academic OLP Lic ESD 10 CAL each Residential School	80	80	80			
5	Ms Office Standard academic latest	80	10	800			
6	Antivirus latest with 3 yr support	80	10	800			
7	UPS System 2 KVA with 1 Hour Backup	80	1	80			
8	Computer Wiring for 10 Computers and One Printer	80	1	80			
9	Electrical Wiring	80	1	80			
10	MFP Laser Printer	80	1	80			
11	Computer Table 3 ft	80	11	880			
12	Computer Chair	80	22	1760			
Subtotal							
Taxes							
Grand Total							

Total Amount in words: