



VIJAYAWADA MUNICIPAL CORPORATION(VMC)

NOTIFICATION FOR INVITATION OF TENDERS FOR IMPLEMENTATION OF PROJECT VIDYA VAANI (DIGITAL CLASS ROOMS) IN MUNICIPAL SCHOOLS OF VMC

Re.K2-115988/2016

DL.21-11-2016

The VMC proposes to implement "Project Vidya vaani (Digital class Rooms) in Municipal Schools of VMC". Therefore, VMC invites EOI for implement the above project from reputed consulting firms / companies / Engineering Colleges having experience in this sector.

Interested agencies who are having financial capability and technical competency to perform this assignment can obtain the details and the Request For Proposal (RFP) documents from the office of the additional Commissioner (General), VMC, Vijayawada by paying Rs.10,000/- (Rupees Ten Thousand Only) – Rs.1,500/- (One Thousand and Five Hundred Only) Non-refundable in the form of D.D. Drawn in favour of the Commissioner, Municipal Corporation, Vijayawada and Commercial Tax Officer, Vijayawada respectively payable at any nationalized bank in Vijayawada. The RFP can also be downloaded from the VMC web site i.e., <https://www.cmvvc.org/engg/genltenders.asp> and payment of Rs.10,000/- & Rs.1500/- can be made through DDs while submission of RFP.

- | | | |
|-----------------------------|-----|---------------------------|
| ➤ Issue of Tender Schedules | ... | 24-11-2016 to 08-12-2016 |
| ➤ Receipt of Bids | ... | 09-12-2016 up to 3.00 P.M |
| ➤ Opening of Bids | ... | 09-12-2016 at 4.00 P.M |

The Commissioner, VMC reserves the right to reject or cancel any or all the bids without assigning any reason thereof.

Address for Correspondence:

additional Commissioner (General), Municipal Corporation, Jawaharlal Nehru Building, Canal Road, Vijayawada - 520 001, Andhra Pradesh. Phone No:0866-2422100 / 2421001; Cell No.:9866514142

Sd/- G. Veerapandian
COMMISSIONER

//c.l.b.o//

Additional Commissioner (Projects)

Note to PRO: - Please publish in One English and One Telugu Newspapers in state wide editions.

Handwritten signature and date: 22/11/2016

Handwritten signature and date: 22/11/2016

Request for Proposal for Project Vidya Vaani in Municipal Schools of Vijayawada

Table of Contents

1.	RFP Datasheet.....	5
2.	Project Background.....	6
3.	Instructions to Bidders.....	13
3.1.	Introduction.....	13
3.2.	Language of bid.....	13
3.3.	Validity of proposal	13
3.4.	Acceptance of Proposal	13
3.5.	Fraud and corruption.....	14
3.6.	Amendment of Tender Document.....	14
3.7.	Clarification on RFP Response.....	15
3.8.	Purchase of RFP documents.....	15
3.9.	Bid Participation	15
3.9.1.	Bid Format	15
3.10.	Information for Proposal Submission.....	15
3.10.1.	Contact Details.....	15
3.10.2.	Authentication of Bid.....	16
3.11.	Pre-Qualification Criteria.....	16
3.11.1.	Conflict of Interest	18
3.11.2.	Right to Terminate the Bid Process	18
3.11.3.	Earnest Money Deposit.....	18
4.	Bidding Process.....	19
4.1.	Pre-Bid Clarifications.....	19
4.2.	Supplementary Information/ Corrigendum / Amendment to the RFP	19
4.3.	Cost of Bid Preparation.....	19
4.4.	Bid Submission.....	20
4.4.1.	Late Bids	20
4.4.2.	Availability of Tender Documents	20
4.4.3.	Mode of Submission.....	20
4.5.	Proposal Format.....	21
4.5.1.	Pre-qualification Proposal	21
4.5.2.	Technical Bid	21
4.5.3.	Financial Proposal.....	23
4.6.	Modification and Withdrawal of Bids.....	24
4.7.	Conditions under which this RFP is issued	24

4.8.	Rights to the Content of Proposal.....	25
4.9.	Non-Conforming Proposals.....	25
5.	Bid Opening and Bid Evaluation Process.....	26
5.1.	Bid Opening.....	26
5.2.	Bid Evaluation Process	26
5.2.1.	Preliminary Scrutiny.....	26
5.2.2.	Evaluation of Pre-Qualification Criteria	26
5.2.3.	Evaluation of Technical Bids.....	26
5.2.4.	Criteria for Technical Evaluation.....	27
5.2.5.	Detailed Evaluation Criteria	27
5.2.6.	Criterion for evaluation of the Proposed Team	30
5.2.7.	Qualifications required for the proposed Team.....	30
5.2.8.	Technical Presentations.....	32
5.3.	Financial Bid Opening and Evaluation Process.....	33
5.3.1.	Bid Opening	33
5.3.2.	Announcement of Bids	33
5.3.3.	Clarification on Financial Bids	33
5.3.4.	Evaluation of Financial Bids	33
5.3.4.1.	Change in the Quantities.....	33
5.3.4.2.	Financial Evaluation Process	33
5.3.5.	Total Bid Evaluation.....	34
5.4.	Award of Contract	34
5.4.1.	Notification of Award.....	34
5.4.2.	Performance Security.....	34
5.4.3.	Right to accept / reject any proposal or all proposals.....	35
5.4.4.	Signing of Contract.....	35
5.4.5.	Failure to agree with the Terms & Conditions of the RFP.....	35
5.5.	Disqualification.....	35
7.	Delivery Schedule.....	40
8.	Bid Submission forms and Undertakings	41
8.1.	Forms for Submission of Pre- Qualification.....	41
8.1.1.	Form P1: Application Form.....	41
8.1.2.	Form P2: Details of the Bidder	43
8.1.3.	Form P4: Pending Litigation.....	44
8.1.4.	Form P5: Format for Self Declaration on Blacklisting.....	45
8.1.5.	Form P6: Financial Strength Details.....	46
8.1.6.	Form P7: Details of Local Presence.....	47
8.1.7.	Form P8:Relevant General Project Experience	48
8.1.8.	Form P9: Manufacturer Authorization Form.....	49

8.2. Technical Forms Evaluation Formats	50
8.2.1. Form T1: Relevant Project Experience.....	50
8.2.2. Form T2:Proposed Solution.....	51
8.2.3. Form T3:Declaration for Bill of Material – Infrastructure.....	51
8.2.4. Form T4:Proposed Approach and methodology for the solution proposed	51
8.2.5. Form T5: Proposed Formation/ Location of Helpdesk & other manpower support	51
8.2.6. Form T6: Proposed Training	51
8.2.7. Form T7: Innovation Proposed for additional Services	52
8.2.8. Form T8: Project Management Framework.....	52
8.2.9. Form T9: Takeover and Exit Management	52
8.2.10. Form T10: Work Plan and Resource allocation	53
8.2.11. Form T11::Key resources proposed	53
8.2.12. Form T12: Team Composition.....	53
8.2.13. Form T13: Team Deployment Structure.....	54
8.2.14. Form T14: Team Profiles (CV Format)	54
8.3. Financial Submission Forms.....	56
8.3.1. Form C1: Financial Proposal Submission Form	56
8.3.2. Form C2: Summary of Cost Components	57
8.3.3. Form C3: Application Development, Testing, deployment and commissioning cost.....	58
8.3.4. Form C4: IT Infrastructure at the Client site locations including site preparation	Error! Bookmark not defined.
8.3.5. Form C5: Hosting Infrastructure.....	Error! Bookmark not defined.
8.3.6. Form C6: Training & Change Management Cost (ToT)	Error! Bookmark not defined.
8.3.7. Form C7: Handholding Support at Implementation Locations.....	58
8.3.8. Form C8 : Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc. after go-Live.....	Error! Bookmark not defined.
8.3.9. Form C9 : AMC for Hardware.....	59
9. Bill of Material	59

1. RFP Datasheet

S. No	Information	Details
1	Publishing of RFP through e-tender	Andhra Jyothi, The Hindu, dt-23-11-16.
2	RFP reference Number and Date	K2-115988/2016 dt-21-11-2016.
3	Last date for submission of written queries for clarifications	30-11-2016.
4	Date, Place and time of pre-bid meeting	3-12-2016@11.00AM in the chamber of Additional commissioner(G), V.M.C.
5	Release of response to clarifications for the queries received	5-12-2016.
6	Last date for sale of RFP	8-12-2016.
7	Last date (deadline) for receipt of proposals in response to RFP notice	9-12-2016 Up to 3.00PM.
8	Time and Date of opening of Technical Bids on e-Procurement platform	9-12-2016 at 4.00PM.
9	Time and Date Technical Presentation date by qualified bidders	-12-2016@ Will Be Initiated Later.
10	Opening of financial Bid	-12-2016 @ Will Be Initiated Later.
11	Non-Refundable Tender Cost	Rs.10,000/- and Rs.1,500/-
12	EMD	INR 5,00,000/- (five Lakhs rupees only)
13	Contact Person for queries (by email only)	Additional commissioner(G), V.M.C. ourvmc@yahoo.com
14	Location for opening of technical bids, presentations, financial bids	Additional commissioner(G) V.M.C Chamber.
15	Contract Period	As per the details provided in Volume III of the RFP
16	Implementation cum Performance Guarantee Value & Validity Period	<ol style="list-style-type: none"> 1. PBG validity: 90 days beyond contract period 2. PBG value: 5% of the total value of the bid 3. Submission of PBG: Within 10 days of receipt of letter of notification of award
17	Bid Validity Period	90 working days from the date of submission of online bids

2. Project Background

Education plays a key role in the growth of individuals and India as a nation. At Independence in 1947, India had a literacy rate of 12 per cent, which stands today at 74 per cent, against the world average of 84 per cent. The increase in India's literacy rate is significant, though we continue to have the largest number of non-literates in the world. As we reach close to universalization of access to primary education, with parents in urban and rural areas alike acknowledging the role of education and schooling, we are faced with the challenge of a large number of school-going children attending school, but not learning.

In this context, it is important to focus our efforts on improving the quality of the education across various levels and classes. Children need opportunities, space and encouragement for scribbling, drawing, listening to stories, and accessing a range of print material including high quality children's literature in the language classrooms. Vijayawada Municipal Corporation runs several schools in the city striving to provide quality education to children from deprived backgrounds. The quality of education however varies from school to school often depending upon the support and assistance being provided to the teacher in terms of adequate teaching resources and material.

With the aid of Information and communication technology this project aims to pilot digital teaching aids in school and basis the reception scale up the project across the district to improve the quality of education.

Statement of Need: With the advent of internet and communication technology (ICT), teachers across the country have access to high quality education material available from across the globe. The usage of this content and material among the teaching community however varies a lot and depends upon several factors ranging from exposure to ICT interventions as well as physical and financial availability of the resources.

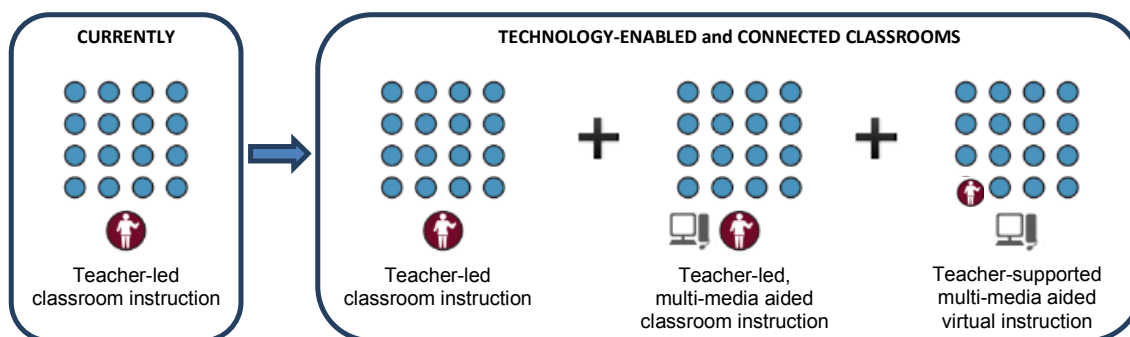
Vijayawada has been an education hub in India since ancient times. However, over the past few years, the quality of education has not caught pace with the times, especially in utilizing digital interventions and digital teaching aids in improving the performance and skill set of students. Information technology has aided in extensive learning by breaking the barriers to knowledge. It encourages interaction and cooperation among students, teachers, and experts regardless of where they are and provides a platform to collaborate with likeminded people. Students can be guided by experts on their interests and mentoring is no longer limited by physical barriers.

As a result it becomes important to provide the necessary resources and support to educational institutions, especially the institute catering to the deprived communities of the society. ICT has often been misinterpreted as providing the hardware and capital infrastructure to set up communication systems. However to create the necessary impact it is important to provide capacity building opportunities for the teaching personnel along with the infrastructure.

The project aims to take a holistic view of the requirements at grassroots and work in close coordination with various stake holders to develop an effective solution for improving the quality of education using ICT interventions. Working with experts in several fields.

The objective of the intervention is to equip the higher classes in all the 28 municipal schools of Vijayawada and connect them to a Central Studio. These are 62 classes in Grade9 in these schools. Each class will be refurbished as required and equipped with technology infrastructure to enable

blended learning for the students. The teacher will be empowered to choose between important learning modalities to effectively impart the material within a given course or subject.



The six major components of the model are detailed below with the location of intervention and the primary stakeholders and/or providers for each component. **The project is aimed at converging efforts of the State and Centre and proven private models to showcase a robust and sustainable use of digital infrastructure to make Smart Classrooms a reality.** The Vijayawada Municipal Corporation and Commissionerate of School Education, Government of Andhra Pradesh have committed support to converge efforts.

2.1 Salient Features of Vidya Vaani

The core objectives of the proposed education transformation program are divided into 3 categories:

Impart Subject Knowledge: To effectively impart subject knowledge of the prescribed curriculum for all subjects as per annexure A for Standard 9, enabling students to develop keen interest and gain expertise in these subjects.

Develop analytical orientation: Develop skills for investigating scientifically -the process of investigation by observing, classifying, exploring, predicting, testing, modifying and applying understanding to reach a conclusion.

Personality Development: To develop articulation capabilities, group collaboration and interpersonal communication skills as well as to provide exposure through access to relevant inputs and exercises thus creating self-confidence in students.

These three objectives should be intertwined for the effective education transformation initiative.

2.2 Architecture for Vidya Vaani

- Centralized studio architecture to enable online synchronous training by expert faculty for all the students of standard 9 of all VMC schools.
- Infrastructure in each school to enable students view the online synchronous training content, faculty video and hear the faculty voice. The voice facility should be two way.
- High speed connectivity to ensure real time learning experience to students
- Content covering every subject with rich multimedia elements that would be used by the teachers and students to understand the subjects from a practical perspective
- Continuous assessment mechanism to ensure students' learning is continuously measured
- Integrated learning Management system to provide learning resources to teachers.

- Co-ordination & effective delivery support for the schools at the ground level shall be provided in order to make teachers adopt new delivery methodology & student to realize the full benefits of the virtual classroom systems as well as to provide timely feedback to remote teachers.
- Provision of Video Conferencing software through VMC (Vidyo NIC).

2.3 Objectives of the Project

1. To establish an enabling environment to promote the usage of Information Communication Technology for providing quality contents to engineering students.
2. Setting up Virtual class rooms.
3. Platform for sharing of ideas and techniques and pooling of knowledge resources.
4. Use e-learning as an effort multiplier for providing access, quality and equality in the sphere of providing education to learner.
5. To create digital Infrastructure in remotest corner of the state.
6. Preparation of metadata and timed index preparation for educational video / audio content.
7. Providing e-Learning support to secondary education institutions for technology assisted learning.
8. To enable students to acquire skills needed for the digital world for higher studies and gainful employment.
9. Promote critical thinking and analytical skills by developing self-learning skill through archive of stored lectures.

2.4 Scope of Work

Broad Scope of Work

- Scope of work includes end-to-end solution for digital classroom education which includes supply of hardware, installation, configuration, integration, testing and commissioning of all the required hardware/software and accessories deemed necessary and not explicitly covered in BOM.
- Bidder has to provide all the required content i.e; Videos, E-books, Teaching tool and testing platform in all schools.
- The bidder must setup a studio which enables teachers to educate students in various branches from one primary location allocated.
- The bidder should also be able to provide hardware & software for ready to use Lab in 62 virtual class rooms at 28 Vijayawada Municipal Schools & Central Studio located at Vijayawada for implementation of audio video based e-learning programme with site preparation work
- Onsite support for Class room session on call basis post acceptance with the department. This includes amongst other facility management, assist in scheduling trainings/classes, creation and maintenance of users/groups, handheld support to users/trainer/faculty, troubleshooting etc. at central offices as per departments requirement
- Bidder will be responsible to maintain the equipment of studio and classroom for a period of 4 years.
- The make & model of the product supplied by bidder for the project should not come to end of life in next 4 years.

- Central Studio/virtual classroom has a facility to record the session so learners or teachers can replay it afterwards. Teachers shall get an opportunity to review their own or their colleagues' performance.
- The Infrastructure of virtual class room can provide facility through which learners can talk to Teacher.
- Bidders should be responsible to provide 4 Mbps dedicated in the studio and 2Mbps dedicated at all other sites. Bidder will be responsible to maintain leased line for duration of the project
- The bidder should be responsible to establish Virtual Class rooms & Central Studio for delivery of services mentioned in the RFP within 30 days from the date of issue of LOI
- The vendor will also be responsible to provide proactive services for software based virtual classroom facility and assist department in creating premier world class training experience with its infrastructure, services and platforms.
- The vendor should also be responsible for installing/upgrading newer(higher) versions of all software from time to time till the end of the contract period

2.5 Detailed Scope of Work

Detailed scope of work for the project is as given below

Please note that complete turnkey solution should be provided in a seamless manner. The bidder needs to ensure that the necessary integration is also carried out with infrastructure vendors proposed. Such integration would require coordinated efforts of the bidder and the proposed infrastructure vendors.

A. Supply and Commissioning

- a) Supply of products- The Successful bidder shall:
 - i. Supply all the items and peripherals (including remote, cables, conductors etc.) as given in Delivery and Installation Details given in Annexure-1 (Bill of Material) meeting specifications given in Annexure 1 and provide onsite comprehensive OEM warranty for 4 years for all the items supplied and installed.
 - ii. Supply all the software with genuine licenses under the name of Government of Andhra Pradesh with all the updates and patches.
 - iii. Supply all the installation material/ accessories/ consumables (e.g. screws, clamps, fasteners, ties anchors, supports, wires, etc.) necessary for the installation of the systems.

B. Installation, Integration and Commissioning.

- a) Installation, integration and commissioning of all the items and peripherals at the institutions and the studio as finalized during the design. All the Display units shall be wall/ ceiling mounted with proper support with protective cabinets.
- b) Install all equipment and tools required for the installation of the system.
- c) Civil work related to installation of display, audio, VC Systems and cabling (VGA, Audio, Speaker, LAN cabling etc.)
- d) Laying of conduits, cables and conductors (audio, VGA, speaker, LAN cables etc.) and digging and cutting of flooring (wooden & tiles etc.), wall, panels, central table for faceplates etc., would be done by the bidder in coordination with education department, government of Andhra Pradesh.

- e) Fixing and installing the electrical points including switching panels, transformer panels etc., for Audio, video, VC and LAN systems
- f) Bidder shall program and configure the VC, Video and Audio systems and controller systems with proper inputs from the central lab so that it can be operated by the target audience involving minimum efforts.
- g) Installation work shall be done in a conscientious manner as per the OEM guidelines and best industry practices. The system shall be subjected to inspection at various stages. The Bidder shall follow all Safety Regulations and practices.
- h) Successful bidder shall demonstrate complete functionalities of the installed system to the department as given in the section titled "Scope of work" and "Functional Requirement" given in project profile of the bid document and then obtain installation and commissioning certificate (Sign-Off) for all the locations from the nodal/designated officer.
- i) Submission of detailed User Acceptance Report. After acceptance of User Acceptance Testing reports by the department, the entire infrastructure (including network) would be deemed to have been commissioned. All the costs towards testing & commissioning to be borne by the successful bidder.
- j) Bidder shall not cause any damage to premises and property and will perform restoration if any damage occurs. Trenches, path-cutting etc. will be back-filled and restored to the original condition immediately. The bidder shall plug conduits and entrance holes where the cabling has been installed with suitable sealing material.

C. Teacher Training

- a. Teachers should be trained to teach on the digital boards .
- b. Familiarity with teaching tools .
- c. Train teachers on use of Multimedia devices and Multimedia content.
- d. Implement the student practical activities.
- e. Efficient and effective use of time.
- f. Skill in evoking participation and creativity from students.
- g. Existing school teachers should be trained to effectively support virtual classroom led learning.

D. Documentation:

The successful bidder should submit minimum of following documents in addition to the one mentioned above.

- a. Delivery challans
- b. Configuration settings of all the installed components at all the VMC schools.
- c. Training Toolkits
- d. User Manual for operating the system
- e. SLA (Service Level Agreement)
- f. Bank guarantee

E. Maintenance support services (MSS):

- a. Bidder shall provide comprehensive onsite OEM warranty for all the hardware items for a period of 4 years.
- b. The Supplier shall provide comprehensive Maintenance Support Services (MSS) for supplied Hardware and software infrastructure, etc. This involves comprehensive maintenance of all component covered under the contract, including repairing, replacement of parts, modules, sub-modules, assemblies, sub-assemblies, spares

part, updating, security alerts and patch uploading etc. to make the system operational.

F. Training and handholding support:

Bidder shall depute a two-full time dedicated resident service engineers for a period of 4 years after installation. Bidders shall also conduct training of at least 5 person days per location every quarter for the employees to operate the system.

G. Corrective Maintenance Services:

- a. Reinstallation/ reconfiguration of items supplied.
- b. VMC may lodge complaints by any mode i.e. phone, e-mail etc. SI shall provide a complaint/ ticket number for each complaint and has to resolve the problem within the stipulated period as mentioned in this RFP.

H. Configuration Management Services:

- a. The vendor shall maintain complete configuration (in hardcopy & softcopy) details of all the items supplied and installed by him.
- b. The vendor shall define change management procedures and also ensure that no unwarranted changes are carried out. Any changes shall be incorporated with prior approval of the purchaser. The Bidder shall have to prepare desired number of Earth Pits (as per applicable standards) required for installation of DG Sets, UPS and other equipment and will be duly verified and inspected by the education department officials.

I. Tie up with OEM/ Manufacturer:

SI (System Integrator) should provide original, new, genuine components / parts/ assembly/ hardware for to the purchaser. SI should be authorized by the OEM's to supply the hardware and provide onsite warranty on their behalf.

J. Other:

- a. The entire Hardware as supplied under the project should be interoperable. In case any additional device/ software are required for interoperability, the same shall be provided, installed and maintained by the bidder at no extra cost for entire warranty period.
- b. To provide all patches and updates during the entire warranty period.
- c. To obtain Installation certificates from all locations and submit it to purchaser

Roles and Responsibilities of the Successful/ Selected Bidder

- i. Shall deliver, install and maintain all the equipment in the given timelines and as per the SLA given in the tender document.
- ii. Onsite service engineers appointed by the bidder should get its attendance signed/approved by the Nodal Officer (As appointed by Commissioner VMC) and submit this along with the payments

- iii. Should carry out all the activities as given in the scope of work of this tender document
- iv. Should co-ordinate with all the required stakeholders to resolve any issues related to project.

Project Deliverables, Milestones & Time Schedule

The successful bidder is expected to carry out all ground work for Supply, Installation, Integration including documentation, coordination with department and other stakeholders of the project. These reports or deliverables are to be submitted timely by the supplier to the purchaser to ensure the timely and smooth execution of project. Certain key deliverables are identified for each of the parts/ stages, which are mentioned hereunder. However, bidder should take approval of templates of all the reports from education department before submission of deliverable to purchaser

Deliverable	Activity	Timelines
Delivery, User Acceptance & Commissioning Deliverable: <ul style="list-style-type: none"> • Installation Report & Configuration details • User Acceptance Report • User Manual • Training Toolkit All the documents shall be signed by the relevant authority in the department 	Item delivery, installation & commissioning	Within 30 Days from the Date of Work Order
Event: Maintenance of the Hardware and System software supplied & installed. Deliverable: Quarterly Report (duly verified by the hospital) containing following: <ul style="list-style-type: none"> • Satisfactory performance report for Equipment covered under maintenance. • Status of Hardware incidents/ calls logged and resolved • Root cause analysis of the problems for all performance and availability problem that occur 	Maintenance of Hardware	Starting from the day of commissioning for 4 years

Roles and Responsibilities of VMC

- i. VMC will be held responsible in providing the Video conferencing software from NIC.
- ii. VMC will be providing the successful bidder with a central location for Studio and office space with a minimum of 1500 sft RCC roofed area.

3 Instructions to Bidders

3.1 Introduction

The section aims to provide guidelines/Instructions for Bidders, to be used while submitting the proposals. These are generic in nature, but Prime Bidder is required to abide by them during the proposal submission and Project execution.

The bidder is expected to and shall be deemed to have examined all instructions, forms, terms and specifications in this tender document. The bid should be precise, complete and in the prescribed format as per the requirement of the tender document. Failure to furnish all information required by the tender document or submission of a bid not responsive to the tender document in every respect will be at the Bidder's risk and may result in rejection of the bid. The tendering authority shall at its sole discretion be entitled to determine the adequacy/ sufficiency of the information provided by the Bidder.

3.2 Language of bid

The proposal and various documents related to the RFP should be in English language only. All correspondence between the tendering authority and the bidder would also be in English language. Supporting documents and printed literature furnished by the bidders shall be in English language or in case in another language they should be accompanied by an accurate translation in English language.

3.3 Validity of proposal

Tendering Authority requires that the proposal submitted in response to this document remain valid for acceptance for a period of specified in the bid data sheet from the date of submission of online bids. The bidders should state in their response, any longer period for which their response remains valid.

A proposal valid for shorter period may be rejected as non-responsive. Tendering Authority may seek the selected applicant's consent to an extension of proposal validity (but without the modification in proposals). Where the applicant claims confidentiality, or seeks to reserve intellectual property rights in respect of any part of its response or requests such part should be treated as "confidential" or "Financial in confidence", they must:

- Clearly mark the part of the document in respect of which the claim is made
- State the basis of claim for confidentiality for each item marked (a blanket claim cannot be reasonably made)
- Convince Tendering Authority that such a claim is reasonable

3.4 Acceptance of Proposal

Tendering Authority reserves the right in its absolute discretion in relation to:

- Accepting or rejecting a response

- Seek written clarification from any or all of the bidders in relation to their responses, during the evaluation of bids
- Varying or discounting the procurement process if it deems reasonable conditions exist to do so
- Providing additional information to any or all bidders
- Cancelling, adding to or amending the information, requirements, terms, procedures or processes set out in this document. In such a case, Tendering Authority shall publish these on the website and notify the bidders.
- Identifying opportunities for collaborative responses to be offered for the delivery of specified services
- Issue an open tender/RFP
- Waive any small/ minor informalities in the process

3.5 Fraud and corruption

Tendering Authority require that Prime Bidder selected through this RFP must observe the highest standards of ethics during the performance and execution of such contract. In pursuance of this policy, Tendering Authority define, for the purposes of this provision, the terms set forth as follows:

- “Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of Tendering Authority or any personnel of Prime Bidder in contract execution.
- “Fraudulent practice” means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to Tendering Authority, and includes collusive practice among Prime Bidder (prior to or after Proposal submission) designed to establish bids at artificially high or non-competitive levels and to deprive Tendering Authority of the benefits of free and open competition.
- “Unfair trade practices” means supply of services different from what is ordered on, or change in the Scope of Work which was given by the Tendering Authority.
- “Coercive practices” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- Tendering Authority will reject a proposal for award, if it determines that the Prime Bidder recommended for award is engaged in corrupt, fraudulent, unfair, or coercive trade practices.

Tendering Authority will declare a Firm ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the Firm has engaged in corrupt, fraudulent and unfair trade practice in competing for, or in executing, the contract.

3.6 Amendment of Tender Document

At any time before the deadline for submission of bids, Tendering Authority may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, modify the Tender Document by amending, modifying and/or supplementing the same. All prospective Bidders who have received this tender document shall be notified of any amendments by e-mail, and all such amendments shall be binding on them without any further act or deed on Tendering Authority part. Such amendments will also be available on the websites on which RFP notification is published. In the event of any amendment, Tendering Authority reserves the right to extend the deadline for the submission of the bids, in order to allow prospective Bidders reasonable

time in which to take the amendment into account while preparing their bids. If Tendering Authority deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of provisions of this RFP, it may issue supplements to RFP. Any such supplement shall be deemed to be incorporated by this reference into this RFP.

3.7 Clarification on RFP Response

During Technical and Financial evaluation of the Proposals, Tendering Authority may, at its discretion, ask any Prime Bidder member for clarifications on their proposal.

3.8 Purchase of RFP documents

- i. The detailed bid documents would be made available online and interested bidders can download the detailed tender documents. Hard copies of the tender documents will be available at Tendering Authority. Interested bidders can obtain the same upon payment of the non-refundable payment as mentioned in the bid data sheet while submitting their Bids/Responses in the form of Demand Draft drawn from any nationalized bank / scheduled bank in favor of **Vijayawada Municipal Corporation** Payable at Vijayawada towards bid document charges.
- ii. The bids submitted by the prime bidder without furnishing the receipt of purchase of bid document will be summarily rejected. Also, the relevant bids submitted online will not be opened.
- iii. The bid documents purchased by the bidders from Tendering Authority are not transferable.

3.9 Bid Participation

The Prime Bidder will be the single point of contact under this contract and the responsibility for implementing and commissioning the complete solution shall lie with the Prime Bidder. Prime Bidder shall be liable and should take complete ownership for execution of contract.

Memorandum of Understanding (MOU)/agreement of the Prime Bidder signed by the Authorized Signatories of the individual organizations should be submitted along with pre-qualification bid. The MoU /agreements shall clearly specify the roles and responsibilities of the prime bidder w.r.t. the project.

3.9.1 Bid Format

The Bid shall be submitted as per the formats provided in the RFP, shall be page numbered, and Indexed with content table in the beginning.

3.10 Information for Proposal Submission

3.10.1 Contact Details

All inquiries concerning this procurement other than pre-bid queries are to be directed to the Tendering Authority for meetings, conferences or technical discussions. Unauthorized contact will be cause for immediate rejection of the proposer's RFP response. Substantive questions will be dealt with in writing.

For further details and Bid documents please contact:

Commisioner, Vijayawada Municipal Corporation

3.10.2 Authentication of Bid

The Proposal should be accompanied by a power-of-attorney / letter of authorization issued by the Power of Attorney of the prime bidder only.

3.11Pre-Qualification Criteria

S. No	Particulars/ parameters	Documents to be submitted
Legal Entity		
1	The Prime Bidder should be a Company registered under the Indian Companies Act and shall be primarily in the business of providing Information Technology Software Development or System Integration or IT Solution Implementation services. The Company should have been in business for at least the last two financial years as on 31st March 2016.	Certificate of Incorporation of the Prime Bidder to be enclosed.
Blacklisting		
2	The prime bidder declared blacklisted/ ineligible by any State / Central Government or PSU due to corrupt, fraudulent, Non Satisfactory of the work performed or any other unethical business practices as on date of bid submission shall not be eligible	Self-Declaration from the Prime bidderfrom authorized signatory of the firm
Financial criterion		
3	In case of the Prime Bidder, the average annual turnover should be at least Rs.50 lakhs for the last 2 years.	The bidder should submit audited financial statements for each of the 2 years by the Auditor for FY 15-16, and FY 14-15,
4	Prime Bidder shall have positive net worth as on 31/03/2016.	The bidder should submit audited financial statements and a certificate by the Auditor for FY 15-16, and FY 14-15
5	The Bidder should have a registered number of <ul style="list-style-type: none"> i. VAT/Sales Tax where his business is located ii. Service Tax iii. Income Tax / Pan Number. 	Copies of relevant Registration certificates VAT clearance certificate from the CTO of the circle concerned
Prior experience		
6	The bidder must have successfully completed/ executing at least one project of similar nature of not less than the amount of Rs. 10.00 lacs in the last two financial years OR The bidder must have successfully completed/executing two projects of similar nature,	Details of Experience of responding firm/ Project Citation for projects as per Form given supported with Work order and Proof of Go-live/ Project completion certificates from

S. No	Particulars/ parameters	Documents to be submitted
	each costing not less than Rs. 5.00 Lacs in the last two financial years (Similar nature means supply, installation and maintenance of computer hardware and LAN) Similar nature means supply and installation of Large Format Display (50 inches or higher)/ Large Display Units (50 inches or higher)/ Audio Visual Systems (for Auditoriums/ Halls etc)	client
Certification		
7	The Bidder must possess a valid ISO 9001:2008 certification, as on date of submission of the bid and a copy of same should be enclosed with the Technical bid.	Copy of a valid certificate
Manufacturer's Authorization Form (MAF)		
8	Manufacturer's Authorization Form (MAF) to all the products (Software and Hardware) mentioned in the RFP	The bidder should submit the MAF for every product specified in the RFP, as per the Annexure attached in the RFP, specific to this tender issued by OEM/ Principal authorizing the bidder to submit the bid for tendering which is deemed as an agreement in between the bidder and OEM/Principal for the support and spares till the warranty period.

Note:

1. Relevant Supporting documents to be enclosed for all the pre-qualification criteria in the pre-qualification bid
2. In case if the prime bidder is not having office in anyone of the 13 districts of Andhra Pradesh (AP), the prime bidder should furnish an undertaking that the same would be established within two months of signing the contract.
3. In case the prime bidder fails to submit the MAF for all the products mentioned in the RFP as per the Section 9, the proposal shall be summarily rejected.
4. The bidders shall follow the procedure mentioned below pertaining to the submission of supporting documents for pre-qualification criteria
 - a. Bidders shall submit their bids with self-declarations in respect of the pre-qualification criteria prescribed in the tender document.
 - b. The procuring agency shall evaluate the bids based on the self-declaration and select the successful bidder.
 - c. The successful bidder shall submit the documents to prove their pre-qualification, as specified in the RFP, within 5 working days from the date of declaration of successful bidder.
 - d. Tendering Authority will receive support documentations, verify the compliance with the requirements of the RFP and if they are in order, issue the award notification.

- e. Failure to submit all support documents by the successful bidder within specified time or non-compliance with the self-declaration or non-fulfillment of the pre-qualification criteria specified on the RFP, upon their verification, shall entail forfeiting the EMD and Blacklisting of such bidder for a period of two years. In such cases, the procuring agency may proceed further with the next-ranked bid.

3.11.1 Conflict of Interest

As requires that the bidder must provide professional, objective, and impartial advice and at all times hold Tendering Authority interests paramount, strictly avoid conflicts with other assignments/jobs or their own corporate interests and act without any consideration for future work. (Any organizations involved in preparing the tender documents are not eligible to participate in the tendering process).

3.11.2 Right to Terminate the Bid Process

Tendering Authority may terminate the Bid process at any time without assigning any reason. Tendering Authority makes no commitments, express or implied, that this process will result in a business transaction with anyone.

This RFP does not constitute an offer by Tendering Authority. The bidder's participation in this process may result in Tendering Authority selecting the bidder for Tendering Authority to engage in further discussions toward execution of a contract. The commencement of such discussions does not, however, signify a commitment by Tendering Authority to execute a contract or to continue negotiations. Tendering Authority may terminate discussions at any time without assigning any reason.

3.11.3 Earnest Money Deposit

- i. Bidders shall submit, along with their bids, EMD of amount as specified in the RFP Datasheet in the form of a Crossed Demand Draft (DD)/ Bank Guarantee (BG) drawn from any scheduled/nationalized bank in favor of Vijayawada Municipal Corporation, payable at Vijayawada valid for 3 Months from the date of submission of the bid. EMD in any other form shall not be entertained.
- ii. The EMD shall be denominated in Indian Rupees only. No interest will be payable to the bidder on the amount of the EMD.
- iii. Unsuccessful bidder's EMD will be discharged/ returned as promptly as possible, but not later than 30 days after the award of the contract to the selected implementation agency.
- iv. The EMD may be forfeited:
 - a. If a bidder withdraws his bid or increases his quoted prices during the period of bid validity or its extended period, if any; or
 - b. In the case of a successful bidder if the bidder fails to sign the contract for any reason not attributable to the Tendering Authority or to furnish Performance Bank Guarantee (PBG) within specified time in accordance with the format given in the RFP.
 - c. Bids Submitted with EMD not valid in the specified period will also be rejected
 - d. During the bid process, if any information is found wrong / manipulated / hidden in the bid. The decision of Tendering Authority regarding forfeiture of the EMD and rejection of bid shall be final & shall not be called upon question under any circumstances.

4 Bidding Process

4.1 Pre-Bid Clarifications

After release of the RFP, Tendering Authority will accept request for clarification from the interested parties. All clarifications should be sent in writing as per the format provided in the table below.

S. No.	Bidding Document Reference(s) (section number/ page)	Content of RFP requiring clarification	Points of clarification required

All clarifications should be sent from email ID of Prime contact person of the bidder on or before the deadline mentioned in the RFP. Telephone calls will not be accepted for clarifying the queries.

All enquiries / clarifications from the prospective bidders for this RFP must be directed to the contact person notified by Tendering Authority as given in the data sheet. In no event will Tendering Authority be responsible for ensuring that Prime Bidders' inquiries have been received by Tendering Authority. Tendering Authority may at its option share the replies to the queries by publishing it in the website <https://www.ourvmc.org/>. However, Tendering Authority makes no representation or warranty as to the completeness of any response, nor does Tendering Authority undertake to answer all the queries that have been posed by the Prime Bidder.

4.2 Supplementary Information/ Corrigendum/ Amendment to the RFP

- i. If Tendering Authority deems it appropriate to revise any part of this RFP or to issue additional data to clarify an interpretation of the provisions of this RFP, it may issue supplements/corrigendum to this RFP. Such supplemental information will be communicated to all the bidders who participated in the pre-bid meeting by e-mail and will also be made available on <https://www.ourvmc.org/>. Any such supplement shall be deemed to be incorporated by this reference into this RFP.
- ii. At any time prior to the deadline (or as extended by Tendering Authority) for submission of bids, Tendering Authority, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder, Tendering Authority may modify the RFP document by issuing amendment(s). All bidders who have attended the pre-bid meeting will be notified of such amendment(s) and will also be made available on <https://www.ourvmc.org/> and these will be binding on all the bidders.
- iii. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, TENDERING AUTHORITY, at its discretion, may extend the deadline for the submission of bids.

4.3 Cost of Bid Preparation

The bidder shall bear all costs associated with the preparation and submission of its bid and Tendering Authority shall in no event or circumstance be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process. All costs incurred in connection with participation in the bidding process, including, but not limited to, costs incurred in participation in meetings/ discussions/ presentations, preparation of proposal, in providing any additional

information required by Tendering Authority to facilitate the evaluation process and in negotiating a definitive contract or all such activities related to the bid process will be borne by the bidder. This RFP does not commit Tendering Authority to award a contract. Further, no reimbursable cost may be incurred in anticipation of award. Bidders shall furnish the required information on their technical and Financial proposals in the enclosed formats only. Any deviations in format will make the tender liable for rejection.

4.4 Bid Submission

4.4.1 Late Bids

Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained. The bidders have to adhere to the timings mentioned in the RFP datasheet for submitting the bid through e-Procurement portal.

4.4.2 Availability of Tender Documents

For the detailed tender notice, please visit our website <https://www.ourvmc.org/>

4.4.3 Mode of Submission

Signing of the Document

The bids are liable to be rejected if complete information is not given therein. Please note that conditions given in this RFP document shall govern the contract. It may be noted carefully that till such time that a fresh agreement is drawn up embodying the agreed conditions, the conditions given in this RFP document shall govern the contract.

The authorized signatory with valid power of attorney signing the proposal and/or other documents connected with the contract must write his name in BLOCK LETTERS under his signatures.

A Person signing the tender form or any documents forming part of the contract on behalf of another shall be deemed to warranty that he has authority to bind each other and if on inquiry it appears that the person so signing has no authority to do so, the tendering authority may, without prejudice to other civil and criminal remedies, cancel the contract and hold the signatory liable for all costs and damages.

Bidder is required to submit the Bid in 2 separate envelopes, "Envelope A – Technical Bid" , "Envelope B- Financial Bid". The contents of the Envelopes are as follows:

Envelope "A" Technical Bid

The Bidder will clearly mark envelop as "Envelop "A" - Technical Bid"

Bidder must submit point-by-point reply to the functional & technical compliance and it should be included in the Bid. Any deviations from the specifications should be clearly brought out in the bid Bidder to quote for entire package on a single responsibility basis for the goods and services it proposes to supply under the contract. The envelope "A "should NOT include any financial

information. If the envelope “A” contains any financial information the entire bid will be summarily rejected.

Envelope “B” Financial Bid

The Bidder must clearly mark envelop as “Envelop “B” - Financial Bid” The following document have to be inserted inside Envelope B:

1. Duly filled Financial Template

Each of the 2 Envelopes shall be sealed and put into an outer envelope marked as “REQUEST FOR PROPOSAL For Virtual classroom solution” and sealed and delivered at the place as specified in the RFP schedule. The inner and outer envelopes shall indicate the name and address of the Bidder. If the inner and outer envelope is not sealed and marked as indicated, the tendering authority will assume no responsibility for the Bid’s misplacement or premature opening.

4.5 Proposal Format

The bidder is expected to examine all the instructions, guidelines, terms and conditions and formats in the RFP. Failure to furnish all the necessary information as required by the RFP on submission of a proposal not substantially responsive to all the aspects of the RFP shall be at bidders own risk and may be liable for rejection. The proposal as mentioned shall be submitted in three parts. Information to be included, formats required in each part are given below:

4.5.1 Pre-qualification Proposal

This part shall contain the following documents

- a. Pre-Qualification Compliance requirements as per format given in this document
- b. Application form as prescribed in RFP **Form P1**
- c. Prime bidder Information form (details of the Bidder) as prescribed in **Form P2**
Self-declaration on blacklisting form as prescribed in **Form P5**
- d. Financial strength details as prescribed in **Form P6**
- e. Details of local presence in **Form P7**
- f. Relevant general experience for form as prescribed in **Form P8**
- g. Relevant government experience for form as prescribed in **Form P9**
- h. Manufacturers Authorization Form as prescribed in **Form P10**
- i. Other documents as may be deemed fit by the bidder for proving their eligibility

4.5.2 Technical Bid

- i. The Technical Bid will comprise of a cover letter, documents/annexure as proof against technical evaluation criteria, details of software development & maintenance facilities, responses to functional & hardware specifications, incremental IT infrastructure in general, project staffing plan, undertaking (as given in RFP). Please note that no price information should be indicated in the Technical Bid and shall only be quoted in the Financial Bid. Failure to comply with the same may result in the rejection of the Bid. In submitting additional information, please mark it as ‘**Supplemental**’ to the required response. If the bidder wishes

to propose additional services (or enhanced levels of services) beyond the scope of this RFP, the proposal must include a description of such services as a separate attachment to the proposal.

- ii. Tendering Authority may seek clarifications from the Prime Bidder on the technical proposal. Any clarifications by the prime bidder on the technical proposal should not have any Financial implications.
- iii. Technical approach, methodology and work plan are key components of the technical proposal. Bidders shall present their technical proposal containing:
 - A. **Compliance requirements: Technical** Compliance requirements as per section 8.2
 - B. **Understanding of Project:** This section shall contain a clear and concise understanding of project requirements along with activities to be performed and deliverables to be provided based on the scope of work.
 - C. **Technical Approach and Methodology:** In this part, bidders should explain their understanding of the objectives of the assignment, approach to the assignment, proposed solution, proposes technology methodologies for carrying out activities and obtaining the expected outputs, and the degree of detail of such output. Bidders should also explain the proposed methodologies and highlight the compatibility of those methodologies to the proposed approach and the needs of the project. Applicant shall also include the risk management, business continuity plan and quality assurance plans, etc., as a part of approach and methodology, Work methodology Work Plan: In this part the applicant should propose the main activities of the assignment, their content and duration, phasing and interrelations, meetings, milestones (including interim approvals by the client), and delivery dates of the reports/ documents. The proposed work plan should be consistent with the technical approach and methodology, showing understanding of the scope of work and ability to translate them into a feasible working plan. A list of the final documents, including reports to be delivered as final output, should be included here. The work plan should be consistent with the work schedule, milestones, deliverables, meetings and presentations shall be clearly mentioned
 - D. **Organization and staffing:** In this part the applicant should propose the structure and composition of team for the main disciplines of the assignment, the key expert/ firm responsible, and proposed technical and support staff may be provided..
 - E. **Approach for Project implementation:** Detailed approach for carrying out the project implementation along with the support and maintenance during the contract. Bidders should submit a detailed approach for both first and second phase implementation. Bidders need to give detailed approach how they would implement complete project with integration plan.
 - F. **Company profile:** Details of the point of contact along with brief work profile of the prime bidder as well as other partner firms including relevant experiences of executing similar projects. Bidder may include relevant case studies and attested copies of completion certificates from clients in support of the case studies.
 - G. **Innovation:** If any, on the RFP to improve performance in carrying out the project. Innovativeness in terms of proposing the functional services that can be taken up by the education department beyond what is already provided in the RFP shall be appreciated.
 - H. **Other Information:** Any other information relevant to the solution as preferred by the bidder can also be placed in the document.
 - I. **Technical Forms:** The Bidder shall submit the technical Forms as per the list given below
 - a. Form T1: Relevant Project Experience
 - b. Form T2: Proposed Solution

- c. Form T3: Declaration for Bill of Material – Infrastructure
- d. Form T4: Proposed Approach and methodology for the solution proposed
- e. Form T5: Proposed Formation/Location of Helpdesk & other manpower support
- f. Form T6: Proposed Training
- g. Form T7: Innovation Proposed for additional Services
- h. Form T8: Project Management Framework
- i. Form T9: Takeover and Exit Management
- j. Form T10: Work Plan and Resource allocation
- k. Form T11: Key resources proposed
- l. Form T12: Team Composition
- m. Form T13: Team Deployment Structure
- n. Form T14: Team Profiles (CV Format)

4.5.3 Financial Proposal

Bidder must submit through e-procurement mode only, in absence of which the proposals will be rejected.

- A. The projected cost of the complete project as per estimates of VMC is INR 1.97Cr (Ann-I).
- B. VMC shall bear 30% of the winning bid and shall pay a monthly fee towards the services by the bidder for the duration of the contract (4 years).
- C. VMC shall pay 30% to the winning bidder within 7 working days from the successful installation of hardware in all the locations.
- D. The Financial proposal should provide all relevant price information and should not contradict the Technical proposal in any manner.
- E. Bidder shall clearly mention unit rates and total amount for each solution component. Any discrepancy between words and figures noted against each item of the RFP and between unit rates and total amount, the decision of Tendering Authority will be final and binding on the proposals (in case of discrepancy, the amount in words will be considered as final).
- F. Prices quoted by the Bidder shall be final (exclusive of all taxes, duties, insurance, license fee and other costs). No variation in prices will be allowed under any circumstances during the entire period of project. **No Conditional and open ended bid shall be evaluated and the same is liable for rejection.**
- G. The Financial proposal submitted by the prime bidder should be inclusive of all the items in the technical proposal and should incorporate all the clarifications provided by the prime bidder on the technical proposal during the evaluation of the technical proposal.
- H. Prices shall be quoted in Indian Rupees (INR) only.
- I. The prime bidder shall quote the price for all the components, the services of the solution to meet the requirements of listed in this RFP.
- J. Bids with price adjustment shall be rejected.
- K. The price quoted in the Financial proposal shall be the only payment, payable by the tendering authority to the successful prime bidder for completion of the contractual obligations by the successful Prime Bidder under the Contract, subject to the terms of payment specified as in the proposed Financial bid or the one agreed between the tendering authority and the Prime Bidder. The price would be inclusive of all taxes, duties, charges and levies as applicable.
- L. The prices, once offered, must remain fixed and must not be subject to escalation for any reason whatsoever within the period of the validity of the proposal and the contract (for

- successful bidder). A proposal submitted with an adjustable price quotation or conditional proposal may be rejected as nonresponsive.
- M. Prime bidder should provide all prices, quantities as per the prescribed format given in this RFP. Prime bidders should not leave any field blank. In case the field is not applicable, Prime Bidder must indicate "0" (zero) in all such fields.
 - N. It is mandatory to provide breakup of all taxes, duties and levies wherever applicable and/or payable. All the taxes of any nature whatsoever shall be borne by the Prime Bidder.
 - O. The bid amount shall be inclusive of packing, forwarding, transportation, insurance, delivery charges and any other charges as applicable till the end of the contract period.
 - P. Tendering authority reserves the right to ask the Prime Bidder to submit proof of payment against any of the taxes, duties, levies indicated within specified time frames.
 - Q. Price Commitment and Validity: As part of the technical proposal, the Prime Bidder will be asked to provide a complete Bill of Materials (along with the complete technical specifications for each of the individual items) for the procurement of the components, and for their maintenance for four(4) years. In the Financial bid, the Prime Bidder will be asked to provide pricing for the same. The tendering authority reserves the right to procure (by itself) the proposed components from the Prime Bidder at rates not exceeding the rates proposed by the Prime Bidder as part of their Financial Proposal.

4.6 Modification and Withdrawal of Bids

- a. No bid may be withdrawn, substituted, or modified in the interval between the bid submission deadline and the expiration of the bid validity period specified by the Bidder in the Bid Submission Form, or any extension thereof agreed to by the Bidder. Modification/Withdrawal of the Bid sent through any other means shall not be considered by the Purchaser
- b. The Bidder may withdraw, substitute, or modify its bid on the e-procurement portal, in accordance with the process specified below, no later than the date and time specified in the bid data sheet

4.7 Conditions under which this RFP is issued

- a. This RFP is not an offer and is issued with no commitment. Tendering Authority reserves the right to withdraw the RFP and change or vary any part thereof at any stage. Tendering Authority also reserves the right to disqualify any bidder should it be so necessary at any stage.
- b. Timing and sequence of events resulting from this RFP shall ultimately be determined by Tendering Authority
- c. No oral conversations or agreements with any official, agent, or employee of Tendering Authority 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 Andhra Pradesh shall be superseded by the definitive agreement that results from this RFP process. Oral communications by Pasto bidders shall not be considered binding on Tendering Authority, nor shall any written materials provided by any person other than MD, Tendering Authority
- d. Neither the bidder nor any of the bidder's representatives shall have any claims whatsoever against Tendering Authority or any of their respective officials, agents, or employees arising out of or relating to this RFP or these procedures (other than those arising under a definitive service agreement with the bidder in accordance with the terms thereof).

- e. Until the contract is awarded and during the currency of the contract, bidders shall not, directly or indirectly, solicit any employee of Tendering Authority or any other officials involved in this RFP process to leave Tendering Authority in order to accept employment with the bidder, or any person acting in concert with the bidder, without prior written approval of Tendering Authority.

4.8 Rights to the Content of Proposal

All proposals and accompanying documentation of the Technical proposal will become the property of Tendering Authority and will not be returned after opening of the technical proposals. Tendering Authority 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.

4.9 Non-Conforming Proposals

A proposal may be construed as a non-conforming proposal and ineligible for consideration:-

- a. If it does not comply with the requirements of this RFP. Failure to comply with the technical requirements, and acknowledgment of receipt of amendments, are common causes for holding proposals non-conforming
- b. If a proposal appears to be “canned” presentations of promotional materials that do not follow the format requested in this RFP or do not appear to address the particular requirements of the proposed solution, and any such bidders may also be disqualified

5 Bid Opening and Bid Evaluation Process

5.1 Bid Opening

Tendering Authority will open all the bids submitted online, in the presence of bidders' representatives who choose to attend the Bid opening as per the RFP Datasheet. Bid opening will be performed at 3 stages as per the dates specified in RFP data sheet

- i. Pre-Qualification Bid
- ii. Technical Bid
- iii. Financial Bid

5.2 Bid Evaluation Process

5.2.1 Preliminary Scrutiny

The Tendering Authority will examine the bids to determine whether they are complete, whether any computational errors have been made, whether required sureties have been furnished, whether the documents have been properly signed, and whether the bids are generally in order.

The tenders that do not conform to the tender conditions and tenders from firms without EMD, Bid document fee shall be straight away rejected.

Subsequent to the preliminary scrutiny and identification of qualified bidders, further evaluation of the bids will be done in three stages and at the end of every stage short listed bidders will be informed of the result to have a fair and healthy competition. The following is the procedure for evaluation

5.2.2 Evaluation of Pre-Qualification Criteria

The evaluation committee issued by VMC, will evaluate all pre-qualification bids to determine if they are responsive and meeting all the pre-qualification requirements of the RFP. Tendering Authority will prepare a list of firms based on the compliance to the pre-qualification criteria. The tenders that do not conform to the tender conditions and tenders from firms without adequate capabilities as per pre-qualification criteria in Volume II of the RFP shall be straight away rejected. All eligible tenders will be considered for further evaluation. The decision of Tendering Authority will be final in this regard.

5.2.3 Evaluation of Technical Bids

The evaluation of the Technical bids will be carried out in the following manner:

- a. The technical bid will be examined by the following evaluation committee based on the evaluation criteria and the points system specified in evaluation criteria section of the RFP.
 - a. Additional Commissioner (General)
 - b. Chief Engineer
 - c. Deputy Education Officer
 - d. Additional Commissioner (Projects)

- b. The bidders, who score an aggregated technical score of 70 or above, and qualifying score for each category will qualify for the evaluation of the Financial bid.
- c. Non-Compliance of any technical specification in the hardware proposed from the RFP requirements, the proposal shall be summarily rejected.

5.2.4 Criteria for Technical Evaluation

The Evaluation Committee feels that the following parameters are critical for the success of an e-governance project and expects the bidders to provide accurate and precise information in their responses.

Technical proposal of the bidders will be opened and evaluated who meets all the prequalification criteria. The evaluation committee will evaluate the Technical Proposals on the basis of the technical evaluation criterion as provided below. The bidder has to follow the structure while drafting the RFP as per the Forms provided against each criterion

S. No.	Evaluation Criteria	Max Score
I	Past Experiences in providing the digital class room solutions	20
II	Hardware Infrastructure proposed	Technical Compliance
III	Technical Solution Offered	45
a	Proposed solution	20
b	Proposed Approach and methodology for the solution proposed	10
c	Facility Management, Help Desk and AMC	5
d	Training	5
e	Innovation Proposed for Premium Services	5
III	Project Management and Work Plan	25
a	Project Management Framework and Work Plan	10
b	Take over and Exit Management	5
c	Work Plan	10
V	Proposed Team	10
a	Manpower Deployment Plan	2
b	Quality of CVs proposed for the project	8
	Total(I+II+III+IV)	100

5.2.5 Detailed Evaluation Criteria

S. No.	Evaluation Criteria	Point System	Max Score
1	Past Experiences and Organizational Strength – 20		
A	Solution for digital class rooms Client references for implementation of an integrated digital or virtual class room solution either in government or private schools in the last 2 years	<ul style="list-style-type: none"> If the solution is implemented in more than 50 schools – 20 Marks If the solution is implemented in less than 50 schools – 10 Marks 	20

S. No.	Evaluation Criteria	Point System	Max Score
	FY15-16, FY 14-15		
2	Technical Solution Offered –45		
A	Proposed solution	<p>Requirements addressed as mentioned in different parts of the RFP and the quality of the solution.</p> <ol style="list-style-type: none"> Solution architecture conceptualized for this project. Meeting the business requirements – 3 points Content design and fit for technical quotient of instructors – 10 points Application deployment and testing Strategy-3 points Quality Control suggested by responding firm -2 points Integration architecture- 2 points 	20
B	Proposed Approach and the methodology for the solution proposed	<ol style="list-style-type: none"> Project requirement assessment, software development lifecycle, testing, deployment, warranty and maintenance, facilities management – 3points SLA management methodology -2 points Highlight the associated risks/ problems and plans for mitigation and explain the technical approach it would adopt to address them – 2 points Planning and Building Infrastructure (assessment, design, integration/ migration of existing Portal infrastructure) -3 points 	10
C	Project Management Framework	<p>The proposal should clearly and concisely define the project management framework that shall be followed by the bidder. The framework should contain at least but not limited to the following:</p> <ol style="list-style-type: none"> The Project Organization & Quality Management Strategy – 1 Point Communication Management Strategy – 1 Point Configuration Management Strategy – 1 point Risk Management Strategy - Highlight the associated risks/ problems and plans for mitigation and explain the technical approach it would adopt to address them – 1 point Proposed timelines Activities, Sequencing and dependencies among activities – 1 points 	5
D	Training	Proposed Training and Change Management plan description to be looked into:	5

S. No.	Evaluation Criteria	Point System	Max Score
		a. Proposed Training Schedule – 1 point b. Plan to develop Training Manuals – 1 point c. Training of Trainers, proposed training methodology, online help modules proposed, – 1 point d. Refresher and retraining methodology- 1 Point e. Plan for Number & Quality of personnel to be deployed for training.- 1 points	
E	Innovation proposed for Premium Services	Innovation Proposed for virtual class rooms The SI can also propose innovation services that it can develop based on international best practices and industry proven solutions in the Education sector.	5
3	Presentation/Walkthrough/Demo/POC - 25 Points		
A	Presentation / Walkthrough / PoC	Bidder should specify only a single solution as specified in scope of work, which is costeffective and meets department's requirement and should not include any alternatives. The Models offered should strictly conform to the specifications given in the product literature and these models should be supported for a minimum period of 2 years after expiry of warranty period. The Models proposed/ marked for withdrawal from the market, the models under quality testing should not be offered. Institute reserve right to ask for PROOF OF CONCEPT on working of the newly introduced Models in the market, if offered, on the agreed terms & conditions before considering the same.	25
6	Proposed Team- 10 Points		
A	Manpower Deployment Plan	The detailed Manpower Deployment Plan proposed by the Bidder would be evaluated in the following parameters:- <ol style="list-style-type: none"> Governance Structure Clearly defined roles and responsibilities of each key profile Details of Resources proposed including key and support at each stage(onsite/offsite) 	2

S. No.	Evaluation Criteria	Point System	Max Score
	Quality of CV for the full time Team Qualifications and experience of the resources proposed. Note: the detailed criterion for evaluation of the proposed is given in the following table	All the key profiles should fulfill the mandatory qualification requirements as mentioned in the RFP	8
	Total		100

Note

1. Please provide work order / testimonial / project completion certificate from the client for all the stated project experience
2. The value of the projects considered in the above criterion would be based on the Purchase Order or the LOI issued to the responding firm. In absence of the supporting documents, the projects would not be considered for evaluation

5.2.6 Criterion for evaluation of the Proposed Team

The bidder shall comply with the mandatory qualification and experience requirement for each key profile as mentioned in the RFP.

Separate resources shall be proposed for each of the key proposed positions and only one profile shall be evaluated for each position. Each resource will be evaluated 50% for Educational Qualification) and 50% for Experience. A resource profile meeting the required minimum Education Qualification shall be considered for the further evaluation for experience compliance. The Evaluation of the proposed project personnel shall be carried out using the following weightage:

S No	Designated Role / Title	Score
1.	Project Manager	20
2.	Teaching Experts	20
3.	Creative Content Creator	20
4.	Capacity building(Training) Change Management Lead	20
5.	Quality Assurance Lead	20
	Total	100

The marks obtained for total of 100 marks will be scaled down to 8 for the Technical evaluation purpose. The team requirements and qualification is provided below:

5.2.7 Qualifications required for the proposed Team

Designated Role / Title	Job Responsibility	Profile Eligibility Details
-------------------------	--------------------	-----------------------------

Designated Role / Title	Job Responsibility	Profile Eligibility Details
Project Manager	<ul style="list-style-type: none"> Interface with stakeholder teams to obtain business requirements Interface with department team for day to day operations and new activities like product launch etc., Good knowledge of IT infrastructure and working in a high-value production environment. Proven ability to plan and execute workload in a highly demanding & dynamic environment Able to work with suppliers and stake holders to achieve the best solution for the customer 	<ul style="list-style-type: none"> B. Tech / BE/ MBA / MCA / MSc / BCA Minimum 3 years of IT Service management in leading organizations
Teaching Experts	<ul style="list-style-type: none"> Provide guidance and initiate various processes towards continuous improvements in teaching and improving the quality of content delivery. Requirements gathering, requirement analysis Analyze change requests and modify requirements without affecting scope. 1 Teaching expert for every subject. 	<ul style="list-style-type: none"> B. Tech / BE/ MCA / MSc / BSc Minimum 7 Years of experience in education sector (Subject Expert)
Creative Content Creator	<ul style="list-style-type: none"> Own the technical data center architecture for business applications / tools Generation of technical concepts Application related design and documentation of processes and functions. Be updated with respect to the events in the world. Continuous making of new content through the input for daily updates from other sectors. Ensure high availability of the application as per the SLA 	<ul style="list-style-type: none"> B. Tech / BE/ MCA / MSc / BSc / BCA Minimum 3 Years' experience in co-creation and build new content.
Capacity building(Training) Change Management Lead	<ul style="list-style-type: none"> Strong IT skills and Work experience in government, especially at the state level, and civil society organization specifically in managing training programmes. Identify training requirements-both for fresh trainees and refresher courses at all levels for various functionaries. Provide technical support in reviewing 	<ul style="list-style-type: none"> M.Tech/B. Tech / BE/ MCA / MSc / BSc / BCA Minimum 2 - 4 Years' experience in identifying the training needs and coordinate activities for the development of institutional and managerial capacities of

Designated Role/Title	Job Responsibility	Profile Eligibility Details
	<p>and designing curriculum for training manuals.</p> <ul style="list-style-type: none"> • Help maintain a database of trainers and other resource persons ▪ Develop training sections on website, to allow easy access to information, materials and guidance on different packages. ▪ Perform any other tasks related to capacity building, planning and implementation. ▪ Manage roster of trainers, trainees and system for nomination of officers for facilitation of regular training programmes. 	<p>government, communities and institutions.</p>
Quality Assurance Lead	<ul style="list-style-type: none"> ▪ Test framework designed and implemented a test strategy for a product. Develop test strategy from scratch. • Continuous integration test bed environment • Design and architect tools and frameworks for automated testing. Develop functional and performance test plans and cases for complex applications and services. • Create and develop all quality gates, ensure compliance • Analyze requirement for testing and provide initial estimate to Delivery • Prepare test environment support - requirement slide pack including support required. 	<ul style="list-style-type: none"> ▪ B. Tech / BE/ MCA / MSc / BSc /BCA • Minimum 2 - 3 Years' experience in Testing lifecycle

5.2.8 Technical Presentations

Bidder has to make presentations at Tendering Authority premises or at a place decided by Tendering Authority to facilitate the procurement committee in understanding the bidder's capabilities to execute the project. The date for presentation will be communicated in advance. Bidder are expected to communicate the requirements for conducting this exercise 2 days in advance to Tendering Authority. **Bidder shall ensure that the representative carries a valid photo ID and authorization letter from the bidder.**

The presentations should cover cases of installations of the software in an environment similar to education department requirements. The objective of the presentation is to:

- Understand software solution's features in greater detail

- Approach and Methodology
- Project plan
- Technical solution proposed in the technical bid
- Innovative services proposed in the technical proposal
- Hardware phasing, deployment and maintenance
- Other important components of the proposal

5.3 Financial Bid Opening and Evaluation Process

5.3.1 Bid Opening

Financial Bids will be opened and compared after the technical evaluation has been completed for those bidders who are technically qualified with the 80% qualifying marks.

5.3.2 Announcement of Bids

The Financial bids will be opened, in the online presence of bidders or their representatives who choose to attend the Financial bid opening on date and time to be communicated to all the technically qualified bidders. In the event of the specified date of bid opening being declared a holiday for Tendering Authority, the bids shall be opened at the appointed time and location on the next working day.

The Bidders/Bidder's representatives present at the Financial bid opening shall sign a register evidencing their attendance.

5.3.3 Clarification on Financial Bids

To assist in the evaluation, comparison and an examination of bids, Tendering Authority may, at its sole discretion, ask the bidder for a clarification of its bid including breakdown of unit rates. The request for clarification and the response shall be in writing. If the response to the clarification is not received before the expiration of deadline prescribed in the request, Tendering Authority reserves the right to make its own reasonable assumptions at the total risk and cost of the bidder.

5.3.4 Evaluation of Financial Bids

5.3.4.1 Change in the Quantities

The Contracting authority reserves its right to alter the scope (increase quantity / remove certain items) up to approximate ($\pm 10\%$) units. The variation of augmenting the sizing of the proposed quantities of standard hardware up to $\pm 10\%$

5.3.4.2 Financial Evaluation Process

The Financial Bids of the Bidders who qualify in the First Stage will be evaluated as per the Evaluation Criteria by an evaluation Committee as mentioned below:

Evaluation Committee comprising of:

- Additional Commissioner (General)
- Additional Commissioner (Projects)

- Chief Engineer
- DyEO
- FA & CO

Evaluation Criteria:

- a. The final bid should be all inclusive of taxes and Out of Pocket Expenses (OPEs.)
- b. All expenses related to travel, boarding, lodging etc. would be inclusive and no separate claims on any account would be entertained.
- c. The total value of the price bid shall be arrived based on the total value quoted by the bidder for Capital expenditure.

Note: Arithmetical Errors in Financial Proposals - If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If there is a discrepancy between the rates in words and figures, the rate in words will govern. If the bidder does not accept the correction of errors, the bid will be rejected and EMD may be forfeited. Prime Bidder is advised to exercise adequate care in quoting the prices. No excuse for corrections in the quoted figures will be entertained after the Financial proposals are received by Tendering Authority.

5.3.5 Total Bid Evaluation

The lowest price (L1) is the sum of proposed pricing in Form C2. The bidder who has identified as the lowest bidder will be considered as the successful bidder.

5.4 Award of Contract

5.4.1 Notification of Award

Prior to the expiration of the bid validity period, Tendering Authority will notify the successful bidder in writing or by fax or email, to be confirmed in writing by letter, that its proposal has been accepted. The notification of award will constitute the formation of the contract. Upon the successful bidder's furnishing of performance bank guarantee, Tendering Authority will promptly notify each unsuccessful bidder and return their bid security.

5.4.2 Performance Security

On receipt of notification of award from Tendering Authority, the successful bidder shall furnish the performance security in accordance with the conditions of contract, as mentioned in forms of volume II of the RFP.

- a. A PBG of 5% of value of the contract should be furnished by the bidder in the form of a Bank Guarantee as per the format provided in volume III of the RFP (Section 22) from Nationalized / scheduled banks in India
- b. The PBG should be furnished within the stipulated working days mentioned in the bid data sheet from the signing of the contract and should be valid for entire term of the contract.
- c. The Performance Bank Guarantee should be valid for the period specified in Bid Data Sheet.

- d. The performance guarantee shall be returned to the Bidder within 30 days of the date of successful discharge of all contractual obligations at the end of the period of the agreement by the Department.
- e. In the event of any amendments to agreement, the bidder shall within 15 days of receipt of such amendment furnish the amendment to the performance guarantee as required.

Failure of the successful bidder to sign the contract in the specified period proposed in this document and as may be modified, elaborated or amended through the award letter, shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event Tendering Authority may make the award to another bidder or call for new bids.

5.4.3 Right to accept/reject any proposal or all proposals

Tendering Authority reserves the right to accept or reject any proposal, and to annul the tendering process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the grounds for Tendering Authority action.

5.4.4 Signing of Contract

At the same time as Tendering Authority notifies the successful bidder that its proposal has been accepted, the tendering authority, shall enter into a registered contract, incorporating all agreements as indicated in this RFP and to be discussed and agreed upon separately, if necessary, between Tendering Authority and the successful bidder.

5.4.5 Failure to agree with the Terms & Conditions of the RFP

Failure of the successful bidder to agree with the Terms & Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event Tendering Authority / Education Department may award the contract to the next best value bidder as per this RFP or call for new proposals or invoke the EMD/PBG.

5.5 Disqualification

The proposal is liable to be disqualified under the following cases:

- a. Proposal not submitted in accordance with this document.
- b. Proposal is received in incomplete form.
- c. Proposal is received after due date and time.
- d. The bidder qualifies the proposal with his own conditions
- e. Proposal is not accompanied by all requisite documents/EMD/Tender cost.
- f. Information submitted is found to be misrepresented, incorrect or false, accidentally, unwittingly or otherwise, at any time during the processing of the contract (no matter at what stage) or during the tenure of the contract including the extension period if any.
- g. The price information, the pricing policy or pricing mechanisms or any document indicative of the Financial aspects of the proposal are either fully or partially enclosed or is part of the pre-qualification bid/ Technical Proposal.
- h. Prime Bidder fails to deposit the Performance Bank Guarantee (PBG) at the time of signing the contract.

- i. Prime Bidder does not sign the contract within period specified after receiving the letter of award from Tendering Authority.
- j. Prime Bidder or any person acting on its behalf indulges in corrupt and fraudulent practices.
- k. If bidder provides quotation only for a part of the project
- l. In case any one bidder submits multiple proposals or if common interests are found in two or more bidders, the bidders are likely to be disqualified, unless additional proposals/bidders are withdrawn upon notice immediately
- m. Bidders may specifically note that while evaluating the proposals, if it comes to Tendering Authority's knowledge expressly or implied, that some bidders may have colluded in any manner whatsoever or otherwise joined to form an alliance resulting in delaying the processing of proposal then the bidders so involved are liable to be disqualified for this contract as well as for a further period of five years from participation in any of the tenders floated by Tendering Authority
- n. The response to the pre-qualification criteria, technical proposal and the entire documentation submitted should not contain any information on price, pricing policy, pricing mechanism or any information indicative of the Financial aspects of the bid.
- o. During validity of the proposal, or its extended period, if any, the Prime Bidder increases prices quoted in the Financial proposal.

6 Terms and Conditions

6.1 Service Level Agreement

Vendor shall indemnify, protect and save VMC against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the hardware / software supplied by him.

6.2 Publicity

Any publicity by the vendor in which the name of VMC is to be used should be done only with the explicit written permission of the Commissioner.

6.3 Guarantees

Vendor should guarantee that the hardware systems delivered to VMC are brand new, including all components. In the case of software, the vendor should guarantee that the software supplied to VMC is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

6.4 Force Majeure

The vendor shall not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that it's delay in performance or other failure to perform its obligations under the contract is the result of an event of force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Vendor and not involving the vendor's fault or negligence and not foreseeable. Such events may include, but are not limited to, Acts of God or of public enemy, acts of Government of India in their sovereign capacity, acts of war, either in fires, floods, strikes, lock-outs and freight embargoes.

If a Force Majeure situation arises, the Vendor shall promptly notify the AOVMC, in writing of such conditions and the cause thereof within twenty calendar days. Unless otherwise directed by the Commissioner in writing, the Vendor shall continue to perform its obligations under the Contract as far as it is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, VMC and the vendor shall hold consultations with each other in an endeavor to find a solution to the problem.

Notwithstanding above, the decision of the Commissioner, PMC, shall be final and binding on the vendor.

6.5 Resolution of Disputes

VMC and the vendor shall make every effort to resolve amicably, by direct informal negotiation, any disagreement or dispute arising between them under or in connection with the contract. If after thirty days from the commencement of such informal negotiations, VMC and the Vendor have been unable to resolve amicably a contract dispute, the matter will be settled by the Civil court, Vijayawada Jurisdiction.

6.6 Right to Accept Any Offer and to Reject Any or All Offers

VMC, reserves the right to accept or reject any tender offer, and to annul the tendering process and reject all tenders at any time prior to award of control, without thereby incurring any liability to the affected vendor(s) or any obligation to inform the affected vendor(s) of the grounds for the Commissioner's action.

6.7 Risk Purchase Clause

In case the selected vendor fails to execute the project as stipulated in the delivery schedule, VMC, reserves the right to procure similar services from alternate sources at the risk, cost and responsibility of the vendor. Before taking such a decision, VMC would give a notice period of 1 month.

6.8 Intellectual Property Rights

Successful Bidder shall provide the content to VMC for a period of 4 years. Successful Bidder shall also submit all the necessary instructions for incorporating any modification / changes in the content.

7 Exit Management

7.1 Exit Management Purpose

This Schedule sets out the provisions, which will apply on expiry or termination of the contract. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

7.2 Transfer of Assets

Successful Bidder shall be entitled to use the Assets for the duration of the exit management period, which shall be the four month period from the date of expiry of contract, or termination of the contract.

a. Confidential Information, Security and Data

Successful Bidder will promptly on the commencement of the exit management period, supply to the VMC or its nominated agencies the following:

- Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to E-Governance Project, Project's Intellectual Property Rights; any other data and confidential information related to the Project;
- Project data as is reasonably required for purposes of the Project or for transitioning of the services to its Replacing Successful Bidder in a readily available format.
- All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable the VMC and its nominated agencies, or its Replacing Vendor to carry out due diligence in order to transition the provision of the Services to VMC or its nominated agencies, or its Replacing Vendor (as the case may be).

b. Employees

- Promptly on reasonable request at any time during the exit management period, the Successful Bidder shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to VMC a list of all employees (with job titles and communication address) of the Successful Bidder, dedicated to providing the services at the commencement of the exit management period;
- To the extent that any Transfer Regulation does not apply to any employee of the Successful Bidder, VMC or Replacing Vendor may make an offer of employment or contract for services to such employee of the Successful Bidder and the Successful Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the VMC or any Replacing Vendor.

c. Rights of Access to Information

- At any time during the exit management period, the Successful

Bidder will be obliged to provide an access of information to VMC and / or any Replacing Vendor in order to make an inventory of the Assets (including hardware

/ Software / Active / passive), documentations, manuals, catalogs, archive data, Live data, policy documents or any other material related to the Project.

d. Exit Management Plan

Successful Bidder shall provide VMC with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.

- a) A detailed program of the transfer process that could be used in conjunction with a Replacement Vendor including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;

- b) Plans for the communication with such of the Successful Bidder, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on Project's operations as a result of undertaking the transfer;
- c) Plans for provision of contingent support to the Project and Replacement Vendor for a reasonable period (minimum one month) after transfer.
- i. Successful Bidder shall re-draft the Exit Management Plan annually thereafter to ensure that it is kept relevant and up to date.
- ii. Each Exit Management Plan shall be presented by the Successful Bidder to and approved by VMC or its nominated agencies.
- iii. The terms of payment as stated in the Terms of Payment Schedule include the costs of the Successful Bidder complying with its obligations under this Schedule.
- iv. During the exit management period, the Successful Bidder shall use its best efforts to deliver the services.
- v. Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
- vi. This Exit Management plan shall be furnished in writing to Successful Bidder or its nominated agencies within 7 days from the receipt of notice of termination or three months prior to the expiry this Agreement.

8. Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service to be provided by the successful bidder to VMC for the duration of this contract.

8.1 Penalty for delay in project execution

For any delay in installation and commissioning of the project due to causes attributable to the bidder, VMC will charge penalty @ 0.01% of the corresponding milestone value per week or part thereof, subject to a maximum of 5% of the milestone value. Any delays that are attributable to VMC or VMC schools will not attract any penalty.

8.2 SLA for Hardware Components

If reported to be non-functional or identified with some problem, VMC would report the same to the successful bidder through telephone / email / fax / letter.

Resolution time expected for various IT Components is given in the table below. Penalty shall not be considered for the time period 10pm to 7am.

Vendor need to either fully repair or replace the equipment by temporary substitute (of equivalent configuration) and make it functional (from the entire system perspective) within the expected resolution time.

In case of temporary substitute, the original component needs to be replaced within 7 days. Else the penalty amount shall be considered. In case of major, damage, vendor needs to replace the equipment with the brand-new equipment of same or better configuration and capacity.

8.3 The successful bidder will have to maintain strict Privacy and confidentiality of all the data it/its staff gets access to. Adequate provisions to be made not to allow unrestricted access to the data and to the people in the organization who have not got necessary permissions. Successful Bidder cannot sell or part with any data in any form. Penalty of Rs.1,000/- to Rs100,000/- would be charged on default of this service condition. The exact amount of the penalty will be decided by VMC based upon severity of the default.

7 Delivery Schedule

The successful bidder is expected to carry out all ground work for Supply, Installation, Integration including documentation, coordination with department / GoAP and other stakeholders of the project. These reports or deliverables are to be submitted timely by the supplier to the hospital/ purchaser to ensure the timely and smooth execution of project. Certain key deliverables are identified for each of the parts/ stages, which are mentioned hereunder. However, bidder should take approval of templates of all the reports from education department before submission of deliverable to purchaser

Deliverable	Activity	Timelines
Delivery, User Acceptance & Commissioning Deliverable: <ul style="list-style-type: none">• Installation Report & Configuration details• User Acceptance Report• User Manual• Training Toolkit All the documents shall be signed by the relevant authority in the department	Item delivery, installation & commissioning	Within 30 Days from the Date of Work Order
Event: Maintenance of the Hardware and System software supplied & installed. Deliverable: Quarterly Report (duly verified by the hospital) containing following: <ul style="list-style-type: none">• Satisfactory performance report for Equipment covered under maintenance.• Status of Hardware incidents/ calls logged and resolved• Root cause analysis of the problems for all performance and availability problem that occur	Maintenance of Hardware	Starting from the day of commissioning for four years

8 Bid Submission forms and Undertakings

8.1 Forms for Submission of Pre- Qualification

8.1.1 Form P1: Application Form

Date:

From

Ref: Vidya Vaani (Virtual Classroom Project)

Dear Sir,

We, the undersigned, apply to be pre-qualified for the above referred Project and declare the following:-

- We have examined and have no reservations to the RFP Document.

Having examined the Bidding Documents, we, the undersigned, offer to provide the services specified as per section 6 of volume II of the RFP for the sum (here in after called total bid price) as quoted in Financial bid or such other sums as may be determined in accordance with the terms and conditions of the contract. We undertake, if our bid is accepted, to commence work as per the schedule and to achieve the effectiveness of the contract within the respective timelines stated in the Bidding Documents.

Construction of the Contract

- We have read the provisions of bid and confirm that these are acceptable to us.
- We further declare that bid is unconditional.
- We undertake, if our bid is accepted, to commence the work as per the schedule immediately upon your Notification of Award to us, and to achieve Completion within the time stated in the Bidding Documents.
- If our bid is accepted, we undertake to provide an Implementation cum Performance Security in the form and amounts, and within the timelines specified in the Bidding Documents.
- We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India.
- We, hereby, declare that only the persons or firms interested in this proposal as principals are named here and that no other persons or firms other than those mentioned herein have any interest in this proposal or in the Contract to be entered into, that this proposal is made without any connection with any other person, firm or party likewise submitting a proposal, that this proposal is in all respects in good faith, without collusion or fraud

- We agree to abide by this bid, which consists of this letter, EMD with PQ bid technical bid, Financial bid, Pre bid meeting addendum if any and other attachments (specify the attachments) as per the bid document.
- We are _____ entity (Public/Private/Government)

We understand that you may cancel the prequalification process at any time and that you are not bound either to accept any application that you may receive or to invite the pre-qualified bidders to bid for the contract(s) subject of this prequalification, without incurring any liability to the Bidders, in accordance with Data Sheet.

Name & Designation.....

Signature.....

Duly authorized to sign the Application for and on behalf of

Stamp / Seal.....

Attachments: As per the technical/Financial bid specifications

8.1.2 Form P2: Details of the Bidder

Description	Details to be filled by Bidder
Name of the Organization	
Nature of the Organization Government / Public / Private / Partnership / Proprietorship	
Year of Establishment (Enclose any of the following for proof of establishment) <ul style="list-style-type: none"> • Certificate of Incorporation (ROC) • Audited balance sheets • Registered Partnership deed if any 	
Regd. Office Postal Address with Phone & Fax Number	
Office Postal Address with Phone & Fax Number in Andhra Pradesh	
Contact person with Phone, Mobile Number & e-mail address	
TIN No / CST Registration Number/ Service Tax Registration Number	
Append applicable credentials as per RFP	
Incorporation Certificate Number , date	

Name.....

In the capacity of.....

Signed.....

Duly authorized to sign the Application for and on behalf of

Stamp / Seal.....

8.1.3 Form P3: Pending Litigation

(EACH APPLICANT MUST FILL IN THIS)

Applicant Legal Name.....			
No pending litigation			
Pending litigation is indicated below			
Year	Matter in Dispute	Value of Pending Claim in INR Equivalent	Value of Pending Claim as a % of Net Worth

Date:
Name.....
In the capacity of.....
Signed.....
Duly authorized to sign the Application for and on behalf of.....
Stamp / Seal.....

8.1.4 Form P4: Format for Self-Declaration on Blacklisting

(Company Letterhead –)

To,

[Date]

Sir,

In response to the RFP No. _____ dated _____ for quoting against the RFP as an Director of M/s << Bidder>> , I / We hereby declare that our Company / Firm _____ is having unblemished past record and was not declared blacklisted or ineligible to participate for bidding as on date of submission of the bid by **any State/Central Govt. or PSU** due to, breach of general or specific instructions, corrupt /fraudulent , Non Performance or any other unethical business practices.

Yours faithfully,

Name.....

In the capacity of.....

Signed.....

Duly authorized to sign the Application for and on behalf of

Stamp / Seal.....

8.1.5 Form P5: Financial Strength Details

Item/ Year	FY 2014-15	FY 2015-16
Revenue (in INR Lakhs)		
Profit Before Tax (in INR Lakhs)		
Profit after Tax (in INR Lakhs)		
Net worth		
Other Relevant Information		
Mandatory Supporting Documents: (a) Auditor Certified financial statements for the Last two financial years		

Note: The primary bidder should provide details in the above table and supporting documents in separately

Name.....

In the capacity of.....

Signed.....

Duly authorized to sign the Application for and on behalf of

Stamp / Seal.....

8.1.6 Form P6: Details of Local Presence

Date:

This is to certify that _____(company name) having its local office at (address)_____has the following centre(s) in the State of Andhra Pradesh

Name and location of delivery centre	Contact person details	Number of projects handled	Skill sets	Indian Client List (Mention a few)

Name and location of the Organisation	Address	Number of employees

Name.....

In the capacity of.....

Signed.....

Duly authorized to sign the Application for and on behalf of

Stamp / Seal.....

Note: In case, the bidder does not have local presence in AP at the time of bidding, a self-declaration has to be provided by the Prime bidder that they will establish a project office in AP within 1 month from the issue of LOI if they are awarded the project.

8.1.7 Form P7: Relevant General Project Experience

Project/ Assignment Name:		Country:
Project Location within the Country:		Professional Staff provided by your Company:
Name of Funding Agency \ Client:		No. of Staff:
		No. of Person months:
Start Date:	Completion Date:	Approx. Value of Services:
Name of Associated Firms (s) if any:		No. of Months of Professional Staff provided by Associated Firms(s):
Name of Senior Staff involved and functions performed:		
<i>Detailed Narrative Description of Project:</i>		
Scope Covered in Project (Yes/No)	<input type="checkbox"/>	<input type="checkbox"/>
Development (Yes/No)	<input type="checkbox"/>	<input type="checkbox"/>
Maintains & Support (Yes/No)	<input type="checkbox"/>	<input type="checkbox"/>
Installation (Yes/No)	<input type="checkbox"/>	<input type="checkbox"/>
Detailed Description of Actual Services Provided by your Company:		

Note: Work Order and Completion certificates shall be provided. Non-compliance to this shall lead to non-evaluation of the projects.

Name.....

In the capacity of.....

Signed.....

Duly authorized to sign the Application for and on behalf of

Stamp / Seal.....

8.1.8 Form P8: Manufacturer Authorization Form

The authorization should be tender specific may be in the nature of a letter, memorandum or certificate regularly granted by the manufacturer to its channel partners, authorized solution providers, system integrators, distributor etc., or a specific letter issued for purposes of this bid. Such communication should include statements / undertakings from the said manufacturer to the following effect.

- i. Warranty coverage in respect of the goods and services manufactured by the said manufacturer shall be honored by that manufacturer, their channel partners, distributors, authorized service centers as the case may be.
- ii. The manufacturer updates the bidder and their technical personnel with relevant technical literature, training and skill transfer workshop etc., on a regular basis.
- iii. The manufacturer provides back to back technical support to the said bidder on a continuing basis.
- iv. The manufacturer should maintain necessary spares for a period of at least 5 years.
- v. The said bidder is authorized to provide service and solutions using hardware firmware and / or software as the case may be.

Note:

- The letter of authority should be signed by a person competent and having the power of attorney to bind the manufacturer.
- Ink signed copy of the MAF should be submitted in original along with the bid

8.2 Technical Forms Evaluation Formats

8.2.1 Form T1: Relevant Project Experience

Project/ Assignment Name:		Country:
Project Location within the Country:		Professional Staff provided by your Company:
Name of Funding Agency \ Client:		No. of Staff:
		No. of Person months:
Start Date:	Completion Date:	Approx. Value of Services:
Scope Of Project	Supply of Hardware	
	Development	
	Supply/ Maintains	
Name of Associated Firms (s) if any:		No. of Months of Professional Staff provided by Associated Firms(s):
Name of Senior Staff involved and functions performed:		
<i>Detailed Narrative Description of Project:</i>		
Detailed Description of Actual Services Provided by your Company:		

Note: Work Order and Completion certificates shall be provided. Non-compliance to this shall lead to non-evaluation of the projects.

8.2.2 Form T2:Proposed Solution

The bidder should provide detailed description for all the parameters mentioned below provided in the form given below

No	Proposed Solution / Module	Category			Version & Year of Release	OEM	Features & Functionalities
		Custom Solution	COTs	Existing Solution			

8.2.3 Form T3:Declaration for Bill of Material – Infrastructure

Bidder must submit the Technical Compliance Statement for each item required under the project as per details given in Bill of Quantity and Technical Specifications given in this RFP. The implementation agency should Procure, Supply, Install, Commission, Configure, Test, Integrate, Manage and Support the Hardware and Networking Equipment's and off the shelf software as per the time frame stipulated by the Department given in the subsequent section(s) that meets or exceeds the requirements/guidelines stipulated in this RFP. Bidders shall furnish the required information on their technical and Financial proposals in the enclosed formats only. Any deviations in format may make the tender liable for rejection. Do not, otherwise, edit the formats and proposal cover letters.

The bidder shall fill and submit the technical compliance sheet as per the format given in section 8.4

8.2.4 Form T4:Proposed Approach and methodology for the solution proposed

The bidder should provide detailed description for all the parameters mentioned below provided in the form

- e. Project requirement assessment, software development lifecycle, testing, deployment, warranty and maintenance, facilities management
- f. SLA management methodology, SLA monitoring console
- g. Highlight the associated risks/ problems and plans for mitigation and explain the technical approach it would adopt to address them
- h. Planning and Building Infrastructure (assessment, design, integration/ migration of existing Portal infrastructure)

8.2.5 Form T5: Proposed Formation/Location of Helpdesk & other manpower support

The bidder should provide detailed description for all the parameters mentioned below provided in this form

- a. Proposed methodology of formation of the manpower support team, Operating and Maintaining Infrastructure:
- b. Methodology for Helpdesk Management
- c. AMC/ Hardware accessories support

8.2.6 Form T6: Proposed Training

The bidder should provide detailed description for all the parameters mentioned below provided in this form

- a. Proposed Training Schedule
- b. Plan to develop Training Manuals
- c. Training of Trainers, proposed training methodology, online help modules proposed
- d. Refresher and retraining methodology
- e. Plan for Number & Quality of personnel to be deployed for training

8.2.7 Form T7: Innovation Proposed for additional Services

The bidder should provide detailed description for all the parameters mentioned below provided in this form

1. The SI can also propose other innovative services that it can develop based on international best practices and industry proven solutions in the Education sector. The Evaluation will be based on
 - a. Functionality and scope of the premium services
 - b. Innovativeness and Feasibility of the premium services.
 - c. Impact and coverage of the service on the stakeholders of the Education sector
 - d. Projected number of transactions/subscriptions for the premium services

8.2.8 Form T8: Project Management Framework

The bidder should provide detailed description for all the parameters mentioned below provided in this form

The proposal should clearly and concisely define the project management framework that shall be followed by the bidder. The framework should contain at least but not limited to the following:

- A. The Project Organization & Quality Management Strategy
- B. Communication Management Strategy
- C. Configuration Management Strategy
- D. Risk Management Strategy – Highlight the associated risks/ problems and plans for mitigation and explain the technical approach it would adopt to address them
- E. Adherence to the proposed timelines Activities, Sequencing and dependencies among activities
- F. Escalation matrix.

8.2.9 Form T9: Takeover and Exit Management

The bidder should provide detailed description for all the parameters mentioned below provided in this form

- a. Comprehensiveness & completeness of the Plan for takeover
- b. Comprehensiveness & completeness of the Plan for exit management

8.2.10 Form T10: Work Plan and Resource allocation

The bidder should provide detailed description for all the parameters mentioned below provided in this form

Apart from the detailed Project Plan proposed by the Bidder, the following to be provided which would be evaluated in the following parameters:-

- a. Go-live and Operational Plan
- b. Infrastructure Deployment plan
- c. O & M Plan

The Bidder need to provide the activity schedule as per the table given below

No	Activity ¹	Calendar Months												
		1	2	3	4	5	6	7	8	9	10	11	12	n
1														
2														
3														
N														

- 1 Indicate all main events / milestones / activities of the assignment, including delivery of reports (e.g.: inception, interim, and final reports), and other benchmarks. For phased assignments indicate activities, delivery of reports, and benchmarks separately for each phase.
- 2 Duration of activities shall be indicated in the form of a bar chart.

8.2.11 Form T11:Key resources proposed

The bidder should provide detailed description for all the parameters mentioned below provided in this form

8.2.12 Form T12: Team Composition

S.NO.	Name of Staff	Qualification	experience	Past relevant experience	Position Assigned	Task Assigned

Note: Along with the details in the above table, please propose the governance structure.

8.2.13 Form T13: Team Deployment Structure

S.No.	Designation/ Name of the Staff	Staff input (in the form of a bar chart) Year						Total staff-month input		
		1	2	3	4	5	6	Offsite	Onsite	Total

8.2.14 Form T14: Team Profiles (CV Format)

(Please fill the details for each of the proposed team member)

S.No.	Article	Description
1.	Name:	
2.	Date of Birth:	
	Nationality:	
3.	Contact details:	
4.	Education:	
	Name of Institution	Degree obtained (Subject) Date of obtainment
5.	Professional Training:	
6.	Countries of Work Experience:	
7.	Languages:	Speaking Reading Writing
	English	
	Hindi	
	Telugu	
	...	
8.	Employment Record:	
a.	From:	To: Till Date
	Employer:	
	Positions held:	
b.	From:	To: Till Date
	Employer:	
	Positions held:	
c.		
9.	Detailed Tasks Assigned:	

10. Work Undertaken that Best Illustrates Capability to Handle the Tasks Assigned

- i. Name of the Project:
Year:
Duration:
Client:
Main project Features:
Position Held:
Activities Performed:
- ii. Name of the Project:
Year:
Duration:
Client:
Main project Features:
Position Held:
Activities Performed:

11. Certification:

I, the undersigned, certify that to the best of my knowledge and belief, this CV correctly describes me, my qualifications, and my experience. I understand that any willful misstatement described herein may lead to my disqualification or dismissal, if engaged.

Date:

Authorized signatory:

8.3 Financial Submission Forms

8.3.1 Form C1: Financial Proposal Submission Form

Location

Date

To

Dear Sirs:

We, the undersigned, offer to provide the System Integration Services for development and implementation of the virtual class rooms program in Andhra Pradesh in accordance with your Request for Proposal dated <<>>> and our Technical Proposal.

Our attached Capex Financial Proposal is for the amount of Rs. _____ (Rupees _____) and is *inclusive of all taxes, duties, levies as may be applicable and any Out-of-pocket and incidental expenses.*

30% of the Capex is being provided by the Vijayawada Municipal Corporation.

As for the service that is being provided by the bidder for the students of 9th grade in VMC schools, the VMC will be paying Rs. _____ per month per classroom (Virtual Classroom + Services) for a period of 48 months from the date of hardware setup in the classrooms.

Our Financial Proposal shall be binding upon us until the expiration of the validity period of the Proposal.

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

We remain,

Yours sincerely,

Authorized Signature {In full and initials}: _____

Name and Title of Signatory

Address:

Email:

8.3.2 Form C2: Summary of Cost Components

S. No.	Description	Total Price (INR)
A	Services Provided During Implementation Phase (CAPEX)	
1	Studio setup	
2	Interactive Classroom Hardware setup in each classroom	
3	Power backup for hardware	
4	Integrate Video conferencing for Virtual classroom setup	
B	Services Provided During Post Implementation Phase (OPEX)	
5	Capacity Building and Training (Form C6)	
6	Handholding Support at Implementation Locations (Form C7)	
7	Application Maintenance & Operational Expense including up gradation, deployment of patches, fixes etc. after go-Live (Form C8)	
8	AMC for Hardware (Form C9)	
9	Provide Multimedia content for grade 9	
10	Continuous implementation of Virtual classrooms	
C	Grand Total (A+B)	
The total Bid value in words		

Note:

1. All unit rates indicated in the schedules shall be inclusive of (not limited to supply), installation, duties, transport, packing and transit insurance charges etc. Taxes should be indicated under the relevant column in the schedules.

Authorized Signature {In full and initials}: _____

Name and Title of Signatory

Address:

8.3.3 Form C3: Application Development, Testing, deployment and commissioning cost

S. No	Name of the Module in	Develop ment / Customi zation / COTS	If Customizati on / Developme nt No. of Man Months Proposed	Man Mont h Rate	Amou nt (D *E)	Taxes	Total Amou nt (F+G)
(A)	(B)	(C)	(D)	(E)	(F)	(G)	(H)
1.							
2.							
3.							
4.							
5.							
6.							
7.							
		Total Cost in Words:					

Authorized Signature {In full and initials}; _____

Name and Title of Signatory

Address:

Email:

8.3.4 Form C7: Handholding Support at Implementation Locations

S. No.	Year	No. of resources required (A)	No. of man Months (B)	Unit Cost (C)	Total Cost D = (B * C)	Taxes in INR (E)	Grand Total in INR F = D+E
1	Year 1						
2	Year 2						
3	Year 3						
4	Year 4						
	Total						

Note: Please calculate the NPV using the following formula for given in the Financial evaluation section of this RFP

Authorized Signature {In full and initials}; _____

Name and Title of Signatory

Address:

Email:

8.3.5 Form C9 : AMC for Hardware

Description	Total Quantity	Year 4	Amount (C+D+E+F)	Taxes	Total H+I
(A)	(B)	(F)	(H)	(I)	(J)
Total					

Authorized Signature {In full and initials}; _____

Name and Title of Signatory

Address:

Email:

9 Bill of Material

Hardware	Quantity	Price (INR)
All-in-one integrated Projector and Computer with interactive board. Projector: 3000 SVGA ANSI Lumens Short Throw Projector DLP Projector Computer: Intel i3 Processor, 4GB RAM, Integrated Graphics, 1TB Hard Disk Interactive display Inbuilt Audio system 30W Audio Output	62	1,15,000
Camera 5MP or more, 720P Video calling	62	5,000
Wireless Presenter	62	2,000
Wireless Handheld Microphone	62	1,500
UPS	28	50,000
Internet and Connectivity	62	3,000
Studio setup Desktop 1: Intel i7 processor, 16GB RAM, 2 GB Graphic	1	15,00,000

card, 1TB hard disk, 32 inch LED screens (2) Microphone Camera 1080 P 30fps and 720P 60fps Digital board Annotation Pen 16 LCD/LED Screens		
Operational Expenditure		
e-Content tool 9 th class content Teacher enabling content, Videos, E-books Testing platform Studio maintenance Teacher Training	62	8,000 per year 20,500 per year
AMC	62	12,000 per year
Total		1,97,00,000