

राज्य परियोजना कार्यालय
समग्र शिक्षा, छत्तीसगढ़, रायपुर
एकीकृत शिक्षा भवन, द्वितीय तल, बोर्ड ऑफिस परिसर, टैगोर नगर, पेंशन बाड़ा, रायपुर (छ.ग.)
फोन न. 0771-2445052 Email Id-mis.head@gmail.com, rmsachg@gmail.com



संशोधित निविदा सूचना

क्र. 16/0 /समग्र शिक्षा/प्रारंभिक-माध्यमिक/समावेशी शिक्षा F- 04/2019-20 रायपुर, दिनांक 11/11/2019

समग्र शिक्षा के अंतर्गत दृष्टि बाधित बच्चों हेतु लैपटाप एवं स्मार्टफोन संबंधी दिनांक 23.10.2019 को निविदा आमंत्रित की गयी थी, जिसके जमा करने की तारीख 13.11.2019 थी, जिसमें आंशिक संशोधन उपरांत पुनः निविदा आमंत्रण की तारीख 25.11.2019 को निर्धारित करते हुए उक्त दोनों कार्य के लिए (निविदा 1 एवं 2 के) पृथक-पृथक नियम शर्तों को **website- <http://eduportal.cg.nic.in>** में देखा जा सकता है।

प्रबंध संचालक
समग्र शिक्षा
छत्तीसगढ़, रायपुर

TENDER – I

NOTICE INVITING FOR EXPRESSION OF INTEREST (Sealed financial bid) For Procurement of Smart Phone With Technical Support And Training of Devices For Visually Impaired Students

State Project Office
Samagra Shiksha
2nd Floor, Composite Education Building
Pensionbada, Raipur, Chhattisgarh, Pin 492001

Tel No—0771-2420156 email: rmsachg@gmail.com, mis.head@gmail.com

Notice of Request for Proposal

Letter No. 16/0/SAMAGRA SHIKSHA / Establishment/ RFP-assistive education service Raipur, dated 11/11/2019

MD, Samagra Shiksha Chhattisgarh Raipur invites proposal For **Developing Accessible Text Books of Class VI, VII & VIII of Chhattisgarh State Board**, Integrating books into Smart Phones and Training Master Trainers & Visually Impaired Students of class VI, VII & VIII of schools in Chhattisgarh state in using the text books through smart phones and strengthening the students' knowledge.

Date and time schedule of RFP:

Sr.	Particulars	Date and Time
1	Date of Publishing of draft RFP	23 / 10 / 2019
2	Submission of Pre bid queries	13 / 11 / 2019
3	Pre-bid Meeting	18 / 11 / 2019
4	Pre-bid queries answer publication (Online)	22 / 11 / 2019
5	RFP submission closing date& Time	25 / 11 / 2019, 02:00 pm
6	Address for submission	Mission Director, SamagraShiksha Composite Building 2 nd Floor, Pension Bada, Raipur
7	Contact for Clarification (email) All query email should be posted before end of day 13 / 11 / 2019.	rmsachg@gmail.com , mis.head@gmail.com
8	Opening of tender Technical Bid, Samagra Shiksha, Composite Building 2 nd Floor, Pension Bada, Raipur. Bidder representative may be present for the same.	25 / 11 / 2019, 03:00 pm at address mentioned in Sr. No. 5 above
9	Opening of Financial Bid by MD	Will be notified to technically qualified bidder

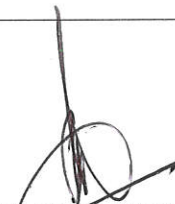
All bidders are requested to submit tender fee of Rs. 5000/- is to be submitted vide crossed demand draft from any nationalized bank/ scheduled bank in favor of "The Mission Director, Samagra Shiksha" payable at Raipur. An Earnest Money Deposit (EMD) of Rs. 5,00,000/- is also required to be submitted along with application vide crossed demand draft from any nationalized bank/ scheduled bank in favor of "The Mission Director, Samagra Shiksha" payable at Raipur. Any application without EMD and tender fee will be summarily rejected.

RFP document may be downloaded from the website- <http://eduportal.cg.nic.in> Any subsequent notice regarding this tender shall be uploaded on the website only.

Designated Nodal Officer

For the purpose of addressing all the queries related to this RFP, following has been designated as the nodal officer of Samagra Shiksha:

Name of the Nodal officer	Smt. Seema Gauraha
Address for Correspondence	Assistant Director State Project Office Samagra Shiksha, Composite Building Pension wada Raipur (CG)
Phone Number	0771-2429985. 0771- 2420156
e-mail	<u>mis.head@gmail.com</u>



MANAGING DIRECTOR
Samagra Shiksha
Chhattisgarh, Raipur



1. Disclaimer

- 1.1. The information contained in this Request for Proposal (hereinafter referred to as "RFP") document provided to the Bidders, by Samagra Shiksha on behalf of Government of Chhattisgarh School Education Department hereinafter referred to as "Samagra Shiksha", or through such person as duly authorized, is provided to the bidder(s) on terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.
- 1.2. The purpose of this RFP document is to provide the bidder(s) with information to assist in the formulation of Proposals. This RFP document does not purport to contain all the information each bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for Samagra Shiksha to consider the business/ investment objectives, financial situation and particular needs to each bidder who reads or uses this RFP document. Each bidder should conduct its own investigations and analysis and should assure itself as regards the accuracy and completeness of the information in this RFP document for its own purpose, where deemed necessary obtain clarification from appropriate sources.
- 1.3. Samagra Shiksha makes no representation or warranty and shall incur no liability under any law, statutes, rules or regulations as to the accuracy or completeness of the RFP document.
- 1.4. Samagra Shiksha reserves the absolute right to cancel or amend, in part or in full, any part of the RFP document. Since the right to the bidding process lies with the Samagra Shiksha, MD Samagra Shiksha's decision will be final in this regard.

2. Background

Samagra Shiksha - an overarching programme for the school education sector extending from pre-school to class 12 has been, therefore, prepared with the broader goal of improving school effectiveness measured in terms of equal opportunities for schooling and equitable learning outcomes. It subsumes the three Schemes of **Sarva Shiksha Abhiyan (SSA)**, **Rashtriya Madhyamik Shiksha Abhiyan (RMSA)** and **Teacher Education (TE)**.

This sector-wide development programme/scheme would also help harmonise the implementation mechanisms and transaction costs at all levels, particularly in using state, district and sub-district level systems and resources, besides envisaging one comprehensive strategic plan for development of school education at the district level. The shift in the focus is from project objectives to improving systems level performance and schooling outcomes which will be the emphasis of the combined scheme along-with incentivizing states towards improving quality of education.

Samagra Shiksha would like to provide assistive education to students with visually impaired students. Students with reading disabilities need materials that can be easily changed to meet their needs. Information needs to be represented in many ways, including:

- Highlighting important points
- Allowing text to be spoken



3. Definitions

Following definitions will help to explain the terms used in this RFP document:

- 3.1. Assistive device – Smart phone,
- 3.2. Accessible content: Content in UNICODE
- 3.3. "Authorized Representative" shall mean any person authorized in writing by the bidder/firm/ society/ company/agency.
- 3.4. "Proposal / Bid" shall mean the Pre-qualification, Technical and Commercial bids either together or separately submitted under this RFP.
- 3.5. "Classes" shall mean those classes for which the accessible content and smart phones are required in the schools, specifically class VI, VII and VIII.
- 3.6. "Competent authority" shall mean any official including but not limited to the Managing Director Samagra Shiksha , Government of Chhattisgarh
- 3.7. "MD, Samagra Shiksha" shall mean Managing Director, Samagra Shiksha, Composite Building, Pension bada, Raipur, Chhattisgarh. MD, Samagra Shiksha will be the RFP issuing authority as well.
- 3.8. "Request for Proposal (RFP)" shall mean this document and its annexure and any other document provided or issued during the process of selection of bidder(s), seeking any clarification etc., a set of solution(s), services(s), materials and/or any combination of them.
- 3.9. Students shall mean selected visually impaired students from Chhattisgarh State Board.
- 3.10. "Department" / "Tendering Authority" means Department of School Education, Government of Chhattisgarh.
- 3.11. "Successful bidder" shall mean the bidder, who is technically qualified by Samagra Shiksha and whose financial bid shall be finalized by the state for the implementation of assistive education program of Chhattisgarh state for visually impaired students.

4. Eligibility Criteria

The bidder must possess the minimum qualifications, required managerial and financial capabilities in providing the services necessary to meet the requirements as described in the RFP. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the requisite manpower and support services as sought under this RFP for the entire period of the contract. The bidder has to submit a consent letter from OEM regarding product/equipment to be supplied. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the RFP. Invitation to this RFP is open to all bidders who satisfy the eligibility criteria as given below:



Sr	Particulars	Minimum requirements	Desired Document
1	Legal entity	Applicant has to be a single entity and incorporated in India at least 10 years prior to January 1, 2018, as Partnership Firm/Proprietorship Firm/ Society/ Co-operative Society/Limited Liability Partnership (LLP)/Company incorporated / Governed by the prevailing Indian act	In the case of a society, Certificate of Registration issued by Registrar. For trusts, the registered trust deed. In case of companies, the certificate of incorporation issued by Registrar of Companies.
2	Local Office	The bidder should have a local office in the state (Raipur). However, if the local presence is not there in the state, the bidders should give an undertaking for arranging for the same within one month of award of the contract at the time of bid	Undertaking letter should be submitted by the Bidder.
3	Turnover and Net Worth	Average Annual Turnover of at least Rs. 03 Crores during the last three financial years (to be made current) Minimum Net-Worth of Rs. 15 Crores in the last three financial years.	Audited Financial Statements for the last three financial years. Certificate from 3 rd Party Chartered Accountant.
4	Mandatory Experience	A. Work experience in the field of technology assisted education services with any state/central government or private sector organization B. The applicant should have been involved in active social responsibility programs for the last three years	Copy of MOU / Work Order CA certificate of the average percentage of revenue spent on Corporate Social Responsibility in last 3 years. At least three certificates of recognition from independent 3 rd party agency for the Social Programs undertaken and implemented within last 3 years.
5	Blacklisting / Bankruptcy /Insolvency	The applicant should never have been debarred / blacklisted by Central Government / any State Government / PSU or under a declaration of ineligibility for corrupt or fraudulent practices. The applicant should not be bankrupt or filed for bankruptcy. The applicant or any person responsible for management should not be convicted in any criminal case or declare insolvent. If any of the Directors of the Service Provider company have been at any time, convicted by a Court for an offense	Self-declaration stating the same.

Sr	Particulars	Minimum requirements	Desired Document
		involving moral turpitude, such Service Provider will not be eligible. An affidavit in this regard has to be along with the application under RFP.	
6	Essential registration	The applicant shall have the following Registrations: i. EPF Registration ii. PAN Number iii. GST Registration	Copy of Certificate of Registration issued EPF Organization. Copy of PAN Card. Copy of GST Registration

5. Complete Response

- 5.1 Bidders are advised to study all instructions, forms, terms, project requirements, documents and other information prescribed in this RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- 5.2 The response to this RFP must be complete in respect of submission of information strictly in accordance with the formats prescribed in the RFP document as well as submission of all documents prescribed in the RFP document.
- 5.3 Failure to furnish any information required by the RFP document or non- submission of supporting documents prescribed in RFP document or any deviation from the format for submission of technical and financial proposals prescribed in the RFP document or material deficiencies in complying with requirements of the RFP document shall make the bid non-responsive and shall be liable to be rejected.
- 5.4 All documents submitted in response to the RFP shall be only in english language and be legible. No overwriting or use of whiteners, etc. will be accepted.
- 5.5 In case of any dispute, decision taken by MD, Samagra Shiksha, Raipur (C.G.) shall be final

6. Bid Preparation Costs

- 6.1 The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other due diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by Samagra Shiksha facilitate the evaluation process, and in negotiating a definitive agreement or any other activity related to the bid process. Samagra Shiksha will in no case be responsible or liable for any such cost, regardless of the conduct or outcome of the bidding process.
- 6.2 Samagra Shiksha shall not entertain any request for reimbursement of any cost incurred by the bidder in connection with bid process including signing of final contract under any circumstances.

7. Authorized Representative of the Bidder

All communication with regard to the RFP document, signing of the bid including the prescribed documents, submission of the bid and signing of the contract with SAMAGRA SHIKSHA shall be done only by the authorized representative of the Sole / Prime Bidder. An authority letter / copy of board resolution/power of attorney issued by appropriate authority should be attached with technical bid.

8. Pre-Bid Meeting

The bidders or their official representatives are invited to attend a pre-bid meeting which will take place on the date, time and place mentioned in the notice inviting expression of interest. Please note that non-attendance at the pre-bid conference will not be the cause of disqualification of the bidders. All queries for the pre-bid meeting are to be sent to the Samagra Shiksha at its email at least 3 days prior to the scheduled date of pre-bid meeting. The bidders are requested to send their consolidated queries in the format provided in MS Excel to the e-mail of Samagra Shiksha only once and further queries sent by the bidders shall not be entertained. Queries received after this date will not be entertained.

Samagra Shiksha shall receive and may respond to prospective participant's pre-bid queries within 4 days of the pre-bid meeting by way of hosting amendments/clarifications on the website in accordance with the respective clauses of the EOI. Samagra Shiksha may incorporate any changes in the EOI based on acceptable suggestions received in pre-bid queries. The decision of Managing Director (MD), Samagra Shiksha, regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any circumstances.

Format for Pre-bid queries

Sr.	Page Number	Clause Number	Text of Clause	Query

9. Amendment of RFP Document

- 9.1.1. At any time prior to the last date for receipt of bids, Samagra Shiksha, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the RFP document by an amendment.
- 9.1.2. The notices & amendments, if any, will be published on <http://eduportal.cg.nic.in>
- 9.1.3. Samagra Shiksha may issue supplements to this RFP to all purchasers of the RFP document before the last date of receipt of bids, if it decides to modify this RFP or to issue any additional information related to this RFP. Any such modification/supplement shall be deemed to have been duly incorporated by this reference into the existing RFP or shall, as the case may be, substitute the existing RFP.



- 9.1.4. In order to provide prospective bidders reasonable time in which to take the amendment or the supplements into account in preparing their bids, Samagra Shiksha, may, at its discretion, extend the last date for the submission of the bid. All such changes shall be duly published in the website before the last date of receipt of the bid or the extended last date of the receipt of bids, as the case may be. Purchasers of the RFP document shall also be intimated of such changes by e-mail subject to availability of bidders' e-mail id with Samagra Shiksha.

10. SAMAGRA SHIKSHA's right to terminate the RFP process:

- 10.1 Samagra Shiksha may terminate this RFP process at any time and without assigning any reason.
- 10.2 Samagra Shiksha makes no commitments, express or implied, that this RFP process will result in a business transaction with anyone.
- 10.3 This RFP does not constitute an offer by Samagra Shiksha. The bidder's participation in this process may result in Samagra Shiksha 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 Samagra Shiksha to execute a contract or to continue negotiations. Samagra Shiksha may terminate negotiations at any time without assigning any reason.

11. Earnest Money Deposit

- 11.1 Every bidder shall furnish an EMD amount of INR 5,00,000/- (INR Five Lakhs Only) by drawing a demand draft in favour of Managing Director, Samagra Shiksha, Raipur (C.G.). Please use the following format:
In favour of: Managing Director, Samagra Shiksha, Raipur (C.G.). Payable at: Raipur
- 11.2 The EMD of unselected Agency will be returned as promptly as possible, but not later than 30 days after the award of the contract to the Selected Agency.
- 11.3 The EMD shall be forfeited in case of:
- a. If a Bidder withdraws his bid or increases his quoted prices during the bid validity period as prescribed in the RFP document or its extended period, as the case may be;
 - Or
 - b. In the case of a Selected Agency, if the Bidder fails to sign the Contract or fails to furnish Performance Bank Guarantee in accordance with the format given in the RFP within the stipulated timeframe prescribed in the RFP document.
- 11.6 Bid submitted without EMD or of inadequate amount or not in the manner prescribed in above clause above shall be rejected.

12. Bid Details:

- 12.1 A complete bid shall comprise "Technical bid" and "Financial bid" prepared strictly in the format and in the manner prescribed in this RFP document.
- 12.2 Technical bid: Technical bid shall comprise the following:
- Tender fee in the form of Demand draft of Rs. 5000/- in favour of Managing Director, Samagra Shiksha payable at Raipur.
 - Demand Draft of Rs. 5,00,000/- towards EMD amount in favour of Managing Director, Samagra Shiksha payable at Raipur.
 - Authority letter in favor of authorized signatory by the Bidder.
 - Covering Letter
 - Form 1: General details
 - Form 2: Eligibility and Technical Bid Checklist for Pre-Qualification
 - Form 3: CA certificate format for Turnover
 - Form 5: Device Specification
 - All supporting documents prescribed in the RFP document duly numbered and signed by the authorized representative.
- 12.3 Financial Bid: The Financial bid shall comprise as prescribed in Form 4 of the RFP document.
- 12.4 Proposals must be direct, concise, and complete. All information not directly relevant to this RFP should be omitted. Samagra Shiksha will evaluate bidder's proposal based upon its clarity and the directness of its response to the requirements of the project as outlined in this RFP.
- 12.5 Overly elaborate proposals: Unnecessarily elaborate brochures or other promotional materials beyond those sufficient to present a complete and effective proposal are considered undesirable and may be construed as an indication of the bidder's lack of cost consciousness. Samagra Shiksha's interest is in the quality and responsiveness of the proposal.

13. Scope of work

Sr.	Activity	Deliverable (KPI)	Time Lines
0	Signing of MOU	MOU	T (7 days from receipt of LOI)
1	Developing accessible content	All the text books of SCERT of State of Chhattisgarh of Class VI, VII and VIII	T+20 days
2	Conduct training of 160 master trainers in using accessible content through Smart phones	<ul style="list-style-type: none">Training program in 4 slot (@ 3 days in one slot)Training report	T + 30 Days
3	Procurement of mobile phones	485 mobile phones	T + 30 Days
4	Incorporating of content in mobile phone	Mobile phones with content	T+ 45 Days
5	Delivery of smart phones to	Delivery report	T+60 days

Sr.	Activity	Deliverable (KPI)	Time Lines
	visually impaired students		
6	Monitoring and evaluation of cascade method of training in the field by master trainers to visually impaired students	Monitoring and evaluation report	T + 60 Days

14. Roles and Responsibility of Samgra Shiksha

- 14.1. SSA would mobilise/appoint BRP/ Master Trainers
- 14.2. SSA would make trainers available for training
- 14.3. SSA would provide the training center and lodging facility for bidder's trainers during training
- 14.4. SSA would identify visually impaired students
- 14.5. SSA would make all necessary arrangements for internet and hardware in training centre.

15. Mandatory Quality Control Procedures by the Successful bidder

- 15.1. The selected successful bidder has to take care of the capacity development of teachers and students.
- 15.2. The liability of training of Resource persons/ School teachers / will lie with the successful bidder within one month of the issue of work order:

16. Key point Indicators

The KPI would be monitored at regular interval post the signing of the agreement, by the relevant authority at the Samagra Shiksha. Post certification of the user department, payments linked to the KPIs will be released within 15 days of submission of satisfactory certificate and invoice to the department.

- 16.1 Content development – Class VI, VII and VIII
- 16.2 Procurement of Smart phones – 485
- 16.3 Training of Master trainers – 164
- 16.4 Delivery of 522 phones -485

17. Payment Mechanism

The MD Samagra shiksha will make the payments to the successful bidder either through cheque or electronic transfer after proper verification of the bills and the following performance indicators/milestones

Sl.	Deliverables	% of Payment
1	Content development	20%
2	Procurement of Smart phones	40%
3	Training of Master Trainers	20%
4	Delivery of Phones	20%
	Total	100%

18. Technical Evaluation Criteria

Sr.	Parameter	Max. Mark	Scoring Pattern	Certifying Document
1	Age of the applicant entity	20	For securing pre-qualification criteria – 5 marks For every year in excess of pre-qualification criteria – one mark	Same as mentioned in Sr. No. 1 of Eligibility Criteria
2	Turnover for FY 2015-2016, 2016-2017 and 2017-2018	30	For securing pre-qualification Criteria – 3 marks For every additional Rs. 3 crores over and above that – one mark	Same as mentioned in Sr. No. 2 of Eligibility Criteria
3	Experience in education and social development services as desired in this EOI during the last 5E financial years	20	For securing prequalification criteria – 12 marks For every such additional work order – 2 marks	Same as mentioned in Sr. No. 3 of Eligibility Criteria

Note: 30 marks will be allotted for financial bid.

19. Evaluation of Financial Proposal

19.1 Financial Bids of only those firms who score more than 65% marks in Technical Evaluation will be opened.

19.2 Selection will be made on the basis of scores awarded as per evaluation criteria mentioned above with 70% weightage to techno eligibility and 30% weightage to price.

20. Disqualification of Bids

20.1 Bidders may specifically note that while evaluating the proposals, if it comes to Samagra Shiksha knowledge expressly or implied, that some bidders may have compounded 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 period specified by Samagra Shiksha from participation in any of the tenders floated by Samagra Shiksha and it may take appropriate legal action in such cases.

20.2 Incomplete or tampered bids will not be accepted.

- 20.3 Bids without the tender fees and EMD will be rejected
- 20.4 Bids not fulfilling the eligibility criteria will be rejected.

21. General Conditions

- 21.1 This RFP does not commit Samagra Shiksha to enter into an agreement or similar undertaking with the bidder or any other organization and Samagra Shiksha shall have the right to reject or accept any proposal or offer, or any part thereof (e.g., any component of any proposed Project) for any reason whatsoever.
- 21.2 In case of any ambiguity in the interpretation of any of the clauses in the RFP document, the interpretation of the clauses by MD, Samagra Shiksha shall be final and binding on all parties.
- 21.3 Samagra Shiksha reserves the right to enter into relationships with more than one bidder at a particular location or a particular area; can choose not to proceed with any bidder with respect to one or more categories of services/ requirements outlined in this RFP; and can choose to suspend the project or to issue a new RFP for this project that would supersede and replace this one.
- 21.4 Samagra Shiksha is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidder.
- 21.5 Samagra Shiksha shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.
- 21.6 All data collected; created, processed and stored anywhere during implementation of the project as a result of award of this contract shall be the sole property of Samagra Shiksha.
- 21.7 No oral conversations or agreements with any official, agent, or employee of Samagra Shiksha shall affect or modify any terms of this RFP, and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of Samagra Shiksha shall be superseded by the definitive agreement that results from this RFP process. Oral communications by Samagra Shiksha to bidders shall not be considered binding on Samagra Shiksha, nor shall any written materials be provided by any person other than Samagra Shiksha. Samagra Shiksha, however, may request the Selected Agency to commence study and business process review after issuance of LOI with clear mutual consent that no compensation will be claimed or paid if the final work order is not issued for any reason whatsoever.
- 21.8 Proposals are subject to rejection if they limit or modify any of the terms and conditions or specifications of this RFP.
- 21.9 By responding, the bidder shall be deemed to have represented and warranted that its proposal is not made in connection with any competing bidder submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the bidder did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of Samagra Shiksha participated directly or indirectly in the bidder's proposal preparation.



- 21.10 Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against Samagra Shiksha or any of its respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive agreement with the bidder in accordance with the terms thereof).
- 21.11 Until contract award, bidders shall not, directly or indirectly, solicit any employee of Samagra Shiksha to leave Samagra Shiksha or any other officials involved in this RFP process in order to accept employment with the bidder, its affiliates, actual or prospective Selected Agency / contractors, or any person acting in concert with the bidder, without prior written approval of Samagra Shiksha.
- 21.12 The Bidder can neither bid as a consortium nor any outsourcing/sub-letting/secondment of work allowed.
- 21.13 Sub contracting is not allowed
- 21.14 In case, Samagra Shiksha intends fresh tendering for maintenance contract, the bidder under present and valid contract should extend its maintenance services until the new service provider takes over, upon written request, in the interest of Samagra Shiksha.
- 21.15 **Modification and withdrawal of proposals:** No proposal shall be modified or withdrawn after the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form.
- 21.16 **Acknowledgement of understanding of terms:** By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annex hereto, and has fully informed itself as to all existing conditions and limitations.
- 21.17 **Confidentiality:** The content of each Bidder's Proposal will be held in strict confidence during the evaluation process, and details of any Proposals will not be discussed outside the evaluation process. The Bidder agrees to make no reference to Samagra Shiksha or this procurement or resulting contract in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of Samagra Shiksha.

22. Guidelines for Bid Opening

- 22.1 Bids will be in four parts (Mandatory Payment Instrument, Pre- Qualification, Technical and Commercial) as indicated in the RFP.
- 22.2 There will be four step bid-opening exercises (1) for the receipt of RFP cost & receipt of EMD (2) for the pre-qualification criteria (3) for the Technical Bid evaluation and (4) for the financial bid.
- 22.3 The RFP cost and EMD cost payment shall be checked first.
- 22.4 On confirmation of payment of due RFP cost and EMD cost, pre-qualification documents of those bidders who have submitted the requisite payments as prescribed shall be opened for scrutiny.



- 22.5 Technical proposals of all the bidders, who have been declared qualified, will be opened. After evaluation of technical proposals including technical presentation, the financial proposals of only those bidders, who qualify in the technical evaluation, will be opened.
- 22.6 Samagra Shiksha reserves the right at any time to postpone or cancel a scheduled bid opening without assigning any reason thereof.
- 22.7 Changes, if any, of the venue, date and timing for opening the Technical & Financial proposals will be informed to the bidders at the website.



Format – 1: Format of Application Form

Sr.	Particulars	Details
1	Name of the applicant	
	Legal Status	
	Date of registration/establishment	
	Registered Office	
	Telephone Number	
	e-mail Address	
2	Principal Officer's Name	
	Address	
	Telephone Number	
	e-mail Address	
3	PAN	
	Service Tax Registration No.	
	GST Regn No. (Optional)	
4	Whether blacklisted by any Govt./semi- Govt. organization (If yes, by whom)	



Format – 2: Checklist for Pre-Qualification and Technical Evaluation

Sr.	Particulars	Minimum Eligibility Criteria	Desired Document	Attached in Page ___ to Page ___
1	Tender Fee of Rs. 5000/-	--	Demand Draft in Original	
2	An EMD of Rs. 500,000/-	--	Demand Draft in Original	
3	Proprietorship Concern, Partnership Firm duly registered under the Indian Partnership Act, Company incorporated under the Companies Act, Trust registered under the Trust Act	In existence for minimum 10 years	Same as mentioned in Sr. No. 1 of Eligibility Criteria	
4	Turnover from like services (as desired in this EOI) for FY 2015-2016, 2016-2017 and 2017-2018	Average annual turnover in the last three financial years	Same as mentioned in Sr. No. 2 of Eligibility Criteria	
5	Experience in like services as desired in this EOI during the last Five Financial years	Copy of MOU, Third party certificates of Awards	Same as mentioned in Sr. No. 3 of Eligibility Criteria	
6	Must have Valid PAN and GST Number	GST & PAN Number	a. Copy of PAN Card b. GST Registration Certificate Copy of GST tax returns.	
7	Applicant Should have local office in Raipur, operational for at least last two years.	Local Office	Agreement of Rent / Lease / ownership in the name of the applicant	



Format – 3: Format of CA Certificate
(To be issued in the Letter Head of CA Firm)

This is to certify that the following particulars of M/s _____ are true and correct as per the information and explanation provided to us and to the best of our knowledge and belief.

Year*	Gross Turnover
2015-16	
2016-17	
2017-18	
Total	
Average	

Place:

Signature

Date:

Name and Regn No. of CA Firm

Name and Membership No. member certifying



Format – 4: Format of Financial Offer
(To be issued in the Letter Head of the applicant)

Financial Bid

Implementation of Assistive Education Program of Chhattisgarh State for Visually Impaired Students

Sr.	Name of Work	Consolidated Rate for the assignment (Amount in Rs.)	Amount in Words
1	Services ad defined in the scope of work as described in EOI .		
	GST rate Applicable @ _____		
	Total		

Note:

1. In case of overwriting / corrections in the price bid, it is liable to be rejected.

Place:

Date:

Signature
Name of the authorized Signatory
Designation
Official Seal



Format – 5: Format of device
(To be issued in the Letter Head of the applicant)

Mobile Specification

Sr.	Mobile Specification	Proposed Device Specification
1	Make and model	
2	RAM minimum 4 GB or above	
3	Internal memory minimum 64 GB or above	
4	Talk back facility	
5	Google text to speech to work uninterruptedly.	
6	At least android version of 8.0 and above	
7	Warranty	
8	Processor qualcomm snapdragon 625 octa core and above or similar	
9	Mobile Insurance	
10	Additional accessories: a. Charger b. Earphone	
11	Post sale services	
12	Screen Size 5inch and above	
13	Battery Back 3000 MAH and above	

Place:

Date:

Signature
Name of the authorized Signatory
Designation
Official Seal



TENDER –II

NOTICE INVITING FOR EXPRESSION OF INTEREST (Sealed financial bid) For Procurement of Laptop With Technical Support And Training of Devices For Visually Impaired Students

State Project Office
SamagraShiksha
2nd Floor, Composite Education Building
Pensionbada, Raipur, Chhattisgarh, Pin 492001
Tel No—0771-2420156 email: rmsachg@gmail.com

Notice of Request for Proposal

Letter No: 16/0/SAMAGRA SHIKSHA / Estab/ RFP

Date 11/11/2019

Mission Director, SamagraShiksha Chhattisgarh, Raipur invites proposal For Procurement of Laptop with Technical Support and Training of Devices for Visually Impaired Students. Date and time schedule of RFP:

Sr.	Particulars	Date and Time
1	Date of Publishing of draft RFP	23 / 10 / 2019
2	Submission of Prebid queries	13 / 11 / 2019
3	Pre-bid Meeting	18/ 11 / 2019
4	Pre-bid queries answer publication (Online)	22 / 11 / 2019
5	RFP submission closing date& Time	25 / 11 / 2019, 02:00 pm
6	Address for submission	Mission Director, SamagraShiksha Composite Building 2 nd Floor, Pension Bada, Raipur
7	Contact for Clarification (email) All query email should be posted before end of day 13 / 11 / 2019.	rmsachg@gmail.com
8	Opening of tender Technical Bid, SamagraShiksha, Composite Building 2 nd Floor, Pension Bada, Raipur. Bidder representative may be present for the same.	25 / 11 / 2019, 03:00 pm at address mentioned in Sr. No. 5 above
9	Opening of Financial Bid by MD	Will be notified to technically qualified bidder

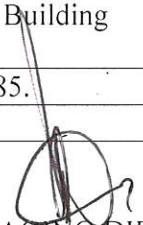
All bidders are requested to submit tender fee of Rs. 5000/- is to be submitted vide crossed demand draft from any nationalized bank/ scheduled bank in favour of "The Mission Director, SamagraShiksha" payable at Raipur. An Earnest Money Deposit (EMD) of Rs. 5,00,000/- is also required to be submitted along with application vide crossed demand draft from any nationalized bank/ scheduled bank in favour of "The Mission Director, SamagraShiksha" payable at Raipur. Any application without EMD and tender fee will be summarily rejected.

RFP document may be downloaded from the website- www.eduportal.cg.nic.in Any subsequent notice/information regarding this tender shall be uploaded on the website only.

Designated Nodal Officer

For the purpose of addressing all the queries related to this RFP, following has been designated as the nodal officer of SAMAGRA SHIKSHA:

Name of the Nodal Officer	Assistant Director, SamagraShiksha, CWSN
Address for Correspondence	State Project Office SamagraShiksha, Composite Building Pension wada Raipur (CG)
Phone Number	0771- 2420156, 0771-2429985.
e-mail	rmsachg@gmail.com


MANAGING DIRECTOR
Samagra Shiksha
Chhattisgarh, Raipur



1. Disclaimer

1.1 The information contained in this Request for Proposal (hereinafter referred to as "RFP") document provided to the Bidders, by SamagraShiksha on behalf of Government of Chhattisgarh School Education Department hereinafter referred to as "SamagraShiksha", or through such person as duly authorized, is provided to the Bidder (s) on terms and conditions set out in this RFP document.

1.2 The purpose of this RFP document is to provide the Bidder (s) with information to assist in the formulation of Proposals. This RFP document does not purport to contain all the information each Bidder may require. This RFP document may not be appropriate for all persons, and it is not possible for SAMAGRA SHIKSHA to consider the business/ investment objectives, financial situation and particular needs to each Bidder who reads or uses this RFP document. Each Bidder should conduct its own investigations and analysis and should assure itself as regards the accuracy and completeness of the information in this RFP document for its own purpose, where deemed necessary obtain clarification from appropriate sources.

1.3 SAMAGRA SHIKSHA makes no representation or warranty and shall incur no liability under any law, statutes, rules or regulations as to the accuracy or completeness of the RFP document.

1.4 SAMAGRA SHIKSHA reserves the absolute right to cancel or amend, in part or in full, any part of the RFP document. Since the right to the bidding process lies with the SAMAGRA SHIKSHA, MD SS decision will be final in this regard.

2. Background

SamagraShiksha - an overarching programme for the school education sector extending from pre-school to class 12, has been, therefore, prepared with the broader goal of improving school effectiveness measured in terms of equal opportunities for schooling and equitable learning outcomes. It subsumes the three schemes of SarvaShikshaAbhiyan (SSA), Rashtriya Madhyamik Shiksha Abhiyan (RMSA) and Teacher Education (TE).

This sector-wide development programme/scheme would also help harmonise the implementation mechanisms and transaction costs at all levels, particularly in using state, district and sub-district level systems and resources, besides envisaging one comprehensive strategic plan for development of school education at the district level. The shift in the focus is from project objectives to improving systems level performance and schooling outcomes which will be the emphasis of the combined Scheme along-with incentivizing States towards improving quality of education.

Samagra Shiksha would like provide assistive education to students with visually impaired students. Class 9th to 12th Students with reading disabilities need materials that can be easily changed to meet their needs. Information needs to be represented in many ways, including:

- highlighting important points
- allowing text to be spoken
- increase active participation of visually impaired students.
- Blind students will be given class wise curriculum and multimedia support.
- Visuallyimpaired student can have access to Internet.

3. Definitions

Following definitions will help to explain the terms used in this RFP document:

- 3.1 "Assistive device" – Laptop
- 3.2 "Accessible content": Content in UNICODE
- 3.3 "Authorized Representative" shall mean any person authorized in writing by the Bidder/firm/ society/ Company/agency.

- 3.4 "Proposal/Bid" shall mean the Pre-Qualification, Technical and Commercial bids either together or separately submitted under this RFP.
- 3.5 "Bidder" shall mean the person, firm, agency, company or any other legal entity, who choose to participate in this requirement and submit competitive quote.
- 3.6 "Classes" shall mean those classes for which the accessible content are required in the schools, specifically Class IX to XII.
- 3.7 "Competent authority" shall mean any official including but not limited to the Managing Director, Samagra Shiksha, Government of Chhattisgarh
- 3.8 "MD, Samagra Shiksha" shall mean Managing Director, Samagra Shiksha, Composite Building, Pension bada, Raipur, Chhattisgarh. MD, Samagra Shiksha will be the RFP issuing authority as well.
- 3.9 "Request for Proposal (RFP)" shall mean this document and its Annexure and any other document provided or issued during the process of selection of bidder(s), seeking any clarification etc., a set of solution(s), services(s), materials and/or any combination of them.
- 3.10 "Students" shall mean selected visually impaired students Chhattisgarh State Board.
- 3.11 "Department" / "Tendering Authority" means Department of School Education, Government of Chhattisgarh.
- 3.12 "Successful bidder" shall mean the bidder, who is technically qualified by SAMAGRA SHIKSHA and whose financial bid shall be finalized by the State for the implementation of Assistive Education Program of Chhattisgarh State for Visually Impaired Students.

4. Eligibility Criteria

The bidder must possess the minimum qualifications, required managerial and financial capabilities in providing the services necessary to meet the requirements as described in the RFP. The bidder must also possess the technical know-how and the financial wherewithal that would be required to successfully provide the requisite manpower and support services as sought under this RFP for the entire period of the contract. The bidder has to submit a consent letter from OEM regarding product/equipment to be supplied. The bids must be complete in all respects and should cover the entire scope of work as stipulated in the RFP. Invitation to this RFP is open to all bidders who satisfy the eligibility criteria as given below:

Sr	Particulars	Minimum requirements	Desired Document
1	Legal entity	Applicant has to be a single entity and incorporated in India at least 10 years prior to January 1, 2019, as Partnership Firm/Proprietorship Firm/ Society/ Co-operative Society/Limited Liability Partnership (LLP)/Company incorporated / Governed under the prevailing laws.	For partnership firm, copy of partnership deed; in the case of a society, Certificate of Registration issued by Registrar; for trusts, the registered trust deed. In case of companies, the certificate of incorporation issued by Registrar of Companies; for others, relevant document.
2	Local Office	Applicant Should have local office in Raipur. If not then they should give undertaking that they will open the office within 15 day of award of contract	Rent / lease/ ownership Agreement of the office address in the name of the applicant / bidder self-attested letter/or undertaking
3	Turnover	Average Annual Turnover of at least Rs. 5Crores during the last three financial years (For FY 2016-2017, 2017-2018 and 2018-19)	Audited Financial Statements for the last three financial years.
4	Mandatory Experience	At least two work experience in the field of technology assisted education for visually impaired students with any state or central Government with value in excess of Rs. 25 Lakhs each.	Copy of MOU / Work Order and completion certificate.
5	Blacklisting/ Bankruptcy	The applicant should never have been e debarred / blacklisted by Central Government / any State	Self-declaration stating the same.

	/Insolvency	Government / PSU or under a declaration of ineligibility for corrupt or fraudulent practices. The applicant should not be bankrupt or filed for bankruptcy. The applicant or any person responsible for management or conduct of affairs of the applicant entity should not be convicted in any criminal case or declare insolvent. If any of the Directors of the Service Provider company have been at any time, convicted by a Court for an offense involving moral turpitude, such Service Provider will not be eligible. A declaration in this regard has to be along with the application under RFP.	
6	Essential registration	The applicant shall have the following Registrations: i. EPF Registration ii. PAN Number iii. GST Registration	Copy of Certificate of Registration issued EPF Organization. Copy of PAN Card. Copy of GST Registration. Copy of the latest returns (not older than three months from the date of publication of this RFP) filed with respective authorities

5. Complete Response

- 5.1 Bidders are advised to study all instructions, forms, terms, project requirements, documents and other information prescribed in this RFP document carefully. Submission of bid shall be deemed to have been done after careful study and examination of the RFP document with full understanding of its implications.
- 5.2 The response to this RFP must be complete in respect of submission of information strictly in accordance with the formats prescribed in the RFP document as well as submission of all documents prescribed in the RFP document.
- 5.3 Failure to furnish any information required by the RFP document or non- submission of supporting documents prescribed in RFP document or any deviation from the format for submission of technical and Financial proposals prescribed in the RFP document or material deficiencies in complying with requirements of the RFP document shall make the Bid non-responsive and shall be liable to be rejected.
- 5.4 All documents submitted in response to the RFP shall be only in English language and be legible.
- 5.5 In case of any dispute, decision taken by MD, SamagraShiksha, Raipur (C.G.) shall be final.

6. Bid Preparation Costs

- 6.1 The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other due diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by SamagraShiksha facilitate the evaluation process, and in negotiating a definitive Agreement or any other activity related to the bid process. SamagraShiksha will in no case be responsible or liable for any such cost, regardless of the conduct or outcome of the bidding process.
- 6.2 SamagraShiksha shall not entertain any request for reimbursement of any cost incurred by the bidder in connection with bid process including signing of final contract under any circumstances.

7. Authorised Representative of the Bidder

All communication with regard to the RFP document, signing of the bid including the prescribed documents, submission of the bid and signing of the contract with SAMAGRA SHIKSHA shall be

done only by the authorized representative of the Sole / Prime Bidder. An authority letter and/copy of board resolution (compulsory for corporates)/power of attorney issued by appropriate authority should be attached with technical bids with the bid at appropriate spaces.

8. Pre-Bid Meeting

The bidders or their official representatives are invited to attend a pre-bid meeting which will take place on the date, time and place mentioned in the Notice Inviting Expression of Interest. Please note that non-attendance at the pre-bid conference will NOT be the cause of disqualification of the bidders. All queries for the pre-bid meeting are to be sent to the SAMAGRA SHIKSHA at its email at least 48 hours prior to the commencement time and date of pre-bid meeting. The Bidders are requested to send their consolidated queries to the e-mail of SAMAGRA SHIKSHA only once and further queries sent by the Bidders shall not be entertained. Queries received after this date will not be entertained.

SAMAGRA SHIKSHA may respond to prospective Participant's Pre-Bid queries of the pre-bid meeting by way of hosting amendments/clarifications on the website in accordance with the respective clauses of the EOI. SAMAGRA SHIKSHA may incorporate any changes in the EOI based on acceptable suggestions received in pre-bid queries. The decision of Managing Director (MD), SAMAGRA SHIKSHA, regarding acceptability of any suggestion shall be final in this regard and shall not be called upon to question under any circumstances.

Format for Pre-bid queries

Sr.	Page Number	Clause Number	Text of Clause	Query

9. Amendment of RFP Document

- 9.1 At any time prior to the last date for receipt of bids, SAMAGRA SHIKSHA, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by an amendment.
- 9.2 The notices & amendments, if any, will only be published on www.cg.nic.in/schooleducation cg.nic.in/rmsa SAMAGRA SHIKSHA may issue supplements to this RFP to all purchasers of the RFP document before the last date of receipt of bids, if it decides to modify this RFP or to issue any additional information related to this RFP. Any such modification/supplement shall be deemed to have been duly incorporated by this reference into the existing RFP or shall, as the case may be, substitute the existing RFP.
- 9.3 In order to provide prospective Bidders reasonable time in which to take the amendment or the supplements into account in preparing their bids, SAMAGRA SHIKSHA, may, at its discretion, extend the last date for the submission of the bid. All such changes shall be duly published in the website before the last date of receipt of bids of the bid or the extended last date of the receipt of bids, as the case may be. Purchasers of the RFP document shall also be intimated of such changes by e-mail subject to availability of bidders' e-mail id with SAMAGRA SHIKSHA.

10. SAMAGRA SHIKSHA's right to terminate the RFP process:

- 10.1 SAMAGRA SHIKSHA may terminate this RFP process at any time and without assigning any reason.
- 10.2 SAMAGRA SHIKSHA makes no commitments, express or implied, that this RFP process will result in a business transaction with anyone.
- 10.3 This RFP does not constitute an offer by SAMAGRA SHIKSHA. The bidder's participation in this process may result in SAMAGRA SHIKSHA 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 SAMAGRA SHIKSHA to execute

a contract or to continue negotiations. SAMAGRA SHIKSHA may terminate negotiations at any time without assigning any reason.

11. Earnest Money Deposit

- 11.1 Every bidder shall furnish an EMD amount of INR 5,00,000/- (INR Five Lakhs Only) by drawing a demand draft in favour of Managing Director, Samagra Shiksha, Raipur Chhattisgarh.
- 11.2 The EMD of unselected Agency will be returned as promptly as possible, but not later than 30 days after the award of the contract to the Selected Agency.
- 11.3 The EMD shall be forfeited in case of:
 - 11.3.1 If a Bidder withdraws his bid or increases his quoted prices during the bid validity period as prescribed in the RFP document or its extended period, as the case may be; or
 - 11.3.2 In the case of a Selected Agency, if the Bidder fails to sign the Contract or fails to furnish Performance Bank Guarantee within the stipulated timeframe prescribed in the RFP document.
- 11.6 Bid submitted without EMD or of inadequate amount or not in the manner prescribed in above Clause above shall be rejected.

12. Bid Detail

Bidder must fulfil the following technical specifications in order to be eligible for opening of financial bids and award of the contract.

a) Technical bid Format shall consist of the following: -

- i) Technical bid furnished as per the format for technical bid (Annexure-I)
- ii) Technical literature for each product/service, covering full technical specifications.
- iii) Attested copy of Certificate of Incorporation / Registration
- iv) The bidder should have its own bank account
- v) PAN No. of the company/Firm, TIN No (As applicable): self-attested copies to be attached
- vi) A self- certified copy of the GST registration must be attached with the quotation. Without GST registration, the bid will be summarily rejected.
- vii) Proof of authorization of dealership/Partner certification issued by the respective OEM.
- viii) An undertaking from the bidder firm stating that the firm has not been blacklisted by any Central Government Department/ Ministry/ PSU/ Bank, or State Government etc. must be attached with the bid documents.

b) Financial bid consisting of the following: -

- i) Bid prices duly filled, signed and completed as per the financial bid Format (Annexure-II)
- Maximum discount as could be offered should be mentioned.

13. Terms and Conditions:

- 13.1 Price: The price (in rupees only) quoted for each item should be inclusive of all taxes, installation, commissioning & freight Charges. The price shall be quoted separately for each item in the given format only.
- 13.2 Tender Fee & EMD: Tender fee and EMD shall invariably be submitted by all the bidders irrespective of their registration status with any organization.
- 13.3 Validity of Bids/ Quote: Quotes must be on company letter head and should be valid for minimum 180 days. Quotes having validity lesser than 180 days would not be considered. Conditional quotes such as "Subject to prior Sale" or "Till Stocks lasts" are not acceptable.
- 13.4 Minimum Order Quantity (MOQ): Quantity of each item is tentative. Samagra Shiksha has the right to increase or decrease at the time of releasing Purchase Order. Condition of Minimum Order Quantity (MOQ) from the side of vendor shall not be accepted in any case.
- 13.5 Rejection of quote: Quotes forwarded through email or by fax shall be summarily rejected. It should be in sealed envelope.

- 13.6 Awarding of Contract: Item wise contract shall be awarded to the successful bidder. The decision of MD, SamagraShiksha shall be final towards finalization of contract.
- 13.7 Delivery Schedule: Delivery Schedule shall be provided along with Purchase Order. Items shall be delivered as per delivery schedule, i.e. 15 days from the date of award of contract or as early as possible.
- 13.8 Warranty: Two Years Warranty from the date of invoice would be submitted towards manufacturing defects etc. If any part found defective, the supplier would arrange free replacement immediately at supplier's cost and risk. During this period the entire service support would be free.
- 13.9 Installation: The approved Authorized Agent / OEM would make available a technical person for successful installation & commissioning of item as per the enclosed list. The place of installation is tentative and may be changed without assigning reason. There has to be a nominated person to coordinate with MD, Samagra Shiksha.
- 13.10 Instruction Manuals & Accessories: Each item should have instruction manual; tool Kit including standard accessories which may be handed over to the authorized person at the time of installation of the item. The function of item will be demonstrated after the installation. The installation will be considered as complete only when the gadget is shown as fully functional and certified so by the Centre head.
- 13.11 Packing & Forwarding: The packing of each item should be of standards to avoid transit damages
- 13.12 Liquidated Damages Clause: The seller will pay to the buyer penalty for the delay in satisfactory installation @ 1% of the concerned item's price per week or part thereof. However, the total amount of penalties shall not exceed 10% of the price the item delayed. Should the delay be more than one month, MD, SamagraShiksha may exercise the right to cancel the unfulfilled part of the contract and forfeit the EMD. The seller/vendor undertakes to pay the penalties against the buyers' relevant invoices for the direct loss caused by non-delivery of goods.
- 13.13 The bids should be addressed to MD, SamagraShiksha.
- 13.14 The Technical bids and financial bids will be opened by a Tender Evaluation Committee (TEC) in the presence of tenderers who wish to present or their authorized representatives in the Office of MD, Samagra, Shiksha. Technical bids should be sent as per the attached technical bid check list. In case, any holiday is declared by the Government on the day of opening, the tenders will be opened on the next working day at the same time. The tenders received after the above said scheduled date and time will not be considered.

14. Scope of work

Sr.	Activity	Deliverble (KPI)	Time Lines
0	• Signing of MOU	MOU	T (7 days from receipt of LOI)
1	Preparing of accessible digital books in epub 3 format compatible with accessibility guidelines as per the specification mentioned in Annexure 7	All the text books of SCERT of State of Chhattisgarh of Class VI to XII	T+20 days
2	Training of using of laptop with screen reading software and reading of accessible digital content on them	<ul style="list-style-type: none"> • Training program in 4 slot (@ 3 days in one slot) • Training report 	T + 30 Days
3	Procurement of Laptop as per the specification mentioned in Annexure 3 and 5	100 Laptop	T + 30 Days
4	Configuring for students along with loading accessible content	Laptop with content	T+ 45 Days

5	Delivery of Laptop to visually impaired students	Delivery report	T+60 days
6	Maintenance	01 Year Maintenance	

15. Performance Security

- 15.1 The selected bidder is required to submit a Performance Guarantee in the form a Bank Guarantee. The performance guarantee should remain valid for a period of 60 days beyond the date of completion of all contractual obligations of the supplier including warranty obligations.
- 15.2 The amount Performance Security shall be 10% of the value of the contract to be awarded and the same shall be submitted within one week from the letter of award/work order.
- 15.3 The Bid Security (EMD) will be refunded to the successful bidder on receipt of the performance security.

16. Payment Mechanism

The MD Samagrashiksha will make the payments to the successful bidder either through cheque or electronic transfer after proper verification of the bills and the performance.

Sr.	Activity of Scope of Work	% of Payment
1	Activity 1	20%
2	Activity 2	15%
3	Activity 3	20%
4	Activity 4	20%
5	Activity 5	15%
6	After 3 months of completion of Activity 5	10%
	Total	100%

17. Technical Evaluation Criteria

Sr.	Parameter	Max. Mark	Scoring Pattern	Certifying Document
1	Age of the applicant entity	20	For every year in excess of pre-qualification criteria – one mark	Same as mentioned in Sr. No. 1 of Eligibility Criteria
2	Turnover for FY 2015-2016, 2016-2017 and 2017-2018	20	For every Rs. 5 crores in excess of pre-qualification criteria– two marks	Same as mentioned in Sr. No. 3 of Eligibility Criteria
3	At least two work experience in the field of technology assisted education for visually impaired students with any state or central Government with value in excess of Rs. 25 Lakhs each.	20	For every such work order in excess of pre-qualification criteria– 2 marks	Same as mentioned in Sr. No. 4 of Eligibility Criteria
4	Experience in work of Training of using of laptop with screen reading software and reading of accessible digital content on them with value in excess of Rs. 10 Lakhs each	20	For every such work – 4 marks	Same as mentioned in Sr. No. 4 of Eligibility Criteria
5	Presentation on the digital content	20	--	--

Note: For 3 and 4, if marks are awarded in any one parameter, then the same shall not be awarded in other parameter.

18. Evaluation of Financial Proposal

- 18.1 Financial Bids of only those firms who score more than 65% marks in Technical Evaluation will be opened.
- 18.2 Selection will be made on the basis of scores Least Cost Selection, i.e. the applicant quoting least prices will be awarded the work/contract.

19. Disqualification of Bids

- 19.1 The bids which are declared as Non-Responsive shall be disqualified.
- 19.2 Bidders may specifically note that while evaluating the proposals, if it comes to SAMAGRA SHIKSHA knowledge expressly or implied, that some bidders may have compounded 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 period specified by SAMAGRA SHIKSHA from participation in any of the tenders floated by SAMAGRA SHIKSHA and it may take appropriate legal action in such cases.

20. General Conditions

- 20.1 This RFP does not commit SAMAGRA SHIKSHA to enter into an agreement or similar undertaking with the bidder or any other organization and SAMAGRA SHIKSHA shall have the right to reject or accept any proposal or offer, or any part thereof (e.g., any component of any proposed Project) for any reason whatsoever.
- 20.2 In case of any ambiguity in the interpretation of any of the clauses in the RFP document, the interpretation of the clauses by MD, SAMAGRA SHIKSHA shall be final and binding on all parties.
- 20.3 SAMAGRA SHIKSHA reserves the right to enter into relationships with more than one bidder at a particular location or a particular area; can choose not to proceed with any bidder with respect to one or more categories of services/ requirements outlined in this RFP; and can choose to suspend the project or to issue a new RFP for this project that would supersede and replace this one.
- 20.4 SAMAGRA SHIKSHA is not restricted in its rights to use or disclose any or all of the information contained in the proposal and can do so without compensation to the bidder.
- 20.5 SAMAGRA SHIKSHA shall not be bound by any language in the proposal indicating the confidentiality of the proposal or any other restriction on its use or disclosure.
- 20.6 All data collected; created, processed and stored anywhere during implementation of the project as a result of award of this contract shall be the sole property of SAMAGRA SHIKSHA.
- 20.7 No oral conversations or agreements with any official, agent, or employee of SAMAGRA SHIKSHA shall affect or modify any terms of this RFP, and any alleged oral agreement or arrangement made by a bidder with any department, agency, official or employee of SAMAGRA SHIKSHA shall be superseded by the definitive agreement that results from this RFP process. Oral communications by SAMAGRA SHIKSHA to bidders shall not be considered binding on SAMAGRA SHIKSHA, nor shall any written materials be provided by any person other than SAMAGRA SHIKSHA. SAMAGRA SHIKSHA, however, may request the Selected Agency to commence study and business process review after issuance of LOI with clear mutual consent that no compensation will be claimed or paid if the final work order is not issued for any reason whatsoever.
- 20.8 Proposals are subject to rejection if they limit or modify any of the terms and conditions or specifications of this RFP.

- 20.9 By responding, the bidder shall be deemed to have represented and warranted that its proposal is not made in connection with any competing bidder submitting a separate response to this RFP, and is in all respects fair and without collusion or fraud; that the bidder did not participate in the RFP development process and had no knowledge of the specific contents of the RFP prior to its issuance; and that no employee or official of SAMAGRA SHIKSHA participated directly or indirectly in the bidder's proposal preparation.
- 20.10 Neither the bidder nor any of bidder's representatives shall have any claims whatsoever against SAMAGRA SHIKSHA or any of its respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive agreement with the bidder in accordance with the terms thereof).
- 20.11 Until contract award, bidders shall not, directly or indirectly, solicit any employee of SAMAGRA SHIKSHA to leave SAMAGRA SHIKSHA or any other officials involved in this RFP process in order to accept employment with the bidder, its affiliates, actual or prospective Selected Agency / contractors, or any person acting in concert with the bidder, without prior written approval of SAMAGRA SHIKSHA.
- 20.12 The Bidder can NEITHER bid as a consortium NOR are outsourcing / sub-letting / secondment of work allowed.
- 20.13 In case, SAMAGRA SHIKSHA intends fresh tendering for maintenance contract, the Bidder under present and valid contract should extend its maintenance services until the new service provider takes over, upon written request, in the interest of SAMAGRA SHIKSHA.
- 20.14 Modification and withdrawal of proposals: No proposal shall be modified or withdrawn after the deadline for submission of proposals and the expiration of the validity period specified by the bidder on the proposal form.
- 20.15 Acknowledgement of understanding of terms: By submitting a proposal, each bidder shall be deemed to acknowledge that it has carefully read all sections of this RFP, including all forms, schedules and annex hereto, and has fully informed itself as to all existing conditions and limitations.
- 20.16 Confidentiality: The content of each Bidder's Proposal will be held in strict confidence during the evaluation process, and details of any Proposals will not be discussed outside the evaluation process. The Bidder agrees to make no reference to SAMAGRA SHIKSHA or this procurement or resulting contract in any literature, promotional material, brochures, sales presentation or the like without the express prior written consent of SAMAGRA SHIKSHA.

21. Guidelines for Bid Opening

- 21.1 Bids will be in four parts (Mandatory Payment Instrument, Pre- Qualification, Technical and Commercial) as indicated in the RFP.
- 21.2 There will be four step bid-opening exercises (1) for the receipt of RFP cost & receipt of EMD (2) for the pre-qualification criteria (3) for the Technical Bid evaluation and (4) for the financial bid.
- 21.3 The RFP cost and EMD cost payment shall be checked first.
- 21.4 On confirmation of payment of due RFP cost and EMD cost, pre-qualification documents of those bidders who have submitted the requisite payments as prescribed shall be opened for scrutiny.
- 21.5 Technical proposals of all the bidders, who have been declared qualified, will be opened. After evaluation of technical proposals including technical presentation, the financial proposals of only those bidders, who qualify in the technical evaluation, will be opened.
- 21.6 SAMAGRA SHIKSHA reserves the right at any time to postpone or cancel a scheduled bid opening without assigning any reason thereof.
- 21.7 Changes, if any, of the venue, date and timing for opening the Technical & Financial proposals will be informed to the bidders at the website.

Annexure - 1

Table 1: The details in respect of the company are as given under:

Sr.	Particulars	Details
1	Name of the Bidder	
2	Principal place of business	
3	Address with Telephone numbers, Fax number, etc	
4	Date of incorporation and/or commencement of business	
5	Name of Partners/ Directors	
6	Registration Number	
7	Brief description of the Service Provider's line of business	
8	Name, designation, postal address, e-mail address, phone numbers (including mobile) etc., of Authorized Signatory of the Bidder with power of attorney.	
9	Details of individuals who will serve as the point of contact/communication with the Client in case of the award of the contract. <i>[The details to include Name, designation, postal address, e-mail address, phone numbers (including mobile) etc.]</i>	

Table 2: Technical Evaluation Documents

Sr	Particulars	Desired Document	Page No. From __ to __
1	Tender Fee		
2	EMD		
3	Legal entity	For partnership firm, copy of partnership deed; in the case of a society, Certificate of Registration issued by Registrar; for trusts, the registered trust deed. In case of companies, the certificate of incorporation issued by Registrar of Companies; for others, relevant document.	
4	Local Office	Rent / lease/ ownership Agreement of the office address in the name of the applicant / bidder self-attested letter/or undertaking	
5	Turnover	Audited Financial Statements for the last three financial years.	
6	Mandatory Experience	Copy of MOU / Work Order and completion certificate.	
7	Blacklisting/ Bankruptcy /Insolvency	Self-declaration stating the same.	
8	Essential registration	Copy of Certificate of Registration issued EPF Organization. Copy of PAN Card. Copy of GST Registration. Copy of the latest returns (not older than three months from the date of publication of this RFP) filed with respective authorities	
9	Experience in work of Training of using of computer	Copy of MOU / Work Order and completion certificate.	
10	An undertaking from the bidder firm stating that the firm has not been blacklisted by any Central Government Department/ Ministry/ PSU/		

	Bank, or State Government etc. must be attached with the bid documents.		
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Table 3: Other Documents

Sr.	Particulars	Supporting documents	Pg. No.
1	Technical literature for each item / product / service, covering full technical specifications.		
2	Proof of authorization of dealership/Partner certification issued by the respective OEM.		



Annexure - 2 Financial Bid Format

The bidders shall quote rates in figures as well as in words for items given in the format below. The vendor/firm shall also work out the total amount of his offer and same should be written in figures as well as in words.

S NO	ITEM DETAIL	ITEM DESCRIPTION	QTY	MAKE AND MODEL	UNIT PRICE IN (INR)	TOTAL PRICE IN (INR)
1	Laptop with residential training for visually handicapped	As per annexure 3 and 4				

1. The price stated should be inclusive of all taxes, installation charges, transportation etc.
2. The validity of price bids should be at least 180 days.



Annexure – 3 Laptop specification

Hardware Specification

Screen Size	14 inches or higher
Notebook Display Technology	LED
Screen Resolution	1366 x 768 or higher
Item Weight	2.2 kg or lower
Processor	Intel Pentium 44*5 U or AMD A4-4350 B
Processor Speed	1.10 GHz or higher
RAM Size	4 GB
Computer Memory Type	DDR4 SDRAM
Hard Drive Size	500 GB or higher
Hard Disk Technology	HDD 5400 rpm or higher
Hard Drive Interface	SATA
Graphics Coprocessor	Yes
Battery Backup	At least 7 hours of usage in single charge
Number of Lithium Ion Cells	2 or higher
Bluetooth	4.1 or higher
Combo Audio Jack	Yes
USB ports	Two Type A USB3.0 ports
HDMI port	1
SD/Micro SD memory card port	1
WIFI	802.11 B/G/N

Software Specification

Operating System	Windows 10
Screen reading Software	Indo NVDA
E-book reading software	Dolphin easy reader
Application Software	Software for word processing, spreadsheet and presentations



Annexure-4 Laptop Training module

Recommended course duration: 180 hours

Student to PC ratio: 1:1 (maximum 2:1)

Teacher to Student Ratio in the class: 1:5. Extendable maximum to 1:10.

Topics to be covered

- Keyboard orientation, Speech familiarity & typing training in English and Hindi languages
- Computer concepts – hardware, software, memory
- Using Windows OS with screen reading/ screen magnification software covering following topics:
 - o Use of Desktop Icons
 - o Understanding of menus and navigation
 - o Opening, closing and switching between programs
 - o Text reading and navigation using the screen reader
 - o windows explorer
 - o Creation of folders, understanding of PATH, renaming deletion and restoration of files
 - o Navigation and choice selection in Dialog Boxes
 - o Opening & saving files
 - o Text entry and editing basics using Notepad
- Word processing software using screen reading software
 - o Character Formatting
 - o Paragraph Formatting
 - o Document Formatting
 - o Use of tables, columns, Tab Stops
 - Autotext
 - Navigation and reading using quick keys
- Spreadsheet using screen reading software
 - o Data Entry and editing
 - o Understanding of cell reference, relative and absolute
 - o Basic functions – Sum, Percentage, Average, IF, Count, PMT, FV etc
 - o Table formatting & Page Setup
- Internet and Email using screen reading software
 - o Special functionalities provided by the screen reader
 - o Reading information from web sites
 - o Methods for quick navigation and form entry
 - o Searching, saving & printing
 - o Email handling using mail clients such as Outlook Express
- Text Scanning
 - o Understanding of OCR
 - o Scanning and saving using any OCR application
 - o Scanning Hindi documents
- Creating Presentations using Screen reading software
 - o Use of simple slide layouts
 - o Custom animation, Slide Show, printing etc
- Advanced windows
 - o Setting system defaults such as date & time, language, currency formats



- o File compression, system maintenance – Scandisk, Defragmentation, formatting
 - o Installing & uninstalling devices
 - o Installing, uninstalling & repairing applications
- Screen Reader customization
 - o adjusting voices, speed and pitch
 - o switching languages and keyboard layouts



Annexure 7

Specification for Accessible Digital Books

The text books needs to be converted to EPUB 3.0 format for distribution through websites, mobile apps or directly by CD etc. all learners including persons with disabilities should be able to access the content on any digital device such as a computer, eBook readers.

The choice of file format is the most important consideration for ensuring accessibility. It is required that the content is prepared in EPUB 3.0 format which is most widely adopted across the world, has accessibility features and has also been endorsed by Government of India.

Accessibility guidelines for EPUB have been published and adopted by leading world standard bodies. These guidelines are available at <https://www.w3.org/Submission/epub-a11y/>

EPUB files must be run through the official validator to ensure that it does not have any coding error. Before distribution, the EPUB files should be tested on different platforms like computer, Android, iOS to ensure that it is being rendered properly.

A clear Accessibility Content Checker report needs to be provided with all the EPUB files.

The ACE is available at: <https://daisy.github.io/ace/>

Ensure that the EPUB file has:

- Each chapter in a separate XHTML file with semantic markup
- The print page breaks should be marked up in the XHTML file using the `epub:type=pagebreak` tag
- TOC file as per EPUB 3.0 standard
- All images have suitable “alt text”

The following guidelines should be adhered to while creating EPUB files.

1. All text must be available in a logical reading order

Text must not be presented as images, be reordered by CSS, or require scripting to be accessed. Use structural markup to define the natural reading order of the primary narrative and to distinguish secondary material such as footnotes, references, figures, and other auxiliary content.

2. Separate presentation and content

Visual reading is only one way of accessing content. Do not use visual-only cues such as colored text, font size or positioning as the only clue to the meaning or importance of a word or section. Do not use tables or pictures of text to control the appearance of the content. The meaning of the content should be the same both with and without any styles or formatting applied.

3. Provide complete navigation

Include a complete table of contents in the front matter and consider smaller tables of contents at the start of each section. Use `<section>` and `<aside>` tags in the content and the `<itemref linear="no">` tag in the manifest file to define a logical reading order. This is particularly important for academic, educational, and other complex texts.

4. Create meaningful structure wherever possible

Create a structure by using numbered headings in a logical structure. For other tagged structures, specify their content with the `epub:type` attribute. For example, the tag that contains the preface of a book might look like `<section epub:type="preface">`. Specific tags are for specific content only (i.e., the `<cite>` tag is only for citations) and should be used according to the standard. Use the most specific tag available and do not automatically wrap `<div>` or `` tags around everything.

5. Define the content of each tag

Include semantic information to describe the content of a tag. A section tag for the table of contents would look like `<section epub:type="toc">` or a list of definitions in a glossary would be tagged with `<dl epub:type="glossary">`. Use the EPUB 3 Structural Semantics Vocabulary as defined at (<http://idpf.org/epub/vocab/structure/>) to identify content.

6. Use images only for pictures, not for tables or text

Any content embedded in an image is not available to visually impaired readers. If the textual contents of a table or image are required for comprehension of the document, use proper and complete mark up for text and tabular data, including headers and scope attributes for tables. If

images of text are unavoidable, provide a description and transcription of the text and use accessible SVG. Accessible SVG graphics allow text in images to be rendered in an accessible way. They can also make it possible to deliver tactile images electronically to blind users with appropriate devices or to help automate the creation of tactile images that can be mailed to the reader with minimum human intervention.

7. Use image descriptions and alt text

Every image should have a description, caption or alt text unless it is solely decorative. See the DIAGRAM Center Image Guidelines for EPUB 3 for mark up best practices.

8. Include page numbers

Page numbers are the way many people navigate within a book. For any book with a print equivalent, use the `epub:type="pagebreak"` attribute to designate page numbers. Include the ISBN of the source of the page numbers in the package metadata for the book. A tag for a page number might look like `361`.

9. Define the language(s)

To make sure each word will be rendered correctly, specify the default language of the content in the root html tag. Indicate any words, phrases or passages in a different language by using the `xml:lang` attribute: `rue Saint-Andre-des-Arts`.

10. Use MathML

MathML makes mathematical equations accessible to everyone by eliminating the ambiguity of a verbal description of a picture. There are many tools available to support MathML creation.

11. Provide alternative access to media content

Make sure the native controls for video and audio content are enabled by default. Provide fallback options such as captions or descriptions for video and transcripts for audio.

12. Make interactive content accessible

Interactive content using JavaScript or SVG should be accessible. All custom controls should fully implement ARIA roles, states, and properties, as appropriate.

13. Use accessibility metadata

As part of a general good practice of documenting the accessibility of your content, provide accessibility metadata in your files so end users know what features are there and search engines can discover your accessible materials.

14. Use only Unicode fonts

Text in non-Unicode font is totally accessible to all assistive technology like text-to-speech, screen readers and Braille software.

Providing the content in EPUB 3 format will ensure:

- a) Full accessibility and compatibility for persons using screen reading software
- b) Instant access in Braille using the Refreshable Braille Devices and direct Braille printing on paper due to its compatibility with Braille transcription systems.
- c) See and read aloud facility for language learning and intellectual disabilities
- d) Maximum convenience to customize the visual display such as font size, foreground and background colour, line spacing, word spacing, margins etc.
- e) Maximum reading options since EPUB is supported across all mainstream hardware and software
- f) Multi-modal access (through keyboard, pointing devices, touch screens etc.) for the convenience of persons with different mobility impairments

EPUB 3 is an advanced format, audio, video, science, math and even interactive content can be included as per need.

