



**Government of India
Ministry of External Affairs**

**Tender Document
For
Setting up Centres for Excellence in IT
(CsEIT)
In
Costa Rica, Commonwealth of Dominica and
Panama.**

Date: 04.04.2014

Tender No.: DP/231/18/2008

Last date for submission of bids: 30.04.2014 at 1500 Hrs.

The tender document is available for downloading at www.mea.gov.in

Issued to M/s

Against payment of Rs. 2000/- (Rupees Two thousand only) in form of Demand Draft / Pay Order payable in the name of "Pay and Accounts Officer, Ministry of External Affairs, New Delhi"

**Development Partnership Administration-II
Ministry of External Affairs
Jawaharlal Nehru Bhawan, Janpath,
New Delhi, INDIA
Tel: +91 - 11 - 49015392**

**Government of India
Ministry of External Affairs
Development Partnership Administration- II**

TENDER NOTICE

Development Partnership Administration-II, Ministry of External Affairs, New Delhi invites sealed quotations on two bid system in two parts from the eligible bidders from leading Indian IT Companies for setting up a Centre of Excellence in Information Technology (CEIT) in Costa Rica and Commonwealth of Dominica(CD) each, and for upgradation of CEIT in Panama as per the specifications given in this tender.

The bidder(s) is required to provide IT infrastructure, Training course-ware, teaching aids and trainers as per the specifications provided in the tender.

Tender document can be obtained from the Section Officer (DP), Room No. 1123, Jawaharlal Nehru Bhawan (JNB), New Delhi on submission of a Bank Draft/Pay Order for Rs. 2000/- favouring "Pay and Accounts Officer, Ministry of External Affairs, New Delhi" between 11.00 AM to 5.00 PM on all working days till 29.04.2014. It may also be downloaded from websites www.mea.gov.in or <http://eprocure.gov.in>. The sealed quotations would be accepted till 03:00 PM on 30.04.2014. EMD of Rs. Fifteen lakhs for each part of tender shall be submitted along with the bid.

Quotations shall be submitted on two-bid system (technical and price). Both the sealed envelopes, clearly marked so, shall be kept inside a large sealed envelope super scribed as "Tender for setting up Centres of Excellence in Information Technology(CsEIT) in Costa Rica,Commonwealth of Dominica(CD) and Panama" and handed over to the Section Officer (DP), JNB, Ministry of External Affairs, Room No. 1123, New Delhi. The sealed quotations would be opened on the last date of submission of bids i.e. 30.04.2014 at 3.30 PM in Room No. 1123, JNB New Delhi in the presence of the authorized representatives of the companies present.

Ministry of External Affairs reserves the right to reject one or all of the bids without assigning any reason.

<p>Under Secretary(DP), Room No 2107, 'B' Wing Jawaharlal Nehru Bhawan MEA, New Delhi Tele: +91-11-49015391</p>

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SECTION I
INVITATION FOR BIDS (IFB)

1. DPA-II, Ministry of External Affairs, New Delhi invites sealed bids in two bid system in two parts from eligible bidders for setting up a Centre of Excellence in Information Technology(CEIT) on CIF basis at San Jose, Costa Rica and Roseau, Commonwealth of Dominica(CD) each, and upgradation of existing CEIT in Panama as per Schedule of Requirements (Section IV).
- 1.1. The tender is in two parts. Eligible bidders can participate in one or both of the parts independently, subject to the fulfilment of the specified eligibility criteria. Evaluation of proposals shall be done separately and independently for both parts.
- 1.2. Part-A of tender pertains to Training which includes deployment of trainers, designing and supply of course content and overall management of IT centres at San Jose, Costa Rica; Roseau, Commonwealth of Dominica (CD) and Panama City, Panama, as per Schedule of Requirements (Section IV).
- 1.3. Part-B of tender pertains to IT infrastructure and requires supply, installation, testing, commissioning and maintenance of Hardware and Software of IT centres at San Jose, Costa Rica; Roseau, Commonwealth of Dominica (CD) and Panama City, Panama, as per Schedule of Requirements (Section IV).

2. Contact information:

Under Secretary (DP)
Development Partnership Administration-II
Ministry of External Affairs,
Room No. 2107, 'B' Wing
Jawaharlal Nehru Bhawan, New Delhi,
Tel: 011-49015391
Mail id: usdp@mea.gov.in

3. Two bid System –The two bid system will be followed for this tender. In this system bidder must submit offer in two separate sealed envelopes as explained below:

3.1 Envelope No. 1: “Technical Bid” shall contain:

3.1.1 Bid Form as per Annexure 1.

3.1.2 Tender Fee in the form of Demand Draft of Rs. 2000/- (Rs Two Thousand Only) drawn on any Nationalized/ Scheduled Bank, in favour of ‘Pay & Accounts Officer, Ministry of External Affairs’ payable at New Delhi. (If the Tender Document is downloaded from website).

3.1.3 Earnest Money (EMD) of appropriate amount in the form of Demand Draft drawn on any Nationalized/ Scheduled Bank, in favour of ‘Pay & Accounts Officer, Ministry of External Affairs’ payable at New Delhi OR Bank Guarantee (BG) as per the prescribed format, as mentioned at clause 9 of Section II.

3.1.4 Duly filled Technical Bid along with compliance chart given at Annexure 1, with proper seal and signature of authorised person on each page of the bid submitted.

3.1.5 The person signing the bid shall be the duly authorised representative of the firm/company, for which a certificate of authority shall be submitted. The power or

authorisation or any other document consisting of adequate proof of the ability of the signatory to bind the firm/ company shall be annexed to the bid.

3.1.6 Self-Attested copy of VAT/ CST, Service Tax Number/ Registration certificate as applicable .

3.1.7 Audited balance sheet for the last 3 financial years justifying that bidder has minimum average annual turnover as defined in eligibility conditions defined under Clause-4, Section-II of the tender document.

3.1.8 A copy of Certificate of incorporation, Partnership deed / Memorandum and Articles of Association, as applicable.

3.1.9 The bidder must submit signed Price Schedule leaving the price column blank as per the format given Section V of this tender document.

3.1.10 Bidders participating in **Part-A/both Parts** of this tender must also submit :

3.1.10.1 Resume of the persons to be deployed as trainers and centre head, clearly highlighting the required qualifications.

3.1.10.2 Form -16 (of Income Tax), issued by bidder to the persons proposed to be deployed as trainers, for last financial year (2013-14). This is required to ensure that such persons are on the roll of the Company/firm for at least last one year.

3.1.10.3 Schedule of training programs.

3.1.10.4 Details of training program including module wise topics to be covered, post training assessment methodology etc.

3.1.10.5 Relevant ISO certificate in IT training field.

3.1.10.6 A copy of work orders/Purchase orders and satisfactory work completion certificate(s), in support of required experience defined under Eligibility conditions.

3.1.11 Bidders participating in **Part-B/both Parts** of this tender must also submit :

3.1.11.1 The bidder must submit detailed technical specifications, make & model, part number and compliance to the Schedule of Requirement (Section IV) for which bid is submitted.

3.1.11.2 Manufacturer's authorization for major components like PCs, Servers, Router, Switches, KVM Switches, UPS, Scanner and Printers.

3.1.11.3 The installation and warranty services are required in Costa Rica, Commonwealth of Dominica and Panama separately, on CIF basis. The bidder must provide the plan/arrangement for installation and warranty services to be provided at site. The bidders shall either have their own branch office/service centre or shall provide service through local dealer/service provider in Costa Rica, Commonwealth of Dominica and Panama separately, on CIF basis. In either case an Undertaking to this effect shall be submitted along with the technical bid. The details name, address, contact person, telephone/Fax, email etc shall be provided along with an undertaking from the local dealer/service provider, before the placement of purchase order (If applicable).

3.1.11.4 Relevant ISO certificate in IT infrastructure field

3.1.11.5 A copy of work orders/Purchase orders and satisfactory work completion certificate, in support of required experience defined under eligibility conditions.

3.1.11.6 Bidder shall submit an **undertaking** that the proposed hardware and software are legally valid for use in the **host country** and shall be in name of the IT Centre (at host country)

3.1.12 Bidder must provide an undertaking for the effect that he is not under a declaration of ineligibility for **corrupt and fraudulent** practices.

3.1.13 Other related documents as mentioned in the tender document but not listed here.

3.2 Envelope 2: “Commercial Bid” shall contain:

Price schedule, complete in all respects with proper seal and signature of authorized person.

3.3 Both the technical bid and commercial bid envelopes shall be sealed separately and clearly marked as “Envelope No. 1 – Technical Bid” and “Envelope no. 2 – Commercial Bid” and name of the bidder. Both the sealed envelopes shall be placed in third larger envelope clearly mentioning “Tender for setting up Centres of Excellence in Information Technology(CsEIT) in Costa Rica, Commonwealth of Dominica (CD) and Panama” and addressed to:

**Section Officer (DP)
DPA II Division
Room No. 1123, 'B' Wing
Ministry of External Affairs
Jawaharlal Nehru Bhawan (JNB), New Delhi
Tel : 49015392**

Please write **tender number** on each envelope and seal all the envelopes.

4. Important dates.

4.1 Last date for sale of tender document is **29.04.2014 till 5.00 PM.**

4.2 The pre-bid meeting shall be held on **16.04.2014 at 1100 hrs** at:

**Room No. 1123, 'B' Wing
Ministry of External Affairs
Jawaharlal Nehru Bhawan (JNB), New Delhi**

All prospective bidders / authorized representative of the bidders who have purchased / downloaded the RFP document may attend the pre bid conference to get their queries and clarification replied, if any. The bidder shall depute senior level representative(s) who shall be well conversant with the subject and bid requirements. Due to security reasons, Bidders, willing to attend the pre-bid conference, are requested to convey their contact details to MEA latest by **1600 hrs on 15.04.2014** so that necessary arrangements are made. Details are to be conveyed through email to usdp@mea.gov.in and sodp@mea.gov.in The queries, if any, will have to be submitted in writing on/ before the day of Pre – Bid Meeting. *No queries shall be entertained after the Pre – Bid Meeting.*

4.3 Last date for submission of bids **30.04.2014 till 1500 hrs** at:

**Section Officer (DP Section)
DPA-II Division
Room No. 1123, 'B' Wing
Ministry of External Affairs**

Jawaharlal Nehru Bhawan (JNB), New Delhi
Tel : 49015392

The bids are to be submitted in two bid system, as detailed in the tender document at the above-mentioned address. Bids submitted at any other place shall not be entertained by MEA.

4.4 Technical bid will be opened on 30.04.2014 at 1530 Hrs at:

Room No. 1123, 'B' Wing
Ministry of External Affairs
Jawaharlal Nehru Bhawan (JNB), New Delhi
Tel : 49015392

The bidder's authorized representative (maximum two) can attend the bid openings.

5. Opening of Price bids

Price bids of the substantially responsive bidders will be opened, in the presence of the bidders or their authorized representative, who choose to attend, at the **time, place and date** to be informed later.

END OF SECTION I

SECTION II
INSTRUCTIONS TO BIDDERS (ITB)

1. General definitions

- 1.1. **“Agreement”** means the document signed between the MEA, Govt of India and the successful bidder, that incorporates any final corrections or modification to the bid, and is the legal document binding on both the parties to the agreement, with all terms and conditions of the contract.
- 1.2. **“Bid”** means the proposals submitted by the Bidder(s) in response to this tender in accordance with the provisions thereof including the Technical Bid/proposal and Financial Bid/proposal along with all other documents forming part and in support thereof.
- 1.3. **“Bidder”** means a company/firm incorporated in India, who has submitted the bid for as per the terms, conditions, and technical specifications of the tender document.
- 1.4. **“Bid Security” or “EMD”** the meaning prescribed to it in “Instructions to Bidders.”
- 1.5. **“Bid Process”** means the process of selection of the successful bidder through competitive bidding and includes submission of bids, scrutiny and evaluation of such bids as set forth in the tender.
- 1.6. **“Consignee”** means the person/office to whom the services/equipments are required to be delivered as per the “Letter of Acceptance” .
- 1.7. **“Letter of Acceptance”** means the letter or memorandum communicating to the successful bidder the acceptance of its bid and includes an advance acceptance of its bid.
- 1.8. **“Purchaser”** means Ministry of External Affairs, Govt. Of India, New Delhi. or its authorized representatives.
- 1.9. **“Period”** shall mean the entire term of the agreement.
- 1.10. **“RFP” and / or “RFP Document”** means this tender document comprises of the sections namely Disclaimer, Notice Inviting Tender (NIT), Definitions and Abbreviations, Instructions to Bidders (ITB), General Conditions of Contract (GCC), Schedule of Requirements (SOR), Technical Specifications, (TS), Price Schedule (PS), and Bid Forms, Annexures and other formats and any applicable schedules thereto added/modified before the freezing of the RFP.
- 1.11. The terms **“ Successful Bidder , “ Acceptable L1 Bidder”** and / or **“Vendor”** shall mean the Bidder who qualifies the Technical bid/proposal stage and the Financial bid/Proposal stage of this tender and to whom a Letter of Acceptance is consequently issued by **purchaser**.
- 1.12. **“ Works “** means all the works specified or set forth and required in and by the said ‘ Technical Specifications’, ‘General Conditions of Contract ‘ and ‘Schedule of Requirements’, ‘ Bid Forms, Annexures and other Formats‘ hereto annexed to be implied there from or incidental thereto, or to be hereafter specified or required in such explanatory instructions and drawings (being in conformity with the said original Specification (s), Drawing (s) and ‘ Schedule of Requirements) and also in such additional instructions and drawings not being in conformity as aforesaid, as shall from time to time, during the progress of the work hereby Contracted for, be supplied by the Purchaser.

2. Locations for the Supply, Installation and Services

The equipment (Hardware & Software) have to be delivered and installed at the site for the proposed training centres at San Jose, Costa Rica; Roseau, Commonwealth of Dominica(CD) and Panama City and Panama City, Panama respectively. Similarly, trainers and centre head are to be deployed at the same centres.

3. Order Placements and Release of Payment

The Purchase Order and payment shall be processed by:

Under Secretary(DP)
Room No. 2107, 'B' Wing
Ministry of External Affairs
Jawaharlal Nehru Bhawan
New Delhi – 110011

4. Eligibility Criteria

4.1 For Part-A (Training)

- 4.1.1. Bidder must be a company/firm incorporated in India.
- 4.1.2. The bidder shall be into the field of IT training and shall have minimum average annual turnover of Rs 2.5 crore during the last three financial years.
- 4.1.3. The bidder must have imparted training for minimum Rs 2 crore in any one year OR minimum Rs 1.4 crore per annum in any two years OR minimum Rs 1 crore per annum in any three years during last seven years period. To ensure the verifiability of the above, revenue earned by training imparted to the Govt of India/State Govt/PSUs only, shall be considered for determining the eligibility.

OR

The bidder shall have experience of setting of at least one IT Centre involving training also, of value not less than Rs. 8 crores or two IT Centres involving training also, of value not less than Rs.5 crores each or three IT Centres involving training also, of value not less than Rs.4 crores each. The bidder must have executed at least one such project overseas.

- 4.1.4. Relevant ISO certificate in IT training field
- 4.1.5. The trainers shall have good academic background with B.E/ B.Tech/MCA/M.Sc in Computers/IT/Electronics with atleast 60% marks, and having atleast 5 years IT/Training experience. The trainers shall be on company rolls for at least last 1 year and shall be certified on at least one relevant technology platforms viz. Microsoft, Cisco, Oracle and Linux etc.
- 4.1.6. The proposed centre-head shall possess BE/B.Tech/MCA/ MSc in Computer/ IT/Electronics with at least 60% marks, alongwith MTech/ME/MBA with at least 60% marks. The Center head should have atleast 7 years IT/Training experience and shall be certified on at least one relevant technology platform.viz. Microsoft, Cisco, Oracle and Linux etc. For Costa Rica IT centre, Centre head must have fluency in Spanish and English.
- 4.1.7. The bidder shall be able to award a certificate of proficiency to the participants who complete the courses.

4.2 For Part B (Physical IT Infrastructure)

- 4.2.1. Bidder must be a company/firm incorporated in India.
- 4.2.2. The bidders shall be in the business of IT i.e. IT Hardware, Software and Networking, etc. and shall have minimum average annual turnover of Rs 10 crore during the last 3 financial years.
- 4.2.3. The bidder shall have experience of supply, installation, commissioning, networking and maintenance of similar IT infrastructure to Govt of India/State Govt/PSUs_. The bidder must have successfully executed one such project of value not less than Rs. 7 crore or two such projects of value not less than Rs. 4 crore each or 3 such projects of not less than Rs. 2.5 crore each during last 7 years.
- 4.2.4. Relevant ISO certificate in IT infrastructure field.
- 4.2.5. Bidder shall be an authorised distributor/ resellers for major components like PCs, Servers, Router, Switches, KVM Switches, UPS, Scanner, Printers.
- 4.2.6. The bidders shall have their own branch office/service centre in Costa Rica ,Commonwealth of Dominica and Panama, separately or arrangement to provide service through local dealer/service provider in these places on CIF basis.

4.3 Bidders shall not be under a declaration of ineligibility for **corrupt and fraudulent** practices.

4.4 Bidder shall be registered with **Sales Tax/ Income Tax** Department of Government of India and shall hold a valid VAT registration certificate, as applicable.

5. Cost of Bidding

The bidder shall bear all costs associated with the preparation and submission of the bid. The purchaser will, in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

6 Cost and Availability of Tender Document

6.1 The tender document can be obtained from the Section Officer (DP), Room No. 2088, Jawaharlal Nehru Bhawan (JNB), New Delhi on submission of a Bank Draft/Pay Order for Rs. 2000/- (non-refundable) favouring “Pay and Accounts Officer, Ministry of External Affairs, New Delhi” between 1100 hrs and 1700 hrs on all working days till 29.04.2014.

6.2 It may also be downloaded from websites www.mea.gov.in or <http://eprocure.gov.in>. However, the tender fee (non-refundable) against the tender document, has to be paid by the bidder in the form of DD/Pay Order for Rs. 2000/- favouring “Pay and Accounts Officer, Ministry of External Affairs, New Delhi”.

7 Amendment of Bid Documents

7.1 At any time prior to the deadline for submission of bids, MEA may, for any reason, whether on its own initiative or in response to the clarification request by a prospective bidder, modify the bid document.

7.2 All prospective bidders who have purchased the bidding document will be notified of the amendment in writing, and such amendments/ modifications will be binding on them. All amendments will also be up loaded at MEA’s website and in CPP Portal. No

individual notification will be issued to the prospective if they have not purchased the tender document or have downloaded it from website.

7.3 MEA at its discretion may extend the deadline for the submission of bids if the bid document undergoes changes during the bidding period or for any other reason, in order to give prospective bidders time to take into consideration the amendments, if any, while preparing their bids.

8 Preparation and Submission of Bids.

8.1 Bidder shall submit offer in two separate sealed envelopes as explained in clause 3 of Section – I.

8.2 Bidder shall avoid, as far as possible, corrections, overwriting, erasures or postscripts in the bid documents. In case, however, any corrections, alterations, changes, erasures, amendments and/or additions have to be made in the bids, they shall be supported by dated signatures of the same authorized person signing the bid documents.

8.3 All the pages of the Bid (original & copy) must be serially numbered, signed by the authorized person, properly stitched and kept in a file.

8.4 Soft copy of the Technical & un-priced commercial bid in MS word format on CD is to be submitted along with the hard copy in the Tender offer submission. Similarly soft copy of the Price bid in MS Excel format on CD is to be submitted along with the hard copy in the Price Bid submission.

8.5 There shall not contain any terms and conditions, printed or otherwise, which are not applicable to the Bid. The conditional bid will be summarily rejected. Insertions, postscripts, additions and alterations shall not be recognized, unless confirmed by bidder's signature.

8.6 The bidder is expected to examine all instructions, forms, terms and specifications in the tender documents. Failure to furnish all information required as per the tender document or submission of the bids not substantively responsive to the tender document in every respect will be at bidder's risk and may result in rejection of the bid.

8.7 The Bid shall be in English language. All correspondence and documents relating to the bid exchanged between the bidder and the purchaser shall also be in **ENGLISH** language. However any technical document/ literature etc. printed in a language other than English shall be accompanied by its true English translation duly signed for its correctness. Any document submitted with the bid but not in English language shall not be treated as part of the bid document. The responsibility for the correctness of the translations if any solely rests on the bidder and purchaser shall not be responsible for any loss/likely loss arising out of error in translation whatsoever. In such cases, for the purpose of interpretation of the bid, the English translation shall prevail.

9 Bid Security/Earnest Money Deposit (EMD)

9.1 Earnest Money Deposit(EMD) for each Part of the tender is Rs 15,00,000/- (Rupees Fifteen Lac only). However if the bidder is participating in both Parts of the tender, single EMD of Rs 30,00,000(Rs. Thirty Lac only) may be submitted.

9.2 The EMD must be in the form of a Demand Draft (DD), drawn on any Nationalized/Scheduled Bank, in favour of "Pay & Accounts Officer, Ministry of External Affairs" payable at New Delhi or in the form of a Bank Guarantee (BG) as per the format provided at Annexure 3 and shall be valid upto 45 days beyond the validity of the bid i.e 225 days from the last date for bid submission.

9.3 EMD shall be submitted in the envelope containing technical bid. Bid submitted without EMD will stand rejected. No interest shall be payable on EMD.

9.4 The EMD of unsuccessful Bidders will be discharged / returned as promptly as possible after the expiry of Bid validity period and / or within 30 days from the date of signing the agreement with the successful bidder. However if the return of EMD is delayed for any reason, no interest/ penalty shall be payable to the bidder.

9.5 The EMD shall be forfeited:

9.5.1 If the bidder withdraws the bid during the period of bid validity specified in the tender.

9.5.2 In case a successful bidder, fails to furnish the Performance Bank Guarantee in due time. (Refer Clause 17 of Section II).

9.5.3 If the bidder fails to furnish the acceptance in writing in due time (Refer Clause 16 of Section II).

9.6 EMD will be returned/discharged to the successful bidder on submission of Performance Bank Guarantee (Refer Clause 17 of Section II). However if the return of EMD is delayed for any reason, no interest/ penalty shall be payable to the bidder.

10 Period of validity of bids.

10.1 Bids shall be valid for a minimum 180 days from the date of opening of bids. A bid valid for a shorter period shall stand rejected.

10.2 In exceptional circumstances, MEA may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. The bid security provided under clause 9 shall also be suitably extended. The bidder may refuse the request without forfeiting his bid security. A bidder accepting the request and granting extension will not be permitted to modify his bids.

11 Deadline for Submission of Bids.

11.1 Bids must be received by MEA before the due date and time at the address specified in the tender document. In the event of the specified date for the submission of bids being declared a holiday for MEA, the bid-closing deadline will stand extended to the next working day up to the same time.

11.2 MEA may extend this deadline for submission of bids by amending the bid documents and the same shall be suitably notified in the media.

12 Late Bids

Any bid inadvertently received by MEA after the deadline for submission of bids, will not be accepted and returned unopened to the bidder.

13 Opening of Bids.

13.1 The purchaser shall open first the Technical & unpriced Commercial bids in the presence of bidders or their authorized representatives who chose to attend, at due date and time. The bidder's representatives, who are present, shall sign in an attendance register. Authority letter to this effect shall be submitted by the bidders before they are allowed to participate in bid opening (A Format is given in Annexure 2).

13.2 A maximum of two representatives of any bidder shall be authorized and permitted to attend the bid opening.

13.3 The date fixed for opening of bids, if subsequently declared as holiday, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working day, time and venue remaining unaltered.

13.4 Technical bids will be evaluated to shortlist the eligible bidders. The technical bids of only the eligible bidders shall be considered for further processing (technical evaluation).

13.5 Bidder whose technical bid is found to be acceptable and meeting the eligibility requirements as specified in this tender will be informed about the date and time of the opening of the price bid.

13.6 MEA will open price bids of only the technically short listed bids, in the presence of the bidder or their authorized representative who choose to attend the bid opening, at the time and date to be informed later.

13.7 The bidder's authorized representative who attends the bid opening shall sign an attendance register as a proof of having attended the bid opening.

13.8 The bidder's name, bid prices, discounts and such other details considered as appropriate by MEA, will be announced at the time of opening of the price bids.

14 Preliminary Evaluation of Bids

14.1 Purchaser shall evaluate 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.

14.2 Arithmetical errors shall be rectified on the following basis: If there is a discrepancy between the unit price and total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected by the purchaser. If there is a discrepancy between words and figures, the amount in words shall prevail. If the supplier does not accept the correction of the errors, his bid shall be rejected.

14.3 Prior to the detailed evaluation pursuant to clause 15 below, the Purchaser will determine the substantive responsiveness of each bid to the tender Document. For purposes of these clauses, a substantively responsive bid is one which conforms to all the terms and conditions of the tender documents without material deviations.

14.4 A bid, determined as substantively non-responsive will be rejected by the purchaser.

14.5 The Purchaser may waive any minor infirmity or non-conformity or irregularity in a bid which doesn't constitute a material deviation, provided such waiver doesn't prejudice or affect the relative ranking of any bidder.

15 Evaluation and Comparison of Substantively Responsive Bids

15.1 The Purchaser shall evaluate in detail and compare the bids previously determined to be substantively responsive pursuant to clause 14 above.

15.2 During the technical evaluation, purchaser at its discretion may call upon the bidder to give their presentation on their offer, to explain their capability to undertake the project and to respond to any question from Purchaser.

15.3 The evaluation of the techno-commercially responsive bids shall be carried out on the basis of the price offered by the bidder under Column Y of the Price Schedule in Section V of the Bid Document. Lowest bidders shall be determined **separately for Part A and Part B of the tender, independent of each other.**

16 Award of Contract

16.1 MEA shall award the contract to the eligible bidder/s whose technical bid has been accepted and determined as the lowest evaluated commercial bid based on Total price given in col.Y of the Price Schedule in Section V of the Bid Document **separately and independently for each part of tender.**

16.2 The Purchaser will notify the successful Bidder/s in writing that his Bid/s has been accepted. This letter (hereinafter and in the General Conditions of Contract called '**Letter of Acceptance**') in detail the sum, which the Purchaser will pay to the Contractor.

16.3 If more than one bidder happens to quote the same lowest price for individual Part, MEA reserves the right to split the order and award the contract to more than one bidder for that Part.

16.4 Upon receipt of the '**Letter of Acceptance**', the successful Bidder shall submit it duly signed and stamped by his authorized signatory to Purchaser, within 7 working days from the date of receipt of Letter of Acceptance.

16.5 Upon return of '**Letter of Acceptance**' from the successful Bidder, Contract in accordance to the terms and conditions of this tender Document, to be signed by both the parties. The successful Bidder shall get the correct amount of Stamp Duty adjudicated in accordance with the applicable law, and submit the same in two copies duly stamped and executed. The Purchaser will return one copy duly sealed and signed as a token of acceptance of contract agreement. Stamp Duty will be paid by the successful Bidder.

17 Performance Bank Guarantee(PBG)

17.1 Within 30 working days of submission of the '**Letter of Acceptance**' to the Purchaser, the successful Bidder shall furnish to the Purchaser a Performance bank guarantee for an amount equivalent to 10% of the total Contract value.

17.2 The successful bidder must submit a Performance Bank Guarantee of 10% of the order value on award of contract / order by MEA as per the format provided at Annexure 3. This Performance Bank Guarantee shall remain valid for three years or three months beyond the completion of project, whichever is later.

17.3 The Performance Security will be discharged by the Purchaser after completion of the Supplier's performance obligations including any warranty obligations under the Contract.

18 Purchaser's Right to amend the Scope of Work.

18.1 If, for any unforeseen reasons, MEA is required to change the Scope of Supply, this change shall be acceptable to the bidder without change in the unit price quoted.

19 Corrupt or Fraudulent Practices.

19.1 It is expected that the bidders who wish to bid for this project have highest standards of ethics.

19.2 MEA will reject bid if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices while competing for this contract.

19.3 MEA may declare a vendor ineligible, either indefinitely or for a stated duration, to be awarded or contract if it at any time determines that the vendor has engaged in corrupt and fraudulent practices during the execution of contract.

20 Interpretation of the clauses in the Tender Document/ Contract Document.

20.1 In case of any ambiguity/ dispute in the interpretation of any of the clauses in this Tender Document, MEA's interpretation of the clauses shall be final and binding on all parties.

END OF SECTION II

SECTION III
GENERAL CONDITIONS OF CONTRACT (GCC)

1 Scope of Work

1.1 Government of India intends to set up an IT Centre for Training at San Jose, Costa Rica and Roseau, Commonwealth of Dominica (CD); and up gradation of existing CEIT at Panama City, Panama.

1.1.1 The IT centre at San Jose, Costa Rica would have two class rooms for 25 students each, equipped with necessary IT infrastructure. This centre would have provision of providing training to 600 students per year, for a period of two years.

1.1.2 The IT centre at Roseau, Commonwealth of Dominica (CD) would have three class rooms for 25 students each, equipped with necessary IT infrastructure. This centre would have provision of providing training to 500 students per year, for a period of two years.

1.1.3 The IT centre at Panama is already functioning with 4 Classrooms of 25 seats. Part of this infrastructure, as listed in SoR, needs to be upgraded. Training is to be provided to local trainers for a period of three months. Training to other students is not envisaged under the scope of this tender for this CEIT.

1.1.4 It is expected that these CsEIT in time would run on self sustainable basis thereafter. The courses to be covered are given in Schedule of requirement.

1.2 The host government would be providing the following at their cost:

1.2.1 Requisite physical infrastructure including civil and electrical works, proper AC power sockets in rooms, water supply and furniture.

1.2.2 Day to day management and running expenditure of the IT centre.

1.2.3 Necessary technical and administrative staff.

1.2.4 Security of the premises.

1.2.5 Exoneration from customs and other applicable taxes insofar import of equipment from India or third country is concerned in connection with setting up IT Centre.

1.2.6 Exemption from paying taxes etc. for Indian personnel deputed in connection with setting/running up of the IT Centre.

1.3 The scope of work as envisaged in this tender is divided in two parts.

1.3.1 PART A

1.3.1.1 Designing and supply of content for course list in SoR.

1.3.1.2 Provision of a Centre head and trainers (faculty) to deliver the courses as per the course list. Centre Head at Costa Rica IT centre must be bilingual (Spanish and English).

1.3.1.3 MEA reserves the right to ask for change of trainer/Center Head or increase in number of trainers or duration of training during the course of contract by giving one month notice.

1.3.1.4 Overall management of IT centre and coordination with host government/Indian Mission.

1.3.1.5 Supply of courseware kits containing, notebooks, CDs, Media, training material prescribed by technology partners and /or other customised training material, as required. This kit must also contain at least one self contained reference textbooks with International Standard Book Number (ISBN).

1.3.1.6 After the completion of the project i.e. setting up of IT Centre as well as training for a period of two years, the centre will be handed over to the host government.

1.3.1.7 Bidder need to empower the host country to run the centre thereafter by ensuring training to the trainers of host country. This training may be imparted by on-site trainers deployed by bidder.

1.3.1.8 The books /courseware material will be property of the host government after the handing over of the IT centre to them. If any propriety course material is provided along with the prescribed books , the appropriate rights need to be transferred to host government to use them, including copying.

1.3.2 PART B

1.3.2.1 Supply of Hardware/Software, as per SoR, including their installation and commissioning.

1.3.2.2 On-site Warranty, Maintenance and reconfiguration of equipment for **three** years for CsEIT in Costa Rica and Roseau, Commonwealth of Dominica (CD); and one year for CEIT at Panama City, Panama.

2 Prices

2.1 The price quoted shall be considered firm and no price escalation will be permitted.

2.2 Bidders must quote the price in the format given in Price Schedule at Section –V of this document.

2.3 All items are to be quoted only in INR.

2.4 The prices quoted shall be inclusive of freight, insurance & packing. The packing shall be transport worthy conforming to the international standard so as to prevent their damage or deterioration to goods during transit to their final destination as indicated in this document. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, and the remoteness of the Goods final destination and the absence of heavy handling facilities at all point in transit. However risk in goods shall continue with supplier till goods are delivered in good condition and installed at end user's site. The goods are to be transported by sea/air/surface route from Indian and price bid shall be prepared accordingly.

2.5 The prices quoted shall be inclusive of freight and insurance till respective destinations i.e CIF at CsEIT San Jose, Costa Rica ;Roseau, Commonwealth of Dominica (CD) and Panama City Panama.. The items will be exempted from payment of customs duty by Govt. of respective recipient Governments. Necessary Custom Duty Exemption Certificate shall be arranged by MEA/ respective recipient Governments as & when required. Taxes and duties payable in India, if any, are non refundable and shall be included in the price.

2.6 The consignment will be cleared by respective recipient Governments. However, the bidder shall insure the consignment till actual delivery to the end user.

2.7 The basic prices and applicable taxes shall be mentioned separately. The exact rates of taxes applicable, if any, as on the date of quoting must be mentioned. No concessional tax form will be given by MEA.

3 Chartered Engineer Certificate:

3.1 The successful bidder will be required to furnish the certificate from the Registered Chartered Engineer certifying that the items supplied and their specifications are in compliance with the requirements of the supply order issued by purchaser.

4 Completeness Responsibility:

4.1 Notwithstanding the scope of work, engineering, supply and services stated in the tender document; any equipment or material, engineering or technical services which might not be even specifically mentioned under the scope of supply of the supplier and which are not expressly excluded there from but which are necessary for the performance of IT centres at Costa Rica, Commonwealth of Dominica (CD) and Panama in accordance with the specifications and executing the contract to establish achievement of performance guarantee parameters, are to be provided for and rendered by the vendor without any extra charge so that the said project is completed in all respects.

4.2 The project is for setting up and operation of IT centres in Costa Rica, Commonwealth of Dominica and Panama. It shall be responsibility of the supplier(s) to ensure smooth integration of IT Hardware/ Software and training modules. End result of providing the smooth training to host country shall be ensured by the entire setup. This shall be done in close coordination with the supplier IT Hardware/ Software & Training provider(if they happens to be separate bidders)

5 Warranty:

5.1 The successful bidder of Part- B is required to provide free service, including repairing/rectification/replacement/configuration required, if any, during warranty period of three years from the date of commissioning of IT centre CsEIT in Costa Rica and Roseau, Commonwealth of Dominica (CD); and one year for CEIT at Panama City, Panama. The bidder shall submit along with the technical bid, the detailed plan for providing warranty services at site.

6 Payments:

6.1 PART - A

6.1.1 1st Payment milestone: 10% of the contract value as mobilisation advance on signing of the agreement between MEA and successful bidder, on submission of bank guarantee (BG) of an equivalent amount, valid for one year. This BG will be in addition to performance bank guarantee and shall be released along with next payment milestone.

6.1.2 2nd Payment milestone: 30% of contract value on completion of three (3) months of training including supply of courseware books, kits, etc. required for 1st year of training on submission of supporting document.

6.1.3 3rd Payment milestone: 20% of contract value on completion of nine (9) months of training.

6.1.4 4th Payment milestone: 20% of contract value on completion of fifteen (15) months of training including supply of courseware books, kits, etc. required for 2nd year of training on submission of supporting document.

6.1.5 5th Payment milestone: 20% of contract value on completion of twenty one (21) months of training.

6.2 PART- B

6.2.1 1st Payment milestone: 10% of the contract value as mobilisation advance on signing of the agreement between MEA and successful bidder, on submission of bank guarantee (BG) of an equivalent amount, valid for one year. This BG will be in addition to performance bank guarantee and shall be released along with next payment milestone.

6.2.2 2nd Payment milestone: 70% of the contract value against successful delivery of hardware and software on site and submission of supporting documents, duly certified by Indian Embassy for Costa Rica, CD and Panama respectively.

6.2.3 3rd payment milestone: 10% of the contract value against successful installation and commissioning of supplied Hardware and Software and on certification by Project Monitoring Committee.

6.2.4 4th Payment milestone: 10% of the contract value on completion of one year of warranty period.

7 Delivery Time lines

7.1 PART-A:

7.1.1 The commencement of training centre depends upon the successful commissioning of the IT centre by the Hardware and Software supplier. Therefore, the successful bidder for Part-A shall depute the trainer/centre head within 30 days from the date of such confirmation by MEA.

7.2 PART-B:

7.2.1 The successful bidder(s) shall be required to furnish the following documents:

- i. Readiness of the consignment for dispatch
- ii. Chartered Engineer's Certificate
- iii. Packing List (Bill of Material)
- iv. Insurance Policy
- v. Invoice & other relevant document(s), if any.

Final Dispatch Clearance Certificate (FDCC) shall be issued by MEA on receipt of above mentioned documents from successful bidder. Actual shipment shall be done only after issue of FDCC.

7.2.2 The required hardware and related software has to be delivered within 4 months from the date of signing of the agreement between MEA and successful bidder. The time is the essence of this contract. It is mandatory for the bidders who respond to this bid to meet these expectations, as these are tightly linked to the host country to completing the project within the available time frame.

7.2.3 The selected bidder, who would be awarded the contract, would install and commission the supplied hardware and software in all respect and in coordination with successful bidder of Part-A, within 5 months from the date of signing of the agreement.

8 Penalty for delayed Services

8.1 Purchaser reserves the right to levy penalty @ 1% of Contract value per week of delay beyond the scheduled date of supply or services, subject to maximum penalty of 10% of the order value.

8.2 MEA reserves the right to cancel the order in case the delay is more than 10 weeks.

8.3 If any disruption in training for more than 7 working days, due to non availability of trainer or IT infrastructure, is reported by Indian Missions for Costa Rica, Commonwealth of Dominica (CD) and Panama, respectively, during currency of contract, a penalty of Rs 10000/- (Rs Ten Thousand only) per day would be levied to concerned vendor, subject to maximum penalty of 10% of the order value. Report of Indian Mission for Costa Rica, Commonwealth of Dominica (CD) and Panama respectively, about quantum and responsible vendor would be final.

8.4 The penalties, if any, shall be recovered from Security Deposit/ Performance Bank Guarantee.

9 Training of Trainers

9.1 After the completion of the project i.e. setting up of IT Centre as well as training for a period of two years (except for IT center in Panama, where it is 3 months training to trainers) the centre will be handed over to the host government.

9.2 Successful Bidder of PART -A need to empower the host country to run the centre post handover by ensuring training to the trainers of host country. This training may be imparted by on-site trainers deployed by bidder.

9.3 Bidder need to keep provision for above training for 25 such trainers in the proposed training schedule and shall supply Trainers courseware kit, which must include advance reference textbooks, customised course material for all the courses to be covered, over and above the normal composition of courseware kit.

10 Jurisdiction

The disputes, legal matters, court matters, if any shall be subject to New Delhi jurisdiction only.

11 Force Majeure

11.1 MEA may consider relaxing the penalty and delivery requirements, as specified in this document, if and to the extent that, the delay in performance or other failure to perform its obligations under the contract is the result of a Force Majeure. Force Majeure is defined as an event of effect that cannot reasonably be anticipated such as acts of God (like earthquakes, floods, storms etc.), acts of states, the direct and indirect consequences of wars (declared or undeclared), hostilities, national emergencies, civil commotion and strikes at successful Bidder's premises

12 Termination and Suspension :

12.1 Termination:

If the bidder:

12.1.1 Shall have voluntarily commenced winding-up, bankruptcy, insolvency, reorganization, stay, moratorium or similar debtor-relief proceedings, or become insolvent or is unable to pay its debts as they become due, or admits in writing its inability to pay its debts or makes an assignment for the benefit of its creditors;

12.1.2 has insolvency, receivership, reorganization or bankruptcy proceedings brought against him and the petition commencing such proceedings is not controverted and the proceedings dismissed or effectively stayed within 30 (thirty) days of such commencement;

12.1.3 Has abandoned the Contract;

12.1.4 despite previous warnings in writing from the MEA, has wrongfully refused or has materially failed or neglected at any time to execute the Contract or is failing to proceed with the Contract with due diligence or is neglecting to carry out its other obligations under the Contract in each case so as to affect materially and adversely the execution of the Contract;

12.1.5 offers or gives or agrees to give to any person in the MEA's service or to any other person on his behalf, any gift or consideration of any kind as an inducement or reward for doing or for bearing to do so or for having done or forborne to do any act in relation to obtaining or execution of this or any other Contract for the MEA;

12.1.6 shall enter into a contract with the MEA's employee in connection with which commission has been paid or agreed to be paid by him or to his knowledge, unless the particulars of any such commission and the terms of payment thereof have previously been disclosed, in writing, to the MEA;

12.1.7 has failed to deliver the said Works of any or all jobs as per the Scope within the Completion Schedule; then the MEA may, by notice to the bidder and without prejudice to any other remedy under the Contract, terminate the Contract but without thereby releasing the bidder from any of his obligations or liabilities which have accrued as at the date of termination of the Contract and without affecting the rights and powers conferred by the Contract on the MEA. Upon such termination the MEA may itself complete the Service or may employ any other bidder to complete the job at the risk and cost of the bidder.

12.2 Opportunity to remedy

12.2.1 The MEA's right to terminate the Contract following the occurrence of the events or circumstances, as described above, shall be subject to the MEA having first given the bidder 30 (thirty) days prior notice of its intention to terminate the Contract, during which period the bidder failed to remedy or to take all reasonable steps to commence the remedy of the default.

12.3 Payment after Termination due to bidder's Default

12.3.1 The MEA shall not be liable to make any further payments to the bidder until the costs of execution and all other expenses incurred by the MEA in completing the Services, and thereby the Facility, have been ascertained (herein called the "Cost of Completion"). If the Cost of Completion when added to the total amounts already paid to the bidder as at the date of termination exceeds the total amount which would have been payable to the bidder for the execution of the complete services, the bidder shall upon demand, pay to the MEA the amount of such excess. Any such excess shall be deemed a debt due by the bidder to the MEA and shall be recoverable accordingly.

12.3.2 If there is no such excess the bidder shall be paid the value of the Services executed after adjusting the total of all payments received by the bidder as on the date of termination.

12.4 Termination without bidder's Default

MEA reserves the right to terminate the Contract at any time, without assigning any reason, by giving a notice of 1 (one) month. The bidder shall stop the performance of the Contract from the date of termination and shall hand over all the drawings, documents and goods manufactured till date, including related rights, sanctions and approvals, to MEA. MEA shall pay to the bidder the cost incurred by the bidder till the date of termination, duly supported with documents, as compensation after adjusting payments already made till the termination. No consequential damages shall be payable by the MEA to the bidder in the event of such termination.

12.5 Suspension:

12.5.1 The MEA may suspend the work in whole or in part at any time by giving bidder notice in writing to such effect stating the nature, the date and the anticipated duration

of such suspension. On receiving the notice of suspension, the bidder shall stop all such work, which the MEA has directed to be suspended with immediate effect. The bidder shall continue to perform other work in terms of the Contract, which the MEA has not suspended. The bidder shall resume the suspended work as expeditiously as possible after receipt of such withdrawal of suspension notice.

12.5.2 During suspension, the bidder shall not be entitled for any claim whatsoever arising out of any loss or damage or idle labour caused by such suspension.

12.6 Rights of MEA after Termination:

12.6.1 The MEA shall, on such termination of the Contract, have powers to :

12.6.1.1 take possession of the Site and any material, Drawings, schemes, implements, stores etc. thereon; and / or

12.6.1.2 carry out the incomplete Work by any means at the risk and cost of the bidder

12.6.1.3 Any excess expenditure incurred or to be incurred by the MEA in completing the Work or part of the Work or the loss or damages suffered by the MEA as aforesaid after allowing necessary credits, shall be recovered from any money due to the bidder on any account and if such money is not sufficient, the bidder shall be called upon in writing to pay the same within 30 days.

12.6.1.4 The MEA shall not be liable to make any further payments to the bidder until the costs of execution and all other expenses incurred by the MEA in completing the Works have been ascertained (herein called the "Cost of Completion"). If the Cost of Completion when added to the total amounts already paid to the bidder as at the date of termination exceeds the total amount, which would have been payable to the bidder for the execution of the Works, the bidder shall upon demand, pay to the MEA the amount of such excess. Any such excess shall be deemed a debt due by the bidder to the MEA and shall be recoverable accordingly. If there is no such excess the bidder shall be entitled to be paid the difference (if any) between the value of the Works ascertained and the total of all payments received by the bidder as on the date of termination.

13 Arbitration:

13.1 In the event of any question, dispute or difference arising under this agreement or in connection therewith except as to the matter the decision to which is specifically provided under this agreement, the same shall be referred by either party (MEA or the bidder) after issuance of 30 days notice in writing to the other party clearly mentioning the nature of dispute to a single arbitrator acceptable to both the parties. The agreement to appoint an arbitrator will be in accordance with the Arbitration and Conciliation Act 1996. The award of the arbitrator shall be final and binding on both the parties to the agreement.

13.2 The arbitrator may from time to time with the consent of both the parties enlarge the time for making and publishing the award. Subject to aforesaid Arbitration and Conciliation Act 1996, and the rules made there under any modification thereof for the time being in force shall be deemed to apply to the arbitration proceeding under this clause. All disputes of any kind arising out of supply, commissioning, acceptance, warranty maintenance etc., shall be referred by either party (MEA or the bidder) after issuance of 30 days notice in writing to the other party clearly mentioning the nature of dispute to a single arbitrator acceptable to both the parties. The venue for arbitration shall be specified in the purchase agreement. The jurisdiction of the courts shall be specified in the purchase agreement.

END OF SECTION III

SECTION IV
Schedule of Requirement(SoR)

PART- A (TRAINING)

S. No.	Item Description	Specification	Unit	Quantity	SoR Remarks
For CEIT, Costa Rica:					
1	Bilingual Centre head	As per Tender	Per person per month	24	
2	Trainers	As per Tender	Per person per month	48	
3	Courseware Kit	As per Tender	Per set	1200	
4	Professional and establishment Charges.	As per Tender	Lump Sum per month	24	
For CEIT , Commonwealth of Dominica (CD):					
5	Centre head	As per Tender	Per person per month	24	
6	Trainers	As per Tender	Per person per month	48	
7	Courseware Kit	As per Tender	Per set	1000	
8	Professional and establishment Charges.	As per Tender	Lump Sum per month	24	
For CEIT ,Panama:					
9	Trainers	As per Tender	Per person per month	12	
10	Courseware Kit	As per Tender	Per set	25	
11	Professional and establishment Charges.	As per Tender	Lump Sum per month	3	

PART-B(Physical IT Infrastructure)

S. No.	Item Description	Specification	Unit	Quantity	SoR Remarks
For CEIT, Costa Rica:					
1	Desktop Computers	As per Tender	units	55	
2	Servers	-do-	units	4	
3	Tape Library	-do-	units	1	
4	Backup software	-do-	units	1	
5	KVM switch	-do-	units	1	
6	Networking Core Switch	-do-	units	1	
7	Networking Edge switch	-do-	units	5	
8	Firewall	-do-	units	1	

9	Router	-do-	units	1	
10	Scanner	-do-	units	3	
11	Multi-function printer	-do-	units	1	
12	Laser jet printer	-do-	units	3	
13	LCD projector	-do-	units	2	
14	Video Conference System including TV, Camera and Sound System	-do-	units	2	
15	Student Feedback System	-do-	units	55	
16	UPS 1 KVA Offline with 15 minutes backup	-do-	units	55	
17	UPS 5 KVA Online with 120 minutes backup	-do-	Units	3	
	Licensed Software	(Academic in Nature) with 1 Year 'updates & patches support. Software License shall be in the name of the IT Centre (at host country)			
18	Windows Server Std 2012 R2 Single OLP 64-bit,(AE)	-do-	units	4	
19	Windows Server CAL, AE	-do-	units	55	
20	SQL Server Standard Edition 2012 Win 32 Single OLP 64-bit, AE	-do-	units	4	
21	SQL CAL 2012 Sngl OLP	-do-	units	55	
22	Visual Studio Pro 2012 Single OLP 64-bit, AE	-do-	units	55	
23	Office Professional Plus 2012 Single OLP 64-bit, AE	-do-	units	55	
24	Oracle 11g Standard Edition (1 CPU)	-do-	units	1	
25	Oracle 11g Standard Edition media and ATS	-do-	units	1	
26	Red Hat Enterprise Linux ES (latest)	-do-	units	1	
27	JDK 1.5 or latest	-do-	units	55	
28	Latest Anti-virus for PCs	-do-	units	55	
29	Latest Anti-virus for servers	-do-	units	4	
30	Self Paced Learning Modules- Communication in English	-do-	Units	55	
31	Self Paced Learning Modules for IT	-do-	units	55	
	Passive components				
32	Material for LAN Cabling	-do-	Lumpsum	1	
33	Networking racks 12U with front glass door, cable manager fan, AC	-do-	units	4	

	distribution box				
34	Rack 42 U with rack kit & international socket PDUs	-do-	units	1	
35	Interactive White Board with stand		units	2	
	Services				
36	LAN Cabling		Lumpsum	1	
37	Charges for Installation and Setup of IT infrastructure		lumpsum	1	
For CEIT , Commonwealth of Dominica (CD):					
38	Desktop Computers	As per Tender	units	80	
39	Servers	-do-	units	4	
40	Tape Library	-do-	units	1	
41	Backup software	-do-	units	1	
42	KVM switch	-do-	units	1	
43	Networking Core Switch	-do-	units	1	
44	Networking Edge switch	-do-	units	5	
45	Firewall	-do-	units	1	
46	Router	-do-	units	1	
47	Scanner	-do-	units	4	
48	Multi-function printer	-do-	units	1	
49	Laser jet printer	-do-	units	4	
50	LCD projector	-do-	units	3	
51	Video Conference System including TV,Camera and Sound System	-do-	units	3	
52	Student Feedback System	-do-	units	80	
53	UPS 1 KVA Offline with 15 minutes backup	-do-	units	80	
54	UPS 5 KVA Online with 120 minutes backup	-do-	Units	3	
	Licensed Software	(Academic in Nature) with 1 Year 'updates & patches. Software License shall be in the name of the IT Centre (at host country)			
55	Windows Server Std 2012 R2 Single OLP 64-bit,(AE)	-do-	units	4	
56	Windows Server CAL, AE	-do-	units	80	
57	SQL Server Standard Edition 2012 Win 32 Single OLP 64-bit, AE	-do-	units	4	
58	SQL CAL 2012 Sngl OLP	-do-	units	80	
59	Visual Studio Pro 2012 Single OLP 64-bit, AE	-do-	units	59	
60	Office Professional Plus 2012 Single OLP 64-bit, AE	-do-	units	80	
61	Oracle 11g Standard	-do-	units	1	

	Edition (1 CPU)				
62	Oracle 11g Standard Edition media and ATS	-do-	units	1	
63	Red Hat Enterprise Linux ES (latest)	-do-	units	1	
64	JDK 1.5 or latest	-do-	units	80	
65	Latest Anti-virus for PCs	-do-	units	80	
66	Latest Anti-virus for servers	-do-	units	4	
67	Self Paced Learning Modules for IT	-do-	units	80	
	Passive components				
68	Material for LAN Cabling	-do-	Lumpsum	1	
69	Networking racks 12U with front glass door, cable manager fan, AC distribution box	-do-	units	4	
70	Rack 42 U with rack kit & international socket PDUs	-do-	units	1	
71	Interactive White Board with stand	-do-	units	3	
	Services	-do-			
72	Lan Cabling	-do-	Lumpsum	1	
73	Charges for Installation and Setup of IT infrastructure	-do-	lumpsum	1	
	For CEIT ,Panama:				
74	Desktop Computers	As per Tender	units	60	
75	Networking Edge switch	-do-	units	2	
76	Router	-do-	units	2	
77	Access Points	-do-	units	10	
78	Video Confrence System including TV,Camera and Sound System	-do-	units	1	
79	UPS 1 KVA Offline with 15 minutes backup	-do-	units	110	
	Licensed Software	(Academic in Nature) with 1 Year 'updates & patches support. Software License shall be in the name of the IT Centre (at host country)			
80	Visual Studio Pro 2012 Single OLP 64-bit, AE	-do-	units	107	
81	Office Professional Plus 2012 Single OLP 64-bit, AE	-do-	units	107	
82	Latest Anti-virus for PCs	-do-	units	107	
	Passive components				
83	Material for LAN Cabling	-do-	Lumpsum	1	
	Services				
84	Lan Cabling	-do-	Lumpsum	1	
85	Charges for Installation and Setup of IT Infra	-do-	lumpsum	1	

SECTION V-
COMMERCIAL PRICE SCHEDULE

PLEASE SUBMIT ONLY THE PART FOR WHICH BIDDING

PART- A (TRAINING)

S. N o.	Item Description	Specifi cation	Unit	Qua ntity	CIF Rate per unit (INR)	Taxes & Duties (as applicable) per unit*	Unit Price (INR)	Total Amount (INR)
					(in figures and words)			
				(X)	(A)	(B)	(C=A+B)	(Y=C*X)
For CEIT , Costa Rica:								
1	Bilingual Centre head	As per Tender	Per person per month	24				
2	Trainers	As per the Tender	Per person per month	48				
3	Coursware Kit	As per Tender	Per set	1200				
4	Professional and establishment Charges.	As per Tender	Lump Sum per month	24				
For CEIT , Commonwealth of Dominica (CD):								
5	Centre head	As per Tender	Per person per month	24				
6	Trainers	As per the Tender	Per person per month	48				
7	Coursware Kit	As per Tender	Per set	1000				
8	Professional and establishment Charges.	As per Tender	Lump Sum per month	24				
For CEIT , Panama :								

9	Trainers	As per the Tender	Per person per month	12				
10	Courseware Kit	As per Tender	Per set	25				
11	Professional and establishment Charges.	As per Tender	Lump Sum per month	3				
							Total	_____

Rupees _____

Note

* Except customs and other applicable taxes in so far import of equipment from India or third country at host country is concerned in connection with setting up IT Centre.

PART-B(Physical IT Infrastructure)

S. No .	Item Description	Specification	Unit	Qty	CIF Rate per unit (INR)	Taxes & Duties (as applicable) per unit*	Unit Price (INR)	Total Amount (INR)
					(in figures and words)			
					(A)	(B)	(C=A+B)	(Y=C*X)
For CEIT , Costa Rica :								
1	Desktop Computers	As per Tender	units	55				
2	Servers	-do-	units	4				
3	Tape Library	-do-	units	1				
4	Backup software	-do-	units	1				
5	KVM switch	-do-	units	1				
6	Networking Core Switch	-do-	units	1				
7	Networking Edge switch	-do-	units	5				
8	Firewall	-do-	units	1				
9	Router	-do-	units	1				

10	Scanner	-do-	units	3				
11	Multi-function printer	-do-	units	1				
12	Laser jet printer	-do-	units	3				
13	LCD projector	-do-	units	2				
14	Video Conference System including TV, Camera and Sound System	-do-	Units	2				
15	Student Feedback System	-do-	units	55				
16	UPS 1 KVA Offline with 15 minutes backup	-do-	units	55				
17	UPS 5 KVA Online with 120 minutes backup	-do-	Units	3				
	Licensed Software	(Academic in Nature) with 1 Year 'updates & patches. Software License shall be in the name of the IT Centre (at host country)						
18	Windows Server Std 2012 R2 Single OLP 64-bit, (AE)	-do-	units	4				
19	Windows Server CAL, AE	-do-	units	55				
20	SQL Server Standard Edition 2012 Win 32 Single OLP 64-bit, AE	-do-	units	4				
21	SQL CAL 2012 Sngl OLP	-do-	units	55				
22	Visual Studio Pro 2012 Single OLP 64-bit, AE	-do-	units	55				
23	Office Professional Plus 2012 Single OLP 64-bit, AE	-do-	units	55				
24	Oracle 11g Standard Edition (1 CPU)	-do-	units	1				
25	Oracle 11g Standard Edition media and ATS	-do-	units	1				
26	Red Hat Enterprise Linux ES (latest)	-do-	units	1				
27	JDK 1.5 or latest	-do-	units	55				
28	Latest Anti-virus	-do-	units	55				

	for PCs							
29	Latest Anti-virus for servers	-do-	units	4				
30	Self Paced Learning Modules-Communication in English	-do-	Units	55				
31	Self Paced Learning Modules for IT	-do-	units	55				
	Passive components							
32	Material for LAN Cabling	-do-	Lum psum	1				
33	Networking racks 12U with front glass door, cable manager fan, AC distribution box	-do-	units	4				
34	Rack 42 U with rack kit & international socket PDUs	-do-	units	2				
35	Interactive White Board with stand		units	2				
	Services							
36	Lan Cabeling		Lum psum	1				
37	Charges for Installation and Setup of IT infrastructure		lump sum	1				
For CEIT , Commonwealth of Dominica (CD):								
38	Desktop Computers	As per Tender	units	80				
39	Servers	-do-	units	4				
40	Tape Library	-do-	units	1				
41	Backup software	-do-	units	1				
42	KVM switch	-do-	units	1				
43	Networking Core Switch	-do-	units	1				
44	Networking Edge switch	-do-	units	5				
45	Firewall	-do-	units	1				
46	Router	-do-	units	1				
47	Scanner	-do-	units	4				
48	Multi-function printer	-do-	units	1				
49	Laser jet printer	-do-	units	4				

50	LCD projector	-do-	units	3				
51	Video Conference System including TV,Camera and Sound System	-do-	units	3				
52	Student Feedback System	-do-	units	80				
53	UPS 1 KVA Offline with 15 minutes backup	-do-	units	80				
54	UPS 5 KVA Online with 120 minutes backup	-do-	Units	3				
	Licensed Software	(Academic in Nature) with 1 Year 'updates & patches support. Software License shall be in the name of the IT Centre (at host country)						
55	Windows Server Std 2012 R2 Single OLP 64-bit,(AE)	-do-	units	4				
56	Windows Server CAL, AE	-do-	units	80				
57	SQL Server Standard Edition 2012 Win 32 Single OLP 64-bit, AE	-do-	units	4				
58	SQL CAL 2012 Sngl OLP	-do-	units	80				
59	Visual Studio Pro 2012 Single OLP 64-bit, AE	-do-	units	80				
60	Office Professional Plus 2012 Single OLP 64-bit, AE	-do-	units	80				
61	Oracle 11g Standard Edition (1 CPU)	-do-	units	1				
62	Oracle 11g Standard Edition media and ATS	-do-	units	1				
63	Red Hat Enterprise Linux ES (latest)	-do-	units	1				
64	JDK 1.5 or latest	-do-	units	80				
65	Latest Anti-virus for PCs	-do-	units	80				
66	Latest Anti-virus for servers	-do-	units	4				
67	Self Paced Learning	-do-	units	80				

	Modules for IT							
	Passive components							
68	Material for LAN Cabling	-do-	Lum psum	1				
69	Networking racks 12U with front glass door, cable manager fan, AC distribution box	-do-	units	4				
70	Rack 42 U with rack kit & international socket PDUs	-do-	units	1				
71	Interactive White Board with stand	-do-	units	3				
	Services							
72	Lan Cabling	-do-	Lum psum	1				
73	Charges for Installation and Setup of IT infrastructure	-do-	lump sum	1				
	For CEIT ,Panama:							
74	Desktop Computers	-do-	units	60				
75	Networking Edge switch	-do-	units	2				
76	Router	-do-	units	2				
77	Access Points	-do-	units	10				
78	Video Conference System including TV,Camera and Sound System	-do-	units	1				
79	UPS 1 KVA Offline with 15 minutes backup	-do-	units	110				
	Licensed Software	(Academic in Nature) with 1 Year 'updates & patches support. Software License shall be in the name of the IT Centre (at host country)						
80	Visual Studio Pro 2012 Single OLP 64-bit, AE	-do-	units	107				
81	Office Professional Plus 2012 Single OLP 64-bit, AE	-do-	units	107				
82	Latest Anti-virus for PCs	-do-	units	107				
	Passive components							
83	Material for LAN	-do-	units	1				

	Cabling							
	Services							
84	Lan Cabling	-do-	Lum psum	1				
85	Charges for Installation and Setup of IT infrastructure	-do-	Lum psum	1				
							Total	

Rupees _____

Note

* Except customs and other applicable taxes in so far import of equipment from India or third country at host country is concerned in connection with setting up IT Centre.

SECTION-VI **TECHNICAL SPECIFICATIONS**

1 Technical Specifications

- 1.1** Only single make and model of Hardware/Software must be offered in the bid. Offer of multiple models would make bid liable for rejection.
- 1.2** Trainer's qualification requirement and Salient technical specifications of Hardware/Software are given as in Anx 1(B). Bidders need to provide the compliance and actual values of model proposed in the Annexure 1(B) it self and shall submit it, as part of their technical Bid.
- 1.3** Catalogues/ Brochure/Plan(i.e Training Schedule etc.) giving detailed specifications of each item must be attached with the technical bid.
- 1.4** Compliance of technical specification shall be marked clearly and shall corroborate with the Technical Manual of the Product /Plan (Printed Technical Manual/ Literature showing the technical specifications is required to be submitted by the bidder along with the technical bid). Vague replies or non compliance will make the bid liable for rejection.

2 Courses to be run:

2.1 Following courses are required to be run in two years at CEIT ,Costa Rica:

Sl.No	Description of courses	Modules
1	Software Business Processes	Understanding software business process and SDLC Object Oriented Analysis and Design using UML
2	Advanced Web Site Design	Understanding site design methodology & Development – Developing portable Web Application Using XML
3	Advanced Linux	Linux Networking and Security administration Enterprise Directory Services and Authentication Linux Advanced administration and Troubleshooting
4	Managing and Planning	Strategic & Operational Planning Service Management ITIL Project Management
5	Trainer Training	Training to trainers(at least 25)for above subjects

2.2 Following courses are required to be run in two years at CEIT , Commonwealth of Dominica (CD):

Sl.No	Description of courses	Modules
1	Developing Web Site	Web content Development Developing Web Based Applications using PHP or .net
2	Operating Systems- Basic Linux	Installing managing trouble shooting Windows 7 or UBANTU TCP/IP fundamentals and concept Essentials of Linux Operating System Linux System Administration
3	Free Software and basic Application	Fundamental of free software Legal aspects of free software IT Fundamentals and office productivity tools
4	Database	Introduction of relational database Implementing a DB design on SQL server & Postgres SQL Administering database on SQL Server & Postgres SQL
5	Developing with Java	Developing object based application in Java Developing Enterprise wide application using j2EE Developing Enterprise wide Applications using J2EE Web components and Web services
6	Software Business Processes	Understanding software business process and SDLC Object Oriented Analysis and Design using UML
7	Advanced Web Site Design	Understanding site design methodology & Development Developing protable Web Application Using XML
8	Advanced topics in Java	Developing Enterprise Wide Application using EJB W/N-Understanding J2EE Architect
9	Advanced Linux	Linux Networking and Security administration Enterprise Directory Services and Authentication Linux Advanced administration and Troubleshooting
10	Managing and Planning	Strategic & Operational Planning IT Service Management ITIL Project Management
11	Software Engineering	Software quality management Methodologies and software development standards Process Engineering Audit for information systems Modeling and database management

12	IT Security	ISO 27001, ISO 27002, ISO 27003, ISO 27004, ISO 27005 Audit of Security IT Systems
13	Advance Computing	Real time operative systems Language C++ Java
14	IT management	Project management for information technologies IT services management Data center management Biometric recognition techniques
15	Trainer Training	Training to trainers(at least 25)for above subjects

2.3 Following courses are required to be run in three months at CEIT ,Panama

Sl.No	Description of courses	Modules
1	Trainer Training	Training to trainers(at least 25)on following subjects: Oracle Database Administration, Java (Web Services application Development) Visual Studio (Web Services application Development) Designing and development of websites. Project management Linux ,Networking Implementation and administration Android-Mobile Tech Graphics Design- 3D animation.

ANNEXURE – 1
PROFORMA FOR SUBMISSION OF BID
(Bid Form)

(Bidders are required to fill up all the blank spaces in this Bid Proforma and its enclosures)

Bid No. _____

Date of Opening: _____

To _____

1. Having examined the 'Instructions to Bidders' 'General Conditions of Contract', 'Technical Specifications', 'Schedule of Requirements' and the Proformas /Annexures for the above Bid, we the undersigned offer to supply, test and commission and guarantee the whole of the said Scope of Work in conformity with the said General Conditions of Contract and Technical Specifications for the sum mentioned in Commercial Bid submitted separately, or such other sum as may be ascertained in accordance with the conditions. The details of the items/services for which we have submitted our Technical Bid and for which we have quoted the rates in our Financial Bid are given in required formats.
2. We have independently considered each and every clause of this tender document and give our informed consent to them.
3. We undertake, if our Bid is accepted, we shall commence the supply of items/services/manpower as per delivery schedule offered by us so as to fulfill our obligations as per this Tender Document to full satisfaction of purchaser.
4. If our Bid is accepted we will furnish a Bank Guarantee for Performance as security for the due performance of the Contract, as per the requirement of tender.
5. We have independently considered the amount shown in 'General Conditions of Contract' as per-estimated liquidated damages and damages and agree that they represent a fair estimate of the damages likely to be suffered by you in the event of the work not being completed in time.
6. We agree to abide by this Bid for a minimum period of **180 days** from the date of opening and it shall remain binding upon us and may be accepted at any time before the expiration of that period or any extended period mutually agreed to.
7. This bid, together with any further clarification/confirmation given by us and your written acceptance thereof, shall constitute a binding contract between us.
8. We understand that you are not bound to accept the lowest or any offer you may receive against this bid.
9. If our Bid is accepted, we understand that we are to be held solely responsible for the due performance of the Contract.
10. All enclosures and relevant documents forming a part of the proposal are complete and attached herewith duly verified by officials authorized to do the same.

Dated _____ day of _____ 2013

Signature & Name: _____ in the capacity of _____ duly
authorised to sign tenders for and on behalf of _____ (Name and Address)

Witness Signature of Bidder

Name _____

Address _____

Occupation _____

Annexure- 1(A)
Particulars of Bidders
(Bidders must submit this table duly filled up & signed along with the Technical Bid)

	Item	Details	Compliance with Tender (Yes/No)
i	Name and Address of the Company/firm and its incorporation details		
ii	Bidding for which of this tender (Part 1/Part 2 / Both Parts)?		
iii	Tender fee details.		
iv	EMD details		
v	VAT/CST Service Tax number/RC details.		
vi	Last three financial years annual turn over details.(If participating in both parts, give separately for each part)		
vi	Work Experience Details. .(If participating in both parts, give separately for each part)		
vii	Details of contact person to whom all references shall be made regarding this tender		

**Signature of the Bidder with name
&Designation.**

PART-A(Training)

S. N o.	Item Description	Specification	Details of offering	Complied (Y/N)
1	Bilingual Centre head/Center Head	1.Shall possess BE/B.Tech/MCA/ MSc in Computer/ IT/Electronics with at least 60% marks. 2.Shall also have Mtech/MBA with at least 60% marks. 3.Shall have atleast 7 years IT/Training experience. 3.Shall be certified on at least one relevant technology platform. 4.Shall be fluent in Spanish and English, in case of Costa Rica only. For Commonwealth of Dominica , he/she must be fluent in English only.		
2	Trainers	1.Shall possess BE/B.Tech/MCA/ MSc(Computer or IT) with at least 60% marks. 2.Shall be on bidder's rolls for last one year. (Form 16 attached) 3.Shall have atleast 5 years IT/Training experience. 4. Shall be certified on at least one relevant technology platform.		
3	Coursware Kits	Notebooks, CDs, Media and other customised training material as required. Each kit must also contain at least one self contained reference textbook with International Standard Book Number (ISBN).		

PART –B (Infrastructure)

Annexure - 1 (B) Technical Specification and Compliance Statement				
(Bidder must submit this table duly filled up & signed along with the Technical Bid)				
Sr. No.	Items	Technical Specifications	Offered Model & Specification	Complied (Y/N)
1	Desktop			
	Processor	Minimum: Intel Core i5-4570 Processor 3.6 GHz or higher		
	Cache	Minimum: 6 MB Cache		
	Chipset	Minimum: Intel H81 Express chipset		
	Memory	Minimum: 4GB Memory expandable upto 16 GB (Minimum 8GB in case of PANAMA supplies)		
	Hard Disk Drive	Minimum: 500 GB SATA (Minimum 1 TB in case of PANAMA Supplies)		
	Optical Drive	DVD Drive		
	Graphics	Minimum: Intel HD Graphics		
	Audio	Integrated OEM supported Audio along with headphone with mic		
	Gigabit Network	Integrated 10/100/1000 Ethernet		
	Keyboard & Mouse	PS/2 or USB - Keyboard & Optical Mouse		
	Power Supply	Upto 320 W aPFC power supply		
	Certification	Desktop shall be ENERGY STAR qualified & EPEAT Gold certified or better		
	Monitor	Minimum: 18.5" LED/ TFT		
	Operating System	Microsoft Windows 8 64 Bit		
	Note	Computers being supplied to PANAMA must have wireless card compatible to access point being supplied		
2.1	Servers			
	Processor	Minimum: Intel Xeon E5-2690 2.9 GHz 8 Core Processor or Higher		
	Cache	Minimum :20 MB Level 3 Cache, 8.0GT/s QPI or higher		
	Chipset	Intel C600 Series Chipset or higher		
	Memory	Server shall be populated with 16 GB Memory 1333 MHz Registered ECC DIMM. Server Shall support 24 DIMM Slots or higher		
	RAID Controllers	Integrated hardware RAID Controller and shall support RAID 0,1,5 and have 512MB Cache		
	Ethernet	4 x 1 GB NIC or higher		
	Slots	2 x PCIe X16 + 4 x PCIe X8		
	USB Ports	Minimum: 4 USB Ports, 1 Video, 1 Serial port		

	Power Supply	Redundant Power Supply of at least 460 W (90% Efficient)			
	FAN	Hot-Swap (2+2) Redundant FAN with N+1 redundancy standard			
	Additional Features & Security	Remote management, Asset Tracking including serial numbers of the servers & sub-components			
	Optical Drive	DVD RW or Higher			
	Form Factor	Rack based (at least 2U or higher)			
	Industry Standard Compliance	Minimum: ACPI 2.0b Compliant, PCIe 3.0 Compliant, PXE Support, WOL Support, Microsoft Logo certifications, USB 2.0 Compliant, etc.			
	OS Support	Server shall support various Operating Systems such as Windows Server, RHEL, SLES, Oracle, VM Ware, Citrix Xen Server			
	HDD	3 x 300 GB SAS or higher HDD capacity			
2.2	Monitor	17" LCD/ TFT Rack Based Monitor with in-built Keyboard & Mouse (from Same OEM of Server Make)			
3	Tape Library	One LTO 6 Internal tape drive with minimum 1 U rack mount configuration or higher with minimum 5 x LTO 6 media. uniform compatibility & writing.			
4	Backup software	Back up of the Oracle 11g database server through the LAN. The tape drive shall be connected to the separate backup server. The backup software must support LAN based or LAN free backup. Backup shall be agents based with one management server and distributed client agents. The licensing shall be unlimited number of back agents. The backup software shall support online backup and recovery. The backup shall be supplied with 1 drive license. The backup management shall be done through a window-based server. The backup software shall be supplied with backup agents for Oracle 11g.			
5	KVM Switch				
	KVM switch	8-ports or higher standard KVM switch with Minimum 3 + 2 additional cable set			
6	Networking Switch (Core)				

	Core switch shall have 24 RJ-45 autosensing 10/100/1000 ports (IEEE 802.3 Type 10BASE-T, IEEE 802.3u Type 100BASE-TX, IEEE 802.3ab Type 1000BASE-T); Duplex: 10BASE-T/100BASE-TX: half or full; 1000BASE-T full only with 4 dual-personality ports; auto-sensing 10/100/1000Base-T or SFP, 1 RJ-45 serial console port & the Switch shall have provision for 2 expansion module slots, Minimum:128 MB SDRAM, Minimum: 16 MB flash; Packet buffer size: Minimum 1MB, Performance Through Put: Minimum 100 mpps & Switching Capacity: Minimum 140 Gbps, Routing Table Size: Minimum 32 Entries, MAC Address Size: Minimum 16k enteries, Switch shall be capable of supporting Stacking in addition to the above mentioned ports (if required) & QoS: Broadcast Control, Traffic Policing & Managment features: Secure Web GUI, SNMPv1, v2c, and v3, Remote Monitoring, Switch shall support iPV4 & iPV6. The Switch shall be RoHS certified.		
7	Networking Switch (Edge) Edge switch shall have 24 RJ-45 auto-negotiating 10/100/1000 ports (IEEE 802.3 Type 10BASE-T, IEEE 802.3u Type 100BASE-TX, IEEE 802.3ab Type 1000BASE-T)plus 4 1000BASE-X SFP ports, or a combination, 1 RJ-45 console port to access limited CLI port, Flash: Minimum: 128MB, RAM: Minimum 128MB RAM, Packet Buffer Size: 256KB or higher, Performance Through put: Upto 40 mpps, Switching Capacity: Minimum: 56 Gbps, Routing Table Size: Minimum 32 enteries, MAC Address Size: Minimum 8000 enteries, Management: Web Browser, SNMP Manager, Limited Command line interface. Switch shall support Stacking / Single IP management for multiple switches.		
8	Firewall Firewall shall support: Minimum 500 Mb/s; Firewall + IPS throughput: Minimum 250 Mb/s; Firewall + IPS+ Application control: Minimum 512 bytes; IPSec VPN: Minimum 200 Mb/s; IPSec VPN tunnels: 1k or above; Concurrent sessions: Minimum 1,50,000 or higher; New connections per second: Minimum 10,000 or higher, Network Connectivity: Firewall shall have Eight 10/100/1000 RJ-45 ports & minimum One 10/100/1000 RJ-45 High Availability port; Management: Firewall shall support: Manageable via Security Management System (SMS), command-line SSH, HTTPS Web browser, Management Information Base (MIB).		
9	Router		

	Router shall support I/O ports and slots: 2 x RJ-45 autosensing 10/100/1000 WAN ports, 8 x RJ-45 autosensing 10/100/1000 LAN ports & 3 expansion slots, IPv6 Ready Certified, Performance Throughput: Minimum 450 Kpps or higher, Routing Capacity: Minimum 160MB/s, Routing Table Size: Minimum: 1k entries, RAM: Minimum: 256MB RAM, Compact Flash: Minimum 256MB, 1 USB 2.0, 1 RJ-45 Console port, Management: Command-line interface; Web browser; out-of-band management, SNMP Manager; Telnet; RMON1, FTP, IEEE 802.3 Ethernet, Protocol: Router shall support IPv4 & IPv6, Static RIP, OSPF, BGP & IS-IS routing protocol. Embedded security features: Minimum hardware-based encryption, firewall, NAT, and VPNs, QoS: Traffic Policing, Congestion Management.			
10	Scanner with 50 sheet ADF			
	Optical Scanning Resolution	Up to 2400 dpi		
	Hardware Scanning Resolution	Up to 2400 x 2400 dpi		
	Standard Connectivity	Hi-Speed USB-Compatible with USB 2.0		
11	Multifunction Printer			
	Print speed black (normal, A4)	Minimum: 33 PPM or higher		
	Duty cycle (monthly, A4)	Up to 50000 Pages		
	Print technology	Monochrome Laser		
	Print quality black	1200 x 1200 dpi (monochrome)		
	Paper handling standard/input	Minimum 250-sheet media input tray, 50-sheet Automatic Document Feeder (ADF)		
	Paper handling standard/ output	Minimum 150-sheet output bin		
	Duplex print options	Automatic (Standard)		
	Standard memory	Minimum: 256MB		
	Standard printer languages	PCL 5e, PCL 6, Postscript level 3 emulation, direct PDF (v1.7) printing		
	Scanner Specifications	Scanner Specification		
	Scan type	Flatbed, ADF		
	Optical scanning resolution	Up to 1200 dpi (monochrome)		
	Scanning Resolution	Up to 1200 dpi (Enhanced), Up to 1200 x 1200 Dpi (Monochrome), Up to 600 x 600 Dpi (Color),		
	Auto document feeder capacity	Standard, 50 Pages with dual head scanner		

	Copy Speed (Letter, A4)	Black: Up to 33 PPM (Letter) or higher		
12	Laser Jet Printer			
	Print speed black (normal, A4)	Minimum: 33 PPM or higher A4 Black		
	Print quality black (best)	1200 x 1200 dpi or higher		
	Print technology	Monochrome Laser		
	Duty cycle (monthly, A4)	Up to 50000 pages or higher		
	Standard memory	Minimum: 256 MB		
	Processor speed	Minimum: 800 MHz		
	Standard printer languages	PCL 5e, PCL 6, Postscript Level 3 emulation, direct PDF (v 1.7) printing		
	Standard paper trays	Minimum 1 or higher		
	Paper handling input / output	150-Sheet Output Bin, Integrated Duplex		
	Duplex print options	Automatic (Standard)		
	Media sizes supported	Minimum: A4;		
	Standard connectivity	Hi-Speed USB 2.0 port, Fast Ethernet embedded print server		
13	LCD Projector			
	Technology	LCD		
	LCD Size	0.55 inch		
	Projection Lens (F-Number)	1.44		
	Focal Length	16.7 mm		
	Zoom Ratio	1 - 1.35		
	Lamp Type	Min: 200 W		
	White Light Output	Min: 2600 lms		
	Colour Light Output	Min: 2600 lms		
	Throw Ratio	1.45 - 1.96		
	Resolution	SVGA		
	Lamp life	Min: 4000 Hrs		
	Contrast Ratio	Min: 8000:1		
	Sound output	Max: 4 W		
	USB Display	Allow image, control and sound transmission from computer to projector via simple USB cable		
14	Video Conferencing System (Specification as given below)			

	<p>Video Conferencing System</p> <p>The video codec (ITU standard) shall support the following at a minimum:1920x1080 resolution (Native)The video conference system must support a minimum of two external Full HD displays, 1920x1080p, for a crystal-clear picture and data-sharing The video conference system must have automatic noise reduction, automatic gain control and echo cancellation The video conference system shall support a minimum of 10 camera presets The video conference system must support a Full HD Pan Tilt Zoom - 10x optical zoom camera The video conference system shall support both H.323 and SIPThe video conference system must support full duplex audio for natural conversations</p> <p>The video conference system must support video recording and streaming of video from video end point to external recording server without any port loss, while doing video conferencing</p> <p>The video codec's capability or quality when sending and receiving dual streams shall not be compromised when recording to an external appliance</p> <p>The video conference system shall support auto-discovery address/directory lookup</p> <p>The video conference system shall support NAT / firewall traversal (H.460 / SIP)</p> <p>The video conference system must provide the ability for IT staff to remotely see, via the web, snapshots of an ongoing conference</p> <p>The system shall have either DVI or HDMI input for laptop for data sharing. The system shall support H.239</p> <p>The video conference system shall support two possible sources of video input</p> <p>The video conference system must have the ability to make video call on ISDN if necessary- and support up to 2 mbps-PRI</p> <p>The video conference system shall support minimum of 128kbps</p> <p>The video conference system must have the ability to disable HTTPS and Telnet services</p> <p>The video conference system must support Microsoft OCS</p> <p>The video conference system must support easy, out-of-box setup via web interface</p> <p>The video conference system must support single cable HDMI/DVI connectivity to an HD display.</p> <p>The VC end point must support only High Definitions ports like HDMI/DVI</p> <p>The video codec shall provide support for sending and receiving two separate streams simultaneously in either a point-to-point call or multipoint calls</p> <p>The system shall support intermediate resolution i.e. resolution from Standard</p> <p>When experiencing packet loss, the codec shall first attempt to drop the resolution of the call and maintain the frame rate</p> <p>The video codec shall support the following audio and video standards: H.261,H.263, H.263+, H.264, G.711, G.722, G.722.1c, G.728, G.729 or better</p> <p>The video codec shall support audio</p> <p>The video codec shall support a directly connected audio conference phone with inbuilt speakers. This help to pick up better audio quality</p> <p>The video codec shall support a fast Ethernet interface.</p> <p>The video codec shall be supplied with infrared remote control</p> <p>A third party programmable control device through the following interfaces: RS-232 or USB, Internet Protocol</p> <p>The video codec shall support both IPv4 and IPv6.</p> <p>The system shall have touch panel (external device) to control the functions of video conferencing unit such as dial, directory. This external device must be connected with video conferencing codec.</p> <p>All items such as codec, touch panel and camera supplied shall be of same make</p> <p>All items such as codec, touch panel and camera supplied shall be of same make</p>
	<p>Audio Conference Phone</p>

	<p>Audio Feature</p> <p>Omni Sound HD Wideband via USB.</p> <p>Omni directional microphone.</p> <p>Microphone: analog line 200–3300 Hz, USB 200–7000 Hz.</p> <p>Pickup range of up to 30 m2, < 10 persons.</p> <p>Loudspeakers: Maximum volume 90 db SPL 0.5 m, 150-7000 Hz.</p> <p>Equalizer: soft, neutral and bright.</p> <p>Connections</p> <p>Power supply: AC adapter 100-240 V AC/14 V DC.</p> <p>Expansion microphones: modular 4/4.</p> <p>Auxiliary: Modular 4/4 for wireless headset or PA system</p> <p>Directory</p> <p>Phonebook: Upto 50 contacts.</p> <p>Call groups: Upto 20 groups or higher.</p> <p>Recording:</p> <p>Supports SD memory cards up to 2 GB</p> <p>Anti Theft Protection</p> <p>Anti-theft protection: Kensington security slot or equivalent</p> <p>Display & Keypad</p> <p>Display: Illuminated graphics LCD, 128x64 / Keypad: Alphanumerical 0–9, *, off hook/F, on hook, mute, hold, volume up, volume down, 5 buttons for menu navigation, line (line mode), and conference guide.</p> <p>Certifications</p> <p>Shall have certification such as TBR21, 47 CFR Part 68/TIA, IC CS-03 Issue 1999/01/01. / EMC: EN301 489-1,3. EN 300 220-1,2, FCC subparts B and C. / Electrical safety: UL 60950-1, EN 60950-1:200.</p>
	<p>Wall Display Unit</p> <p>Screen Size:Minimum: 55" LFD or above</p> <p>Resolution:Minimum: 1920 x 1080</p> <p>Dynamic Contrast Ratio:Minimum: 100,000:1</p> <p>Audio:Integrated Audio</p> <p>Key feature:Slim & Light LFD with Built-in Lite</p> <p>Connectivity:Shall support RGB: Analog D-SUB, DVI-D, Video: HDMI, Component(CVBS Common) & Audio: Stereo mini Jack</p> <p>Special features</p> <p>Magic Clone (to USB), Auto Source, Switching & Recovery, Lamp Error, Detection, Super Clear Coating, Temperature Sensor, RS232C/RJ45, MDC, Plug and Play (DDC2B), PIP/PBP, Video Wall (10 x 10), Pivot Display, Image, Rotation, Button Lock, Smart Scheduling, Smart F/W update, Clock Battery (80 hours Clock Keeping).</p> <p>Internal Player</p> <p>Processor: Minimum 1GHz Dual Core CPU, On-Chip Cache Memory L1 (I/D): Minimum: 32KB/32KB L2 (Unified): 512KB, Clock Speed: Minimum: Clock Speed 1GHz CPU Dual, Main Memory Interface: Minimum 1GB Dual 32bit DDR3-667 (1333MHz) or higher, Graphic: Minimum 2D & 3D Graphics Engine with support upto 1920 x 1080. 32bpp & OpenGL ES, IO Ports: USB 2.0, Multimedia: Shall support Video Decoder with MPEG-1/2, H.264/AVC (Dual), VC-1, JPEG, PNG, Audio DSP (Decoder), MPEG, DTS and etc, Operating System: Linux</p> <p>Accessories: Shall include Quick Setup Guide, Application CD, D-Sub cable, Power Cord, Remote Controller, Batteries</p>

14.a	Access Point Frequency band / range : 2.4 / 5 GHz Standards, Minimum 3 Dipole Antenna or more, Shall have Access Point (AP) based operation modes.		
14.b	Student feedback system Instant student performance feedback on all question types like Multiple Choice, Multiple Answer, Yes / No, True / False, Numeric, 140 Character Text Entry, Bimodal etc. Shall use wireless without need of Line of sight. Shall be able to capture real time assessment data.		
15	UPS 1 KVA Line Interactive UPS Minimum: 1.0 KVA with AVR for 160 V - 280 V Single Phase Input with Plug & Play operation, Single PCB Design. Internal Batteries for minimum 15 minutes Backup time		
16	UPS 5 KVA Online 5 KVA High Frequency IGBT based True Online UPS with double concern with inbuilt Isolation transformer. LED Display for input / output parameters and low battery / Overload. Minimum 120 Minutes Backup Time using 12V SMF Batteries + batteries rack & interconnecting battery cables		
	Software License	(Academic in Nature)	
17	(Academic in Nature). Software license shall be in the name of the IT Centre (at host Country) with 1 year update and patches support	MS Windows Svr Std 2012 R2 Sngl OLP x64 bit	
18		MS Window Server CAL 2012 Sngl OLP x64 bit Device CAL	
19		MS SQL Svr Std Edtn 2012 Win 32 Sngl OLPX 64 bit	
20		MS SQL CAL 2012 Sngl OLP User CAL	
21		MS Visual Studio Pro 2012 Sngl OLPX 64 bit	
22		MS Office Professional Plus 2012 Sngl OLPX64 bit	
23		Oracle 11g Standard Edition	
24		Oracle 11g Standard Edition Media and ATS for 1 year	
25		Red Hat Enterprise Linux ES (Latest Version)	
26		JDK 1.5 or latest	
27		Anti Virus for Desktop Computers	
28		Anti Virus for Servers	
29	Self Paced Learning Modules - Communication in English: (Specification as given below)		
	Self Paced Learning Modules - Communication in English: a)Listening, Reading and Comprehension b)Writing c)Pronunciation (Customizable) d)Grammar e) Authoring Tools. f-) Pronunciation Guide (Customizable) g) English for beginners Results Tracking Software for above content as mentioned in a) and d). Specifications and pre-requisites for English Content Software (No- a, b, c and d).		

	<p>Content to be available in British/American as options and prepared by English Language experts</p> <p>The content software shall be scalable, truly interactive and shall also track, score and correct the learner</p> <p>The content shall be available in three levels (Beginner, Intermediate & Advance levels) as an option for s.no. (a) and (c).</p> <p>The pronunciation, and listening and comprehension content software shall allow customization for different learning levels</p> <p>The listening, pronunciation and grammar software shall allow to record and playback learner's voice production and compare with the native speaker</p> <p>The grammar software module shall have a dictionary- online or offline.</p> <p>The Grammar learning module shall have enhanced listening and speaking activities; and learners shall generate tests on single or multiple grammar areas from a test bank of more than 1,500 items. And on completing a level, learners shall be able to print a certificate</p> <p>The Writing module shall include correcting common errors in written English</p> <p>The listening, Reading and comprehension content software shall be interactive and have at least 6 levels of increasing difficulty and each level with at least 10 learning units.</p> <p>The Pronunciation module shall allow the learner to practice the International Phonetics Alphabet (IPA)</p> <p>The software shall be compatible to windows 7 OS</p> <p>The software shall provide instant feedback when attempting the exercises</p> <p>Content shall be supplied in single or different modules either through CDRoms/electronically but shall have a Manual and installation instructions</p> <p>The English for beginners module shall allow</p> <p>Words, Conversations in the software to be translated from Spanish to English. The module shall have video clips and transcripts and shall have a sound database of words on people, countries, food, travel, geography, culture, and other commonly used vocabulary.</p> <p><u>Specifications for Pronunciation Guide (f)</u></p> <p>speech recognition to give feedback via an intelligibility score</p> <p>Shall record speech and compare with original</p> <p>at least 30 lessons built in on the pronunciation subject.</p> <p>Shall allow webcam for video recording.</p> <p>Shall contain video of mouth & lips in pronunciation & video of speech anatomy.</p> <p>video showing tongue contact with the palette.</p> <p>phonetic symbols (IPA) and sounds</p> <p>wave form amplitude for viewing timing, pitch and speech intensity</p> <p>a built in dictionary of at least 20,000 words and sounds with a feature to custom create word lists.</p> <p>The dictionary Shall arrange the words in alphabetical order, vowel order, consonant order and word order using separate tabs an interactive guide on pronunciation</p> <p>shall clearly depict labial sounds, dental sounds. Alveolar, palatal sounds, velar sounds and voiced sounds.</p> <p>shall display clear mouth positions in English pronunciation</p> <p>shall display the tongue palate contact when producing lingual consonants.</p> <p>a lesson on vowel sounds, and diphthongs</p> <p>Speech intensity on loudness and pitch shall be displayed in waveform amplitude.</p> <p>a text to speech facility with a input of at least 200 characters.</p> <p>Recorder shall be voice activated. Shall Automatically stop recording when you've finished speaking</p> <p>Text to speech facility shall support multiple male and female voices.</p> <p>Shall have the ability to adjust the speaking rate of the text to speech voices</p> <p>Shall have comprehensive help documentation.</p> <p><u>Specifications and pre-requisites for Authoring tools software (S.No. (e)</u></p> <p>The authoring tool software shall support the following activity types</p> <p>The authoring tool software shall support the following activity types</p>
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	<p>Multiple choice, True/False, Fill in the blanks, Dropdown ,Drag and Drop, Drag On, Reading comp. Target spotting, Proof reading Presentation, Text reconstruction ,Stop Gap fill, Closing, Analyze, Countdown, Target Spotting</p> <p>It shall enable teachers to create a hierarchical course structure: Course, Units, Exercises, and to link exercises together to form learning paths</p> <p>The authoring tool shall support the following optimum file formats: JPEG/JPG Images, MP3 Audio clips, FLV/SWF Videos, External URL links</p> <p>Multiple sources of information (audio/video/images/text) shall be allowed to be attached to a single screen</p> <p>The authoring tool software shall permit for exporting the content created to others</p> <p>The content created on this software shall be SCROM compliant</p> <p>The authoring tool shall have separate modules -1) Teachers module for content creation 2) Student's module for self paced interactive learning</p> <p>The student module shall have a recorder enabling the learners to record their voices and compare to the sample clips and also a progress function to analyse performance.</p> <p>The software shall permit instant marking and instant feedback</p> <p>The software shall come with a result manager and shall permit student tracking and enable the teachers to monitor students progress</p> <p>The software shall allow to export the content created by the teachers</p> <p>Only internationally available copyrighted content prepared by native English Language experts and that is certified by an English Language Testing authority or a leading EnglishTeaching University shall be considered. Test certificate shall be attached with the technical bid.</p>		
31	Self Paced E learning model for IT: (Specification as given below)		
	<p>Self Paced E learning model for IT:</p> <ol style="list-style-type: none"> 1. The service provider shall be offering a SaaS model of deployment and a package that is customizable with online modules that are available 24/7. The offered modules should supplement the training conducted by the trainers and should be in sync with the courses offered. 2. The Content will be powered by an LMS where the system can generate learner reports such as tracking user progress and usage. 3. The content will be multimedia based, SCORMCompliant/AICC Compliant. The Principal Company should indicate compliance on their website and through a letter referencing the tender. 4. The online content should be available in several foreign languages viz. Spanish and English 5. The modules should be interactive with multimedia content designed for basic to advanced users, integrated with interactive assessment, and progress tracking features and an option for mentoring support through chat, email and instant feedback. Mentoring support should help receive clarification and help get the desired answers/understanding the learner needs. 6. The self paced e-learning content should be as per course requirement of centre and all courses should be from the same OEM. 		
32	Passive Items (Material for LAN Cabling) : CAT 6 Cable (box of 305 Mts), I/O with SMB, Jack Panel (24 Ports), UTP Patch Cords 3ft & 7ft, etc.		
33	Networking Racks 12U with lockable front glass door, cable manager, fan, AC distribution box		
34	Networking Racks 42U with rack kit, lockable front glass door, cable manager, fan & AC distribution box for Servers & Storage		

35	Interactive White Board with Stand			
	Dimension without stand	Minimum 1,352 x 1,637 x 74 mm		
	(H x W x D) -			
	Power Consumption	Shall be less than 3.0 W		
	Scren Board Size (H x W)	Minimum 1175 x 1582mm		
	Panel Surface	Antiglare Coated Metal Plate		
	Interface	Minimum: USB 2.0		
	Position Sensor	Reflective Type Touch panel / Ultrasonic receiver		
	System Interface Requirement	Any PC with USB ports		
	Accessories	Electronic Pen, Operating Instruction with installation manual, Batteries, USB Cable, Software CD-ROM, Wall Mounting Kit & stand for room		
Services				
36	Installation of LAN: Supply of Installation of PVC Conduit, Baton & Flexi (1" x 2"), Mounting & Fixing of Networking Rack 12 U, Fixing of Networking Rack 42 U, Mounting & fixing of Jack Panel, Fixing of I/O & SMB & Document (Lump sum)			
37	Charges for Installation and setup of IT Infrastructure	Installation and Setup of IT Infrastructure including configuration of equipment as per Part A vendor		

PLEASE MENTION THE OFFERED MODEL AND ITS SPECIFICATIONS AGAINST EVERY LINE ITEM CLEARLY. THE OFFERED SPECIFICATIONS SHALL BE SAME OR HIGHER FROM THE ONES MENTIONED IN THE TENDER SPECIFICATIONS ABOVE, FOR CATEGORISING AS 'COMPLIED'. IN CASE IT IS FOUND THAT THE SPECIFICATIONS MENTIONED ARE NOT COMPLIANT AFTER VERIFICATION FROM THE DATASHEETS PROVIDED, THE PROPOSAL SHALL BE AUTOMATICALLY REJECTED.

Annexure 2

LETTER OF AUTHORISATION FOR ATTENDING TOE

[On the letterhead of the Bidder company]

(To reach MEA before Bid Opening Date)

To

Subject : Authorisation for attending bid opening –TOE
on_____ (date) in the Tender of_____
_____.

Dear Sir,

Following persons are hereby authorised to attend the bid opening for the Tender mentioned above on behalf of_____
(Bidder) in order of preference given below.

Order of Preference	Name
	Specimen Signatures

I.

II.

Signatures of bidder

Or

Officer authorized to sign the Bid

Documents on behalf of the Bidder with seal.

ANNEXURE –3
PROFORMA OF PERFORMANCE BANK GUARANTEE

(on non-judicial paper of appropriate value)

In consideration of the President of India (hereinafter called “The Government”) having offered to accept the terms and conditions of the proposed agreement betweenand (hereinafter called “the said contractor(s)” for the work (hereinafter called “the said agreement”) having agreed to production of an irrevocable Bank Guarantee for Rs..... (Rupees.....only) as a security/guarantee from the contractor(s) for compliance of his obligations in accordance with the terms and conditions in the said agreement.

1. We(hereinafter referred to as the “Bank”) hereby undertake to (indicate the name of the Bank) pay to the Government an amount not exceeding Rs (Rupees.....only) on demand by the Government.

2. We(indicate the name of the Bank) do hereby undertake to pay the amounts due and payable under this Guarantee without any demur, merely on a demand from the Government stating that the amount claimed is required to meet the recoveries due or likely to be due from the said contractor(s). Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this Guarantee. However, our liability under this Guarantee shall be restricted to an amount not exceeding Rs..... (Rupees.....only).

3. We, the said Bank, further undertake to pay to the Government any money so demanded notwithstanding any dispute or disputes raised by the contractor(s) in any suit or proceeding pending before any Court or Tribunal relating thereto, our liability under this present being absolute and unequivocal. The payment so made by us under this bond shall be a valid discharge of our liability for payment thereunder, and the contractor(s) no claim against us for making such payment.

4. We (indicate the name of the Bank) further agree that the Guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement, and it shall continue to be enforceable till all the dues of the Government under or by virtue of the said agreement have been fully paid, and its claims satisfied or discharged, or till the representative of MEA, on behalf of the Government, certifies that the terms and conditions of the said agreement have been fully and properly carried out by the said contractor(s), and accordingly discharges this guarantee.

5. We(indicate the name of the Bank) further agree with the Government that the Government the fullest liberty without our consent, and without effecting in any manner our obligations hereunder, to vary any of the terms and conditions of the said agreement or to extend time of performance by the said contractor(s) from time to time or to postpone for any time or from time to time any of the powers exercisable by the Government against the said contractor(s), and to forbear or enforce any of the terms and conditions relating to the said agreement, and we shall not be relieved from our liability by reason of any such variation or extension being granted to the said contractor(s) or for any forbearance, act of omission on the part of the Government or any indulgence by the Government to the said contractor(s) or by any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.

6. This Guarantee will not be discharged due to the change in the constitution of the Bank or the contractor(s).

7. Welastly undertake not to revoke this Guarantee except with (indicate the name of the Bank) the previous consent of the Government in writing.

8. This Guarantee shall be valid up tounless extended on demand by the Government. Notwithstanding anything mentioned above, our liability against this Guarantee is restricted to Rs (Rupeesonly), and unless a claim in writing is lodged with us within six months of the date of expiry or extended date of expiry of this Guarantee all our liabilities under this Guarantee shall stand discharged.

Dated theday of..... For

Granted by the Bank
Yours faithfully,

For (Name of Bank)

SEAL OF THE BANK

Authorized Signatory

PROFORMA OF BANK GUARANTEE FOR BID SECURITY

Bank Guarantee No. -----

Ref:

To

The Ministry of External Affairs

Jawaharlal Nehru Bhawan

23-D, Janpath, New Delhi,

PIN-110011

Dear Sirs,

Whereas the Ministry of External Affairs having its office at Jawaharlal Nehru Bhawan, 23-D, Janpath, New Delhi-110011 (hereinafter called the MEA) which expression shall, unless repugnant to the context or the meaning thereof, include all its successors, administrators, executors and assignees has on behalf of the President of India invited tender No.-----

and M/s ----- having Registered/head office at -----

(Hereinafter called the "bidder" which expression shall, unless repugnant to the context or the meaning thereof, mean and include all its successors, administrators, executors and assignees) have submitted a Proposal Reference No. ----- and bidder having agreed to furnish as a condition precedent for participation in tender as unconditional and irrevocable bank guarantee of Rs----- (Rupees ----- Only) for the due performance of bidder's obligations as contained in the tender Document supplied by the MEA specially the conditions that (a) bidder shall keep his Proposal open for a period of day i.e. from ----- to ----- or any extension thereof, and shall not withdraw or modify it in a manner not acceptable to the MEA (b) the bidder will execute the contract, if awarded, and shall furnish performance guarantee in the format prescribed by the MEA within the required time. The bidder has absolutely and unconditionally accepted these conditions. The MEA and the bidder have agreed that Proposal submitted by the bidder is an offer made on the condition that the Proposal, if submitted would be kept open in its original form without variation or modification in a manner not acceptable to the MEA for a period of ----- days i.e. from ----- to ----- or any, extension thereof and that submission of the Proposal itself shall be regarded as an unconditional and absolute acceptance of the conditions, contained in the tender document. They have further agreed that the contract consisting of tender document and submission of the Proposal as the ACCEPTANCE shall be a separate contract distinct from the contract which will come into existence when the Proposal is finally accepted by the MEA. The consideration for this separate initial contract preceding the main contract is that the MEA is not agreeable to sell the tender documents to the bidder and to consider the Proposal to be made except on the condition that the Proposal shall be kept open for the period indicated above and the bidder desires to submit a Proposal on this condition after entering into this separate initial contract with the MEA promises to consider the Proposal on this condition and bidder agrees to keep this Proposal open for the required period. These reciprocal promises form the CONSIDERATION for this separate initial contract between the parties.

2. Therefore, we ----- registered (indicate the name of Bank) under the laws of ----- having head/registered office at (hereinafter referred to as the "Bank") which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators and executors hereby issue irrevocable and unconditional bank guarantee and undertake to pay immediately on first demand in writing Rupees all money to the extent of Rs----- (Rupees----- only) at any time immediately on such demand without any demur, reservations, recourse, contest or protest and/ or without any reference to the bidder and any such demand made by the MEA on the bank shall be conclusive and binding notwithstanding any difference between the MEA and the bidder or any dispute pending before any court/arbitrator or any other matter whatsoever. We also agree to give that Guarantee herein the MEA in writing. This guarantee shall not be determined/discharged/affected by the liquidation, winding up, dissolution or insolvency of the bidder and will remain valid, binding and operative against the bank.

3. The bank also undertakes that the MEA at the option shall be entitled to enforce this guarantee, against the Bank as a principal debtor, in the first instance, without proceeding against the bidder.

4. The bank further agree that as between the bank and the MEA, purpose of the guarantee, any notice of the breach of the terms and conditions contained in the tender Documents as referred above given to the bank by the MEA shall be conclusive and binding on Bank, without any proof, notwithstanding any other matter or difference or dispute whatsoever. We further agree that this guarantee shall not be *affected* by any change in our constitution, in the constitution of the MEA or that of the bidder. We also undertake not to revoke, in any case, this Guarantee during its currency.

5. The bank agree with the MEA that the MEA the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms of the tender or get extension of the validity period from time to time. We shall not be relieved from our liability by reason of any such variation or extension of the validity period or for any forbearance, act of omission and commission on the part of the MEA or any indulgence shown by the MEA to the said bidder or by any such matter or thing whatsoever which under the law relating to sureties, would, but for this provision, have the effect of so relieving us.

6. Notwithstanding anything contained here in above our liability under his Guarantee is limited to Rs. _____ (Rupees _____ only) in aggregate and it shall remain in full force upto _____(225 days from the date of bid opening) unless extended further from time to time, for such period as may be instructed in writing by M/s _____ on whose behalf this guarantee has been given, in which case, it shall remain in full force upto the expiry of extended period. Any claim under this guarantee must be received by us before _____(date of expiry of validity period) or before the expiry of extended period, if any. If no such claim is received by us within the said date/extended date, the rights of the MEA under this guarantee will cease. However, if such a claim has been received by us within and upto the said date/extended date, all right of the MEA under this guarantee shall be valid and shall not cease until we have satisfied that claim.

7. In case contract is awarded to the Bidder here in after referred to as "Contractor" the validity of this Bank Guarantee will stand automatically extended until the bidder furnished to the MEA a bank guarantee for requisite amount towards performance guarantee for satisfactory performance of the contract. In case of failure to furnish performance bank Guarantee in the format prescribed by the MEA by the required date the claim must be submitted to us within validity period or extended period, if any. If no such claim has been received by us within the said date /extended date, rights, of the Ministry under this guarantee will cease. However if such a claim has been received by us within the said date/extended date all rights of the MEA under this guarantee shall be valid and shall not cease until we have satisfied that claim,

In witness where of the Bank, through its authorised officer, has sent its hand & stamp on this _____day of _____ at _____ of _____ at _____ of _____ (month & year).

Signature
(Full name in capital Letters)
Designation with bank stamp

Witness No.1

Signature
(Full name and address in capital letters)

Witness No.2

Attorney as per power of attorney

No -----

Date -----

Signature

(Full name and address in capital letters)

ANNEXURE 4
MAUFACTURER AUTHORISATION FORMAT
(on manufacturer's letterhead)

Date:
To
Ministry of External Affairs
Development Partnership Administration
New Delhi

Subject: **Manufacture authorization against tender No. _____ for supply & support of _____ (Name of the product/s) at San Jose, Costa Rica and Roseau, Commonwealth of Dominica(CD).**

Dear Sir,

1.

“We, M/s. *(Name of the manufacturer)* having registered office at *(address of the manufacturer)* are the principal manufacturer(OEM) for *(Name of the product/s)* and are participating in this tender.

We ,M/s. (Name of the manufacturer), certify that we have not issued any authorisation to any of our authorised dealer/agent to participate in this tender.”

OR

2.

“We, M/s. *(Name of the manufacturer)* having registered office at *(address of the manufacturer)* hereby virtue of being manufacturer for *(Name of the product/s)*, hereby authorize M/s.*(Name of the bidder)* having their office at *(Address of bidder)* to submit quote, negotiate, supply, install and provide after sales support for our range of products quoted by them to meet the above mentioned tender requirements at San Jose, Costa Rica and Roseau, Commonwealth of Dominica(CD).

M/s *(Name of the manufacturer)* _____ within the scope of requirement as per the tender mentioned above through its authorized partner M/s. *(Name of the bidder)* _____ shall provide support & product warranty services for a minimum period of 3year form the date of supply & installation at San Jose, Costa Rica and Roseau, Commonwealth of Dominica(CD)”

The undersigned is authorized to issue such authorization on behalf of M/s *(Name of the manufacturer)*.

For M/s. *(Name of the manufacturer)*

Signature & company seal

Name

Designation

E-mail Mobile No.

(Please strike -off the non relevant para)