

DEPARTMENT OF HIGHER EDUCATION

INVITE

REQUEST FOR PROPOSAL

**Selection of Agency for Supply and Installation of
Interactive Flat Panels for Smart Teaching in Government
Colleges**

July 2020

Department of Higher Education

Shiksha Sadan, Ground & 1st Floor, Sec - 5, Panchkula, Haryana

Table of Contents

A.	Document Control Sheet.....	4
1.	Introduction	5
2.	Scope of work.....	5
2.1	Minimum Specification	5
3.	Eligibility criteria, Technical and Financial capability of bidders	8
3.1.	Eligibility of applicants.....	8
3.2.	Technical bid qualification.....	10
3.3.	Evaluation of Technical proposal	11
3.4.	Evaluation of financial proposal.....	11
3.5.	Combined and Final Evaluation	11
4.	Information and instructions to the bidders – General instruction	12
4.1.	Checklist of Submission	12
4.2.	Important Instructions	14
4.2.1	Registration of bidders on e-Procurement Portal.....	14
4.2.2	Obtaining a Digital Certificate.....	14
4.2.3	Download of Tender Documents	14
4.3.	Pre-bid meeting	15
4.4.	Number of Applications and costs thereof.....	15
4.5.	Acknowledgement by Applicant	15
4.6.	Right to Accept or Reject any or all Applications/ Bids	15
4.7.	Clarifications	16
4.8.	Amendment of RFP	16
4.9.	Language of proposal	17
4.10.	Format and Signing of application	17
4.11.	Submission of proposal	17
4.12.	Application due date	17
4.13.	Late applications	18
4.14.	Opening & Evaluation of Applications.....	18
4.15.	Confidentiality.....	18
4.16.	Clarifications from Applicants	19
4.17.	Shortlisting & Notification	19
4.18.	Proprietary Data.....	19
4.19.	Payment Schedule.....	19
4.21.	Performance Bank Guarantee (PBG).....	20

4.22.	Signing of Contract	20
4.23.	Sub-contracting/Subletting.....	20
4.24.	Warranty.....	20
4.25.	Price Fall.....	21
4.26.	Penalty.....	21
4.27.	Termination by default.....	21
4.28.	Dispute Resolution	22
4.29.	Validity of Proposal	22
4.30.	Validity of Offers	22
4.31.	Fraud & Corrupt Practices	23
5.	Roles and Responsibilities.....	24
5.1.	Responsibilities of the Department	24
5.2.	Responsibilities of the Agency.....	24
6.	APPENDIX	26
6.1.	Form Tech 1 –Technical Proposal Submission Form	26
6.2.	Form Tech 2 Details of Bidder and OEM	27
6.3.	Form Tech 3 Financial Information	27
6.4.	Form Tech 4 – Experience of bidder	28
6.5.	Form Tech 5 - Work Plan for Performing the Assignment.....	29
6.6.	Technical Compliance.....	30
6.7.	Form FIN- I	34

A. Document Control Sheet

#	Information	Details
1.	RFP reference No.	KW 29/2-2018 Co (1)
2.	Last date and time for submission of Pre bid queries	Date: 13-July-2020 Time: 5 P.M
3.	Pre-bid Meeting (through video conference)	Date: 15-July-2020 Time: 12 noon meet.google.com/nyh-giev-xvd
4.	Issue of clarification to the bidders (Date)	Date: 17-July-2020
5.	Last date and time for submission of proposals	Date: 29-July-2020 Time: 5:00 PM
6.	Opening of Technical Bid	Date: 30-July-2020
7.	Date of Opening of Commercial bids	Date: to be decided
8.	Contact Person	Name: Dr. Hemant Verma hemant.hechry@gmail.com
9.	Submission mode	Online submission at https://etenders.hry.nic.in/
10.	Tender Processing Fee	As per online mode
11.	Cost of RFP document	Rs 5000 (online payment)
12.	Bid Security Amount/EMD	EMD Rs 2.00 Lakhs (online payment)
13.	Method of selection	Quality and Cost Based System (QCBS) (70:30)

1. Introduction

A. Background

The Department of Higher education, Haryana has been continuously making tremendous efforts to improve the facilities for higher education ecosystem in the state. The state has achieved remarkable progress in its higher and technical education sector and is committed in its endeavor to further provide quality education to its students. To be a door opener for the students in a rapidly globalizing world, it is important to follow the emerging technological trends that are shaping the future educational landscape. Evidently enough latest interactive teaching is changing the role of education with the introduction of smart boards, and an innovative effort of an institution helps in its academic excellence.

Through this RFP, Department of Higher Education, Haryana invites responses from eligible and reputed agency/organization to deliver and install interactive flat panels across various government colleges in Haryana. This invitation to bid is open to all bidders meeting the eligibility criteria as mentioned in this RFP Document.

2. Scope of work

Department of Higher Education, Haryana, intends to select an Agency/Organization to deliver and install 492 units of interactive flat panels across various government colleges in Haryana.

Rates quoted by the agency will remain **valid for two year** (from the date of awarding the contract). During this period, department/colleges and universities may like to place orders for additional unit on the price quoted by selected agency.

2.1 Minimum Specification

The following are the minimum specifications for interactive flat panel, however, bidders can provide the flat panel with higher specifications.

Items	Particulars	Specifications
Display	LED lit technology	Backlight LED
	Active Screen size	85" or higher
	Display Ratio	16:9
	Resolution	3840 x 2160p or Better
	Display Color	10 Bit or better

	Brightness	=>450 cd/m2 or better
	Contrast	15000:1 or better
	Viewing Angle	178 ° or better viewing angle
	Response Time	Not more than 4 ms
	Refresh Rate	120Hz
	Lifetime	50,000 hours or more
Speakers	Speakers	Built-in
	Max.Power Output	2x15 Watts or above
Touch	Touch Technology Deployment	Touch feature should be seamlessly built-in the display
	Touch Sensor	Infrared
	Surface treatment	Anti-Glare
	Surface Hardness	H7 or More than H7
	Glass thickness	4 mm
	Touch Points in Windows	Must have a touch capability of minimum 20 points
	Writing Tool	Shall use with Nano Pen / Finger
	Positioning Accuracy	±1mm or better
AV Ports	Requirement of Front access ports with flip	For the purpose of ease access the display must have the following ports in the front side and must have flip cover to close when not in use
	Minimum required Input ports	HDMI- minimum 03 USB- minimum 03 VGA- 01 port Audio port – minimum 01 Microphone(3.5mm):-minimum 01 AV output :minimum 01 Earphone/Aux : minimum 01 RJ 45 : minimum 01 RS232 : minimum 01 OPS Slot (4K@60Hz):- To connect OPS PC for windows function
Remote Control	Technology	Infrared
	Battery Type	AAA Cell
Multimedia File Formats Supported	Multimedia File Formats Supported	Support all major types of multi-media files
OPS PC	CPU	i5-7thGen or higher
	RAM	4G *2
	HD drive	128G SSD
	OPS interface	TX24A support 4K@60HZ
	Supported Operating system	Windows & Linux
Electrical	Power Consumption	Maximum < 450W
Wall Mount Kit	Suitable wall mount kit with accessories	Equipment has to be supplied with suitable wall mount kit and accessories

	Installation	Horizontal installation	
Software features	Wireless Casting	Maximum connectivity of BYOD devices - minimum 04 users	
	Broadcasting	Panel content should be sharable with minimum 100 participants.	
	Collaboration Features	Collaboration of whiteboard and annotation between minimum 2 locations	
	Interactive White board features		Touch interactive display shall also be supplied with specialised software which shall be installed in OPS PC/Laptop.
			This software should have features of different writing capabilities like Smooth Pen, Highlighter, laser pen, Guesture pen, texture / pattern pen , Brush & bamboo pen and so on.
			Writing software shall include minimum features like choose pen, annotate on any imported images / PPT or any chooses document, erase the annotation, choose different color for writing , adjust pen thickness , choose writing font , stamp any images / logos
			On desktop annotation mode , should have an option to annotate on top of the any document and save the document with annotation
			The software shall also have features of Screen record, lecture recording, screen capture, import / export files and annotate on top of that and saving that document in different formats like PDF ,image , Doc , PPT, Excel and so on,. And rotate the imported images print , open new file , on-screen keyboard and multiple background .
			Should have an option to import any videos and annotate on top of the running video and take screen shot on the same and have an option to link URL , if we click that URL it will root to google / YouTube
		Predefine subject tools for different subjects	
	Should have an option for email and print & have option for desktop annotation , Zoom in and Zoom out option , Spotlight toll.		
		Should have an option for voting / polling, and online test feature teacher can share the question to students via network and students can join over the IP address / application through PC / Mobile / tablet .	
UPS	1 KVA UPS with metal Casing With 15-20 minutes back up	1 KVA UPS with metal Casing (15-20 minutes back up)	

3. Eligibility criteria, Technical and Financial capability of bidders

3.1. Eligibility of applicants

As part of eligibility criteria, only those bidders who meet the following pre-qualification criteria are eligible to participate in the Technical and Financial bidding process. Bidders failing to meet these criteria or not submitting requisite supporting documents / documentary evidence for supporting prequalification criteria are liable to be rejected summarily

To be eligible for evaluation of the Proposal, the Bidder shall fulfill the following Minimum Eligibility Criteria:

S. No.	Minimum Eligibility Criteria	Proof to be submitted for fulfilling the Eligibility Criteria
1	Bidder and OEM should be a registered company under Companies Act 1956/2013 or a Partnership firm under the Indian Partnership Act, 1932/ 2013; and should be in existence.	In case of a company, certificate of Incorporation should be submitted along with Memorandum and Articles of Association In case of a partnership firm, certificate of registration should be submitted
2	The Authorized Signatory signing the bid should be duly authorized by the board of Directors of the Bidding Company to sign the Bid and the Contract/Agreement of their behalf.	A certificate from the company secretary of the bidder certifying that the Bid signatory is the authorized by the Board of Directors of the Company to do so, with resolution number and date.
3	The bidder or OEM shall be financially sound having minimum average annual turnover of INR 10 Crores in India for last 3 financial years, which should include single order of INR 03 Crore (minimum)	CA certificate (as per Form Tech 3)
4	The Bidder or OEM must be in similar business of supplying hardware, peripherals to government departments for last 3 years	Signed Self-Declaration with Copy of purchase orders conforming the same.
5	The bidder or the OEM should have installed minimum 1000 units in last 3 years of similar solution.	Letter of agreement/ Certificate of Completion/ CA certificate (as per Tech 4)
6	Bidder and OEM should not currently be blacklisted by any of the State/Central Government or organizations of the	A self-declaration on letter head of respective bidder and OEM

	State/Central Government in India and the bidder shall not be under declaration of ineligibility for corrupt or fraudulent practices.	
7	The bidder and OEM should: - a) Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons. b) Not have their Directors and officers been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement process, or not have been otherwise disqualified pursuant to debarment proceedings. c) Not have a conflict of interest in the procurement in question as specified in the bidding document. d) Comply with the code of integrity as specified in the bidding document.	A self-declaration on letter head of respective bidder and OEM
8	The bidder and OEM must submit their valid PAN, TAN and GST Registration Number on their letter head.	Copy of PAN, TAN and GST
9	Manufactural Authorization Form (MAF) from the OEM	
10	The bidder or OEM should possess ISO 9001:2015 certification or higher	Copy of the valid ISO Certificates issued from the accreditation organization
11	OEM or Bidder should have atleast one regional office and service centre in Haryana, preferably in Tricity or Delhi/NCR region	
<p>Note:</p> <p>1. One OEM cannot bid with multiple partners/bidders</p> <p>2. Local suppliers under Make in India initiative are also eligible to apply as per Public Procurement (Preference to Make in India) order by Department for Promotion of Industry and Internal Trade, Government of India</p> <p>3. Last Three-Year means- FY 2017-18, 2018-19 and 2019-20</p>		

3.2. Technical bid qualification

Technical evaluation will be done only for those bidders who have qualified the pre-qualification stage. The technical evaluation of the qualified bidders shall be done based on the following evaluation criteria: -

S.N	Evaluation Criteria	Maximum marks	Reference document
1	The bidder or OEM shall be financially sound having minimum average annual turnover of INR 10 Crores in India for last 3 financial years	<ul style="list-style-type: none"> 10- 15 crores : 10 marks More than 15 crores : 20 marks 	CA certificate (as per Form Tech 3)
2	The bidder or the OEM should have installed minimum 1000 Units in last 3 years of similar solution	<ul style="list-style-type: none"> 1000- 1500 : 10 marks 1501 to 2000 : 15 marks More than 2001 : 20 marks 	Letter of agreement/ Certificate of Completion/ CA certificate (as per Form Tech 4)
	The bidder or OEM should have executed order of minimum 02 Crore from Government entity	<ul style="list-style-type: none"> 02-3 Crore : 10 marks More than 03 Crores : 20 marks 	Work Orders
4	Bidder or OEM should have minimum 20 employees/engineers on rolls from last 3 years.	<ul style="list-style-type: none"> 20-40 employees : 10 marks More than 40 marks : 20 marks 	Undertaking on Company's letter head and signed by Authorized Signatory
5	Technical Presentation and Demo <ul style="list-style-type: none"> Demo of the product as per required specifications Product features 	20 marks	
	Total	100 marks	
Note: Last Three-Year means- FY 2016-17,2017-18 and 2018-19			

3.3. Evaluation of Technical proposal

The minimum Technical Qualification score for the bidder to be qualified is 70 for opening of Financial Bid. The Bidder shall be selected on the basis of QCBS Method, whereby technical proposal will be allotted weightage of 70% and financial proposal will be allotted weightage of 30%.

3.4. Evaluation of financial proposal

- i. In the second stage, the financial evaluation will be carried out. Each Financial Proposal will be assigned a financial score (SF).
- ii. For financial evaluation, the total cost indicated in the Financial Proposal will be considered.
- iii. The department will determine whether the Financial Proposals are complete, unqualified and unconditional. The cost indicated in the Financial Proposal shall be deemed as final and reflecting the total cost of services. Omissions, if any, in costing any item shall not entitle the bidder to be compensated and the liability to fulfill its obligations as per the TOR within the total quoted price shall be that of the Consultant. The lowest financial proposal (FM) will be given a financial score (SF) of 100 points. The financial scores of other proposals will be computed as follows:

$$SF = 100 \times FM/F \text{ (F = amount of Financial Proposal of the applicant)}$$

3.5. Combined and Final Evaluation

- i. Proposals will finally be ranked according to their combined technical (ST) and financial (SF) scores as follows:
- ii. $S = ST \times 0.70 + SF \times 0.30$ (Where S is the combined score)
- iii. The Selected Bidder shall be the First Ranked Bidder (having the highest combined score). The Next Ranked Bidder shall be kept in reserve and maybe invited for negotiations in case the selected Bidder withdraws, or fails to comply with the requirements specified in this document.

4. Information and instructions to the bidders – General instruction

4.1. Checklist of Submission

#	Criteria/Form	Documents required	Status (Submitted/ Not Submitted)	Page No.
1	Applicant must be an Indian entity	Certificate of incorporation		
2	Tender Processing fee	As per Online payment		
3	Bid Security Amount	EMD Rs 2.00 Lakhs in the form of Bank Guarantee in favour of Director General, Higher Education payable at Panchkula		
4	Tender Fee	Rs 5000 (online payment)		
5	Bidder and OEM should be a registered company under Companies Act 1956/2013 or a Partnership firm under the Indian Partnership Act, 1932/ 2013; and should be in existence.	In case of a company, certificate of Incorporation should be submitted along with Memorandum and Articles of Association In case of a partnership firm, certificate of registration should be submitted		
6	The Authorized Signatory signing the bid should be duly authorized by the board of Directors of the Bidding Company to sign the Bid and the Contract/Agreement of their behalf.	A certificate from the company secretary of the bidder certifying that the Bid signatory is the authorized by the Board of Directors of the Company to do so, with resolution number and date.		
7	The bidder or OEM shall be financially sound having minimum average annual turnover of INR 10 Crores in India for last 3 financial years, which should include single order of INR 03 Crore (minimum)	CA certificate (as per Form Tech 3)		
8	The Bidder or OEM must be in similar business of supplying hardware, peripherals to government departments for last 3 years	Signed Self-Declaration with Copy of purchase orders conforming the same.		
9	The bidder or the OEM should have installed minimum 1000 units in last 3 years of similar solution.	Letter of agreement/ Certificate of Completion/ CA certificate (as per Tech 4)		
10	Bidder and OEM should not currently be blacklisted by any of the State/Central Government or organizations of the State/Central Government in India and	A self-declaration on letter head of respective bidder and OEM		

#	Criteria/Form	Documents required	Status (Submitted/ Not Submitted)	Page No.
	the bidder shall not be under declaration of ineligibility for corrupt or fraudulent practices.			
11	The bidder and OEM must submit their valid PAN, TAN and GST Registration Number on their letter head.	Copy of PAN, TAN and GST		
12	Manufactural Authorization Form (MAF) from the OEM			
13	The bidder or OEM should possess ISO 9001:2015 certification or higher	Copy of the valid ISO Certificates issued from the accreditation organization		
14	OEM or Bidder should have atleast one regional office and service centre in Haryana, preferably in Tricity or Delhi/NCR region			
16	1. The bidder and OEM should: - a) Not be insolvent, in receivership, bankrupt or being wound up, not have its affairs administered by a court or a judicial officer, not have its business activities suspended and must not be the subject of legal proceedings for any of the foregoing reasons. b) Not have their Directors and officers been convicted of any criminal offence related to their professional conduct or the making of false statements or misrepresentations as to their qualifications to enter into a procurement process, or not have been otherwise disqualified pursuant to debarment proceedings. c) Not have a conflict of interest in the procurement in question as specified in the bidding document. d) Comply with the code of integrity as specified in the bidding document.	A self-declaration on letter head of respective bidder and OEM		
17	Technical Proposal Submission Form	Form Tech 1		
18	Bidder and OEM Details	Form Tech 2		
19	Financial Information	Form Tech 3		
20	Experience of bidder	Form Tech 4		

#	Criteria/Form	Documents required	Status (Submitted/ Not Submitted)	Page No.
21	Approach, Methodology and Work Plan	Form Tech 5		
22	Technical Compliance	Form Tech 6		
23	Performa for Commercial cost	Form FIN 1		

4.2. Important Instructions

4.2.1 Registration of bidders on e-Procurement Portal

All the bidders intending to participate in the tenders process online are required to get registered on the e - Procurement Portal i.e. <https://etenders.hry.nic.in/>. Please visit the website for more details.

4.2.2 Obtaining a Digital Certificate

- i. The Bids submitted online should be encrypted and signed electronically with a Digital Certificate to establish the identity of the bidder bidding online. These Digital Certificates are issued by an Approved Certifying Authority, by the Controller of Certifying Authorities, Government of India.
- ii. The bidders may obtain Class-II or III digital signature certificate from any Certifying Authority or Sub-certifying Authority authorized by the Controller of Certifying Authorities
- iii. Bid for a particular tender must be submitted online using the digital certificate (Encryption & Signing), which is used to encrypt and sign the data during the stage of bid preparation.
- iv. If the digital certificate issued to the authorized user of a firm is used for signing and submitting a bid, it will be considered equivalent to a no-objection certificate /power of attorney / lawful authorization to that User. The firm has to authorize a specific individual through an authorization certificate signed by all partners to use the digital certificate as per Indian Information Technology Act 2000. Unless the certificates are revoked, it will be assumed to represent adequate authority of the user to bid on behalf of the firm in the department tenders as per Information Technology Act 2000. The digital signature of this authorized user will be binding on the firm.

4.2.3 Download of Tender Documents

The tender documents can be downloaded free of cost from the eProcurement portal <https://etenders.hry.nic.in/nicgep/app>

4.3. Pre-bid meeting

Pre bid meeting will be done by Department of Higher Education, Panchkula as per the data sheet. Bidders may request a clarification with regard to any part of the RFP document on or before pre-bid meeting. Any request for clarification must be sent in writing through e-mail with subject as “**Selection of Agency for supply and Installation of Interactive Flat Panels for Smart Teaching**” to the email id mentioned in data sheet. The format for pre-bid clarification is as follows:

#	Section/ Clause No.	Name of Section/ Clause	Text (which is mentioned and requires clarification)	Clarification required (Suggested/proposed text)

The address for requesting clarifications and pre-bid conference detail are mentioned in Document Control Sheet. No pre-bid queries will be entertained after last date for submission of pre-bid queries.

4.4. Number of Applications and costs thereof

- 4.3.1. No bidder shall submit more than one application for the Project.
- 4.3.2. The bidder shall be responsible for all of the costs associated with the preparation of their applications and their participation in the bid process. The Authority will not be responsible or in any way liable for such costs, regardless of the conduct or outcome of the Bidding Process.

4.5. Acknowledgement by Applicant

- 4.5.1. It shall be deemed that by submitting the Bid, the bidder has:
 - i. Made a complete and careful examination of the RFP;
 - ii. Received all relevant information requested from the department;
 - iii. Accepted the risk of inadequacy, error or mistake in the information provided in the RFP or furnished by or on behalf of the department
 - iv. Agreed to be bound by the undertakings provided by it under and in terms hereof.
- 4.5.2. The department shall not be liable for any omission, mistake or error in respect of any of the above or on account of any matter or thing arising out of or concerning or relating to RFP or the bidding process, including any error or mistake therein or in any information or data given by the department.

4.6. Right to Accept or Reject any or all Applications/ Bids

- 4.6.1. Notwithstanding anything contained in this RFP, the Authority reserves the right to accept or reject any application and to annul the bidding process and reject all Bids, at any time without any liability whatsoever or any obligation for such acceptance, rejection or annulment, and without assigning any reasons thereof. In the event, that the authority rejects or annuls all the applications/bids, it may, in its discretion, invite all applicants/bidders to submit fresh applications/bids hereunder.

- 4.6.2. The department reserves the right to reject any application and/or bid if:
- i. At any time, a material misrepresentation is made or uncovered, or
 - ii. The applicant does not provide, within the time specified by the authority, the supplemental information sought by authority for evaluation of the application.
- 4.6.3. If such disqualification/ rejection occur after the Bids have been done and the highest bidder gets disqualified/ rejected, then the authority reserves the right to:
- i. Invite the next highest bidders to match the highest bidder/ submit their bids in accordance with the RFP; or
 - ii. Take any such measure as may be deemed fit in the sole discretion of the authority, including annulment of the bidding process.
- 4.6.4. The department reserves the right to verify all statements, information and documents submitted by the applicant in response to the RFP. Any such verification or lack of such verification by the authority shall not relieve the applicant of its obligations or liabilities hereunder nor will it affect any rights of the authority thereunder.

4.7. Clarifications

- 4.7.1. The bidders requiring any clarification on the RFP may notify the department by e-mail in accordance with Clause 4.3. The department shall endeavor to respond to the queries within the period specified therein, but no later than the date stipulated in Document Control Sheet. The responses will be sent by e-mail. The department will forward all the queries and its responses thereto, to only the purchasers of the RFP without identifying the source of queries. The department may choose to upload the responses only on the websites specified in the RFP advertisement.
- 4.7.2. The department shall endeavor to respond to the questions raised or clarifications sought by the applicants. However, the department reserves the right not to respond to any question or provide any clarification, in its sole discretion, and nothing in this clause shall be taken or read as compelling or requiring the authority to respond to any question or to provide any clarification.
- 4.7.3. The department may, on its own, if deemed necessary, issue interpretations and clarifications to all applicants. All clarifications and interpretations issued by the department shall be deemed to be part of the RFP. Verbal clarifications and information given by the department or its employees or representatives shall not in any way or manner be binding on the department.

4.8. Amendment of RFP

- 4.8.1. At any time prior to the deadline for submission of bid, the department may, for any reason, whether at its own initiative or in response to clarifications requested by the bidders, modify the RFP by the issuance of Addendum.
- 4.8.2. Any Addendum thus issued will only be uploaded on Haryana e-procurement website (<https://etenders.hry.nic.in/nicgep/app>)

- 4.8.3. In order to afford the bidders, a reasonable time in which to take an Addendum into account, or for any other reason, the department may, at its own discretion, extend the application due date.

4.9. Language of proposal

- 4.9.1. The application and all related correspondence and documents should be written in the English language. Supporting documents and printed literature furnished by the bidder with the application may be in any other language provided that they are accompanied by appropriate translations of the pertinent passages in the English language, duly authenticated and certified by the applicant. Supporting materials, which are not translated into English, may not be considered. For the purpose of interpretation and evaluation of the bid, the English language translation shall prevail.
- 4.9.2. All communication provided should be legible, and wherever the information is given in figures, the same should also be mentioned in words. In case of difference in amounts stated in figures and words, the amount stated in words only will be taken as correct and final.

4.10. Format and Signing of application

- 4.10.1. The proposal shall provide all information sought under this RFP. The department would evaluate only those bids that are received in the required format and complete in all respects. Incomplete and / or conditional bid shall be liable for rejection.
- 4.10.2. The bidder shall prepare separate files for Pre-qualification document, technical document and financial document.
- 4.10.3. The proposal shall be typed or written in indelible ink, stamped (Company/firm stamp or seal) and signed by the Authorized signatory of the applicant who shall also initial each page. In case of printed and published documents, only the cover shall be initialled. All the alterations, omissions, additions or any other amendments made to the bid shall be initialled by the person(s) signing the bid. The proposal shall contain page numbers and shall be in pdf format only.

4.11. Submission of proposal

- 4.11.1. The bidders shall upload the required technical and commercial documents online on <https://etenders.hry.nic.in/nicgep/app> using the digital certificate

4.12. Application due date

- 4.12.1. The bids should be submitted before time mentioned in Document control sheet in the manner and form as detailed in this RFP.
- 4.12.2. In the event that the due date for the bid submission is a holiday for the department, the next working day (at same time) will be the date of submission.

4.12.3. The department may, in its sole discretion, extend the application due date by issuing an Addendum in accordance with Clause 4.8 uniformly for all applicants.

4.13. Late applications

Applications received by the Authority after the application due date shall not be eligible for consideration and shall be summarily rejected. Authority shall not be responsible for any delay in submission of the same.

4.14. Opening & Evaluation of Applications

- 4.14.1. The department would open the bids for the purposes of evaluation at the place specified in Document Control Sheet and in the presence of the applicants who choose to attend.
- 4.14.2. The bidders will be deemed to have understood and agreed that no explanation or justification on any aspect of the bidding process or selection will be given.
- 4.14.3. Any information contained in the bid shall not in any way be construed as binding on the department, its consultants, agents, successors or assigns, but shall be binding against the bidder if any project is subsequently awarded to it under the bidding process on the basis of such information.
- 4.14.4. The department reserves the right not to proceed with the bidding process at any time without notice or liability and to reject any bid without assigning any reasons.
- 4.14.5. If any information furnished by the bidder is found to be incomplete, or contained in formats other than those specified herein, the department may, in its sole discretion, exclude the relevant project from computation of the experience of the applicant.
- 4.14.6. In the event that a bidder claims credit for an Eligible Project, and such claim is determined by the department as incorrect or erroneous, the department shall reject such claim and exclude the same from computation of the experience. Where any information is found to be patently false or amounting to a material misrepresentation, the department reserves the right to reject the application and/or bid in accordance with the provisions of Clause 4.6.

4.15. Confidentiality

Information relating to the examination, clarification, evaluation, and recommendation for the short-listed pre-qualified bidders shall not be disclosed to any person who is not officially concerned with the process or is not a retained professional advisor advising the department in relation to or matters arising out of, or concerning the bidding process. The department will treat all information, submitted as part of the bid, in confidence and would require all those who have access to such material to treat the same in confidence. The department may not divulge any such information unless it is directed to do so by any statutory entity that has the power under law to require its disclosure or is to enforce or assert any right or privilege of the statutory entity and/or authority or as may be required by law or in connection with any legal process.

4.16. Clarifications from Applicants

- 4.16.1. To facilitate evaluation of applications, authority may, at its sole discretion, seek clarifications from any applicant regarding its application. Such clarifications shall be provided within the time specified by authority for this purpose. Any request for clarifications and all clarifications shall be in writing.
- 4.16.2. If the bidder does not provide clarifications sought, as mentioned above, within the prescribed time, its bid shall be liable to be rejected. In case, the bid is not rejected, the department may proceed to evaluate the bid by construing the particulars requiring clarification to the best of its understanding, and the bidder shall be barred from subsequently questioning such interpretation of the department.

4.17. Shortlisting & Notification

- 4.17.1. Based on the evaluation of bids, the department would prepare a list of bidders that shall have been qualified through the evaluation criteria and the same will be communicated to all the bidders. The department will not entertain any query or clarification from bidders who fail to qualify.
- 4.17.2. The pre-qualified/eligible bidder shall only be invited to make a presentation to the "Evaluation Committee" constituted for the purpose.
- 4.17.3. The financials of only those applicants will be opened, who have scored atleast 70 in Technical Qualification.

4.18. Proprietary Data

All documents and other information supplied by the department or submitted by the bidder to the department shall remain or become the property of the department. The bidders are to treat all information as strictly confidential and shall not use it for any purpose other than for preparation and submission of their bid. The department will not return any bid or any information provided along therewith.

4.19. Payment Schedule

Sr No	Payment	Milestone	Timeline
1	80%	Successful delivery of flat panels and all required components at respective locations	T+60 days (D)
2	20%	Successful installation by the agency and on receiving satisfactory report on the functioning of flat panels by head of respective college	D+10 days

4.20. Notification of Award of Contract

The department will notify the successful bidder in writing that its proposal has been accepted. The notification of award will constitute the formation of the contract after submission of performance bank guarantee by the successful bidder.

4.21. Performance Bank Guarantee (PBG)

The selected agency shall furnish an unconditional and irrevocable Performance Bank Guarantee (PBG) within 15 days of issuance of letter of award. PBG shall be furnished for an amount equal to 10% of project cost. The PBG shall remain valid for a period of ninety days beyond the date of completion of all contractual obligations of the successful bidder including warranty obligations. The said Performance Bank Guarantee be extendable by the Department as per the requirement and shall be kept in full force and effect for the full term of the Contract Agreement. No interest will be paid on the PBG.

Failure to perform services / delivery of product as per RFP conditions after acceptance of work order shall constitute sufficient grounds for revocation of the PBG.

4.22. Signing of Contract

The successful bidder will sign the Contract with the department within 15 days of the release of notification and submission of PBG. After signing of the Contract, no variation in or modification of the term of the Contract shall be made except by mutual written amendment signed by both the parties

4.23. Sub-contracting/Subletting

Neither party may assign nor transfer any of its rights and obligations under the Agreement to any person without the other party's consent. The successful bidder shall not assign or transfer the whole or any part of scope of work nor shall it subcontract/sublet.

4.24. Warranty

The bid proposal shall be inclusive of the two-year onsite Warranty including delivery, onsite installation, onsite training and 24*7 online support system

The selected agency shall ensure that all hardware / software operate without defect. Any modification or addition in the firmware/ software as may be required will be undertaken by the agency without any additional cost.

In addition to warranty as mentioned in above clause, the bidder shall, during the above said period replace parts, if any, and remove any manufacturing defect, if found, so as to make the device fully operative. Replacement of parts or the entire product is to be done free of cost.

Scope of Service should include:	
1	The bidder or OEM should have state of the art service provider capability or should be able to provide 360 degree service PAN India through National Third Party Service Providers.
2	Onsite Support from Service provider (OEM or bidder) for repair , trainings & demos.
3	Service Provider will respond to customer's complaint through Email or phone within 4 working hours.
4	Service Provider will send the engineer at site location to diagnose the issue & check the possibilities to fix the issue within 24 working hours.
5	Upon the nature of issue/problem within 48 working hours service provider will give the commitment to the customer about expected timeline requirement for shipment of service standby unit/shipment of spare part/shipment of replacement unit or repair of the unit.
6	SLA Agreement has to be signed between the OEM/bidder & customer for the same.

If the complaints are not rectified within the stipulated period as mentioned in clause above an equivalent standby shall be supplied till rectification. A penalty of 5% on the value of the item will be charged per day till the equipment is put on working condition, in case the standby item is not supplied.

4.25. Price Fall

If, at any time during “the contract” the selected agency reduces the sale price, sells, or offers to sell such goods to any person/organization including the Corporation or any Department of State or Central Government or any statutory Undertaking of the Central or State Government as the case may be, at a price lower than the price chargeable under the contract, the selected agency shall forthwith notify such reduction or sell or offer to sell to the department *and* that very price, with due allowance for elapsed time, will be applicable to the present case and the difference in the cost would be refunded by the Bidder to the Buyer, even if the contract has already been concluded.

4.26. Penalty

The selected agency shall successful delivery of flat panels and all required components at respective locations within 8 weeks. The selected agency shall strictly adhere to the timelines provided for delivery and installation. For late delivery or installation of flat panels and its other components, penalty of 2% (of the pending items) a week shall be imposed after the schedule date. If there is further delay, penalty of 5% (of the pending items)shall be imposed per week thereafter. In case the delay is more than one month, the contract shall be terminated and PBG shall be forfeited.

4.27. Termination by default

Department may terminate the Contract if:

- a) the selected agency fails to remedy any breach hereof or any failure in the performance of its obligations hereunder, within fifteen (15) days of receipt of notice

of default or within such further period as Department may have subsequently granted in writing;

- b) the selected agency becomes insolvent or bankrupt
- c) if the selected agency fails to comply decisions / mandate of Department.
- d) any document, information, data or statement submitted by the selected agency in its Proposals, based on which it was considered eligible or successful, is found to be false, incorrect or misleading; or
- e) if the acts of the selected agency are found to be unethical by Department.

4.28. Dispute Resolution

Department and bidder shall make every effort to resolve amicably by direct informal negotiation and disagreement or dispute arising between them under or in connection with the contract. If after 30 days from the commencement of such informal negotiations, department and bidder are unable to amicably resolve dispute, the dispute will be referred to sole arbitrator whose decision will be final. All arbitration shall be in accordance with the Arbitration and Conciliation Act 1966 and would be held in Chandigarh/ Panchkula.

4.29. Validity of Proposal

Proposals shall remain valid for a period of 02 years from the date of opening of Commercial Proposal. The Department reserves right to reject a proposal valid for a shorter period as non-responsive.

Prior to the expiration of the validity period, the Department will notify the successful bidder in writing or by fax or email, that its proposal has been accepted. In case the tendering process is not completed within the stipulated period, the Department, may like to request the bidders to extend the validity period of the bid. The request and the response thereto shall be made in writing.

Extension of validity period by the bidder shall be unconditional. A bidder granting the request will not be permitted to modify its Proposal.

4.30. Validity of Offers

The commercial price quoted in the financial bid shall be valid for a minimum period of 2 years from the date of awarding the contract. Bids mentioning a shorter validity period than specified shall be ignored/rejected and will not be accepted.

4.31. Fraud & Corrupt Practices

- 4.30.1 The Applicants and their respective officers, employees, agents and advisers shall observe the highest standard of ethics during the bidding process. Notwithstanding anything to the contrary contained herein, the authority shall reject an application without being liable in any manner whatsoever to the applicant if it determines that the applicant has, directly or indirectly or through an agent, engaged in corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice in the bidding process.
- 4.30.2 Without prejudice to the rights of the authority under Clause 5.1 hereinabove, if an applicant is found by the authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice during the bidding process, such applicant shall not be eligible to participate in any tender or RFP issued by the authority during a period of 2 (two) years from the date such applicant is found by the authority to have directly or indirectly or through an agent, engaged or indulged in any corrupt practice, fraudulent practice, coercive practice, undesirable practice or restrictive practice, as the case may be.
- 4.30.3 For the purposes of this Section, the following terms shall have the meaning hereinafter respectively assigned to them:
- I. "Corrupt Practice" means (i) the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the actions of any person connected with the Bidding Process (for avoidance of doubt, offering of employment to or employing or engaging in any manner whatsoever, directly or indirectly, any official of the Authority who is or has been associated in any manner, directly or indirectly with the Bidding Process or the LOA or has dealt with matters concerning the Concession Agreement or arising there from, before or after the execution thereof, at any time prior to the expiry of one year from the date such official resigns or retires from or otherwise ceases to be in the service of the Authority, shall be deemed to constitute influencing the actions of a person connected with the Bidding Process); or (ii) save and except as permitted under Clause 3, engaging in any manner whatsoever, whether during the Bidding Process or after the issue of the LOA or after the execution of the Agreement, as the case maybe, any person in respect of any matter relating to the Project or the LOA or the Concession Agreement, who at any time has been or is a legal, financial or technical adviser of the Authority in relation to any matter concerning the Project;
 - II. "Fraudulent practice" means a misrepresentation or omission of facts or suppression of facts or disclosure of incomplete facts, in order to influence the Bidding Process;
 - III. "Coercive practice" means impairing or harming or threatening to impair or harm, directly or indirectly, any person or property to influence any person's participation or action in the Bidding Process;
 - IV. "Undesirable practice" means (i) establishing contact with any person connected with or employed or engaged by the Authority with the objective of canvassing, lobbying or in any manner influencing or attempting to influence the Bidding Process; or (ii) having a Conflict of Interest; and

- V. “Restrictive practice” means forming a cartel or arriving at any understanding or arrangement among Applicants with the objective of restricting or manipulating a full and fair competition in the Bidding Process.

5. Roles and Responsibilities

5.1. Responsibilities of the Department

1. Nomination of a nodal officer for all communications & interaction required for this project.
2. Carry out project activities which fall under the department’s responsibility, within reasonable time limits, particularly in matters related to reviews, approvals, acceptance, etc. Delay on any activities by the department shall not be on the bidder.
3. Provide the required timely access to data and information and to resolve any issues as may be necessary for the selected agency to carry out their obligations under this contract.
4. Report technical issues to the selected bidder’s personnel for resolution.
5. Provide all necessary data/content.
6. The department shall periodically review the implementation progress of the project

5.2. Responsibilities of the Agency

1. Nominate a senior person in the capacity of a Project manager, who will serve as the single point of contact for the department and shall attend all meetings related to the project.
2. Plan and execute the project through a suitably qualified technical team. As part of this requirement, submit a delivery schedule and keep it updated at all times.
3. Provide Comprehensive Technical Documents and User Manuals
4. Impart training to the end users and also develop Training materials.
5. Provide implementation and other support services, as proposed and mutually agreed upon, to ensure that the solution is rolled out to all the participating stakeholders and is smoothly operational as per the work (project) plan that is agreed upon.
6. Provide the said maintenance and support for the period of the contract as agreed upon.
7. Submit periodic reports and support project reviews as may be agreed and necessary.
8. At the end of Maintenance and Support period, assist in smooth transition of the operations to the department.

APPENDIX

6.1. Form Tech 1 –Technical Proposal Submission Form

To
Director,
Department of Higher Education

Date:

Dear Sir:

We, the undersigned, offer to provide our proposal for the assignment ‘**Selection of Agency for supply and Installation of Interactive Flat Panels for Smart Teaching**’ in accordance with your Request for Proposal dated _____. We are hereby submitting our Proposal only through online mode, which includes Technical Proposal, and a Financial Proposal.

We hereby declare that all the information and statements made in this Proposal are true and accept that any misinterpretation contained in it may lead to our disqualification. Our Proposal is binding upon us and subject to the modifications resulting from Contract negotiations.

We undertake, if our Proposal is accepted, to initiate the services related to the assignment not later than the date indicated in Document Control sheet.

We understand you are not bound to accept any Proposal you receive.

Yours sincerely,

Authorized Signature [In full and initials]: _____

Name and Title of Signatory: _____

Name of Firm: _____

Address: _____

Location: _____ Date: _____

Email ID: _____

Telephone No (s): _____

6.2. Form Tech 2 Details of Bidder and OEM

Form A: Details of the Bidder	
Name	
Date of Incorporation	
Date of Commencement of Business	
Address of Headquarters	
Address of the Registered Office in India	
Contact detail of Authorized person (name, address, phone no. and email)	

Form A: Details of the OEM	
Name	
Date of Incorporation	
Date of Commencement of Business	
Address of Headquarters	
Address of the Registered Office in India	
Contact detail of Authorized person (name, address, phone no. and email)	

6.3. Form Tech 3 Financial Information

For A3: Financial Information – From India Operations			
	FY 2016-17	FY 2017-18	FY 2018-19
Annual Turnover (in INR Crores)			
Other Relevant Information			

6.4. Form Tech 4 – Experience of bidder

Assignment name:	Approx. Value of Contract: (Mandatory field) (Mention contract value in INR or provide ranges)
Country: Location within country	Duration of assignment (months):
Name of Employer:	Total No. of staff-months of the assignment:
Address:	Approx. value of the services provided by your firm under the contract (in INR):
Start date (month/year): Completion date (month/year):	No of professional staff-months provided
Name of senior professional staff of your firm involved & functions performed (indicate most significant profiles such as Project Director/Coordinator, Team Leader):	
Narrative description of Project:	
Description of actual services provided by your staff within the assignment:	

Note: Please provide the copy of Letter of agreement/ Certificate of Completion for each project

6.5 Form Tech 5 - Work Plan for Performing the Assignment

6.6. Technical Compliance

Name of Bidder/OEM: _____

Following are the Technical compliance to the specifications of interactive flat panel

Items	Particulars	Specifications	Specifications Offered	Compliance (Yes/No)
Display	LED lit technology	Backlight LED		
	Active Screen size	85" or higher		
	Display Ratio	16:9		
	Resolution	3840 x 2160p or Better		
	Display Color	10 Bit or better		
	Brightness	=>450 cd/m2 or better		
	Contrast	15000:1 or better		
	Viewing Angle	178 ° or better viewing angle		
	Response Time	Not more than 4 ms		
	Refresh Rate	120Hz		
	Lifetime	50,000 hours or more		
Speakers	Speakers	Built-in		
	Max.Power Output	2x15 Watts or above		
Touch	Touch Technology Deployment	Touch feature should be seamlessly built-in the display		
	Touch Sensor	Infrared		
	Surface treatment	Anti-Glare		
	Surface Hardness	H7 or More than H7		
	Glass thickness	4 mm		
	Touch Points in Windows	Must have a touch capability of minimum 20 points		
Writing Tool	Shall use with Nano Pen / Finger			

	Positioning Accuracy	±1mm or better		
AV Ports	Requirement of Front access ports with flip	For the purpose of ease access the display must have the following ports in the front side and must have flip cover to close when not in use		
	Minimum required Input ports	HDMI- minimum 03 USB- minimum 03 VGA- 01 port Audio port – minimum 01 Microphone(3.5mm):-minimum 01 AV output :minimum 01 Earphone/Aux : minimum 01 RJ 45 : minimum 01 RS232 : minimum 01 OPS Slot (4K@60Hz):- To connect OPS PC for windows function		
Remote Control	Technology	Infrared		
	Battery Type	AAA Cell		
Multimedia File Formats Supported	Multimedia File Formats Supported	Support all major types of multi-media files		
OPS PC	CPU	i5-7thGen or higher		
	RAM	4G *2		
	HD drive	128G SSD		
	OPS interface	TX24A support 4K@60HZ		
	Supported Operating system	Windows & Linux		
Electrical	Power Consumption	Maximum < 450W		
Wall Mount Kit	Suitable wall mount kit with accessories	Equipment has to be supplied with suitable wall mount kit and accessories		
	Installation	Horizontal installation		

Software features	Wireless Casting	Maximum connectivity of BYOD devices - minimum 04 users		
	Broadcasting	Panel content should be sharable with minimum 100 participants.		
	Collaboration Features	Collaboration of whiteboard and annotation between minimum 2 locations		
	Interactive White board features	Touch interactive display shall also be supplied with specialised software which shall be installed in OPS PC/Laptop.		
		This software should have features of different writing capabilities like Smooth Pen, Highlighter, laser pen, Guester pen, texture / pattern pen , Brush & bamboo pen and so on. Writing software shall include minimum features like choose pen, annotate on any imported images / PPT or any chooses document, erase the annotation, choose different color for writing , adjust pen thickness , choose writing font , stamp any images / logos		
		On desktop annotation mode , should have an option to annotate on top of the any document and save the document with annotation		
		The software shall also have features of Screen record, lecture recording, screen capture, import / export files and annotate on top of that and saving that document in different formats like PDF ,image , Doc , PPT, Excel and so on,. And rotate the imported images print , open new file , on-screen keyboard and multiple background .		
		Should have an option to import any videos and annotate on top of the running video and take screen		

		shot on the same and have an option to link URL , if we click that URL it will root to google / YouTube		
		Predefine subject tools for different subjects		
		Should have an option for email and print & have option for desktop annotation , Zoom in and Zoom out option , Spotlight toll.		
		Should have an option for voting / polling , and online test feature teacher can share the question to students via network and students can join over the IP address / application through PC / Mobile / tablet .		
UPS	1 KVA UPS with metal Casing With 15-20 minutes back up	1 KVA UPS with metal Casing (15-20 minutes back up)		

(Signature of the Authorized Person)

Date:

6.7. Form FIN- I

Format for Financial Bid

Dated:

To

.....

.....

.....

Tel:

Fax:

Sub: Selection of Agency for supply and Installation of Interactive Flat Panels for Smart Teaching in Government Colleges”

Dear Sir,

1. With reference to your RFP document dated I/we, having examined the Bidding Documents and understood their contents, and pursuant thereto, hereby submit my/our Financial Bid for the aforesaid mentioned services as per Schedule of Requirements and other terms of the RFQ cum RFP. The Bid is unconditional and unqualified.
2. Our Financial Bid offer is INR [.....] per unit {.....(in words)} (exclusive of applicable taxes) .
3. I/We agree to keep this offer valid for 02 years from the Bid Due Date specified in the RFQ cum RFP.
4. In addition to above cost, per unit Annual Maintenance Charges (AMC) per year for interactive flat panel along with other components after the completion of warranty is INR [.....]{.....(in words)} (AMC will not be considered in financial evaluation)
5. I/We agree and undertake to abide by all the terms and conditions of the Bidding Documents. By filling this Form online, we hereby irrevocably consent and agree to be

bound by all the terms and conditions set out hereunder.

6. I / We further confirm that we shall not demand Additional Fee, any other charges etc. from Haryana Government during the mentioned Period

We hereby declare that our Financial Proposal is unqualified and unconditional in all respects and there are no deviations from the stated terms in the Bidding Documents.

Yours faithfully,

(Signature of the Authorized signatory)

(Name and designation of the of the Authorized signatory)

Note:-

The Financial bid quote shall include 2-year warranty, logistic and installation charges.

The Bidder shall not quote in decimal or fraction and shall provide the quote both in figures and words. Further the quote in words shall take precedence over figures and shall be deemed as final.

Any conditional Bid shall be summarily rejected.