



## SHRI SAIBABA SANSTHAN TRUST, SHIRDI



**TENDER DOCUMENT FOR IMPLEMENTATION OF DIGITAL BOARD, INCLUDING SUPPLY OF HARDWARE, OPERATING SOFTWARE AND MAINTENANCE OF THE SYSTEMS FOR "SAI BABA EDUCATIONAL CAMPUS" AT GAT NO. : 183, NIMGAON-KORHALE, TAL.: RAHATA, DIST. : AHMEDNAGAR FOR SHRI SAI BABA SANSTHAN TRUST SHIRDI.**

### **THROUGH GEM PORTAL**

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**OWNERS**

**SHRI SAIBABA SANSTHAN TRUST, SHIRDI**  
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**MINIMUM QUALIFYING CRITERIA**

The following copies of original / attested documents should be scanned & uploaded online.

- 1) Tender document fee Rs.10,000/- through RTGS on Sansthan Account.
- 2) EMD of Rs. 1,20,000 /- through RTGS on Sansthan Account.  
**Sansthan Bank Account Details –**  
**Bank Name & Branch - State Bank of India, Shirdi Branch.**  
**Account No. – 30630896801**  
**IFSC Code – SBIN 0005160**  
**Tender Fees and EMD receipt should be uploaded along with technical bid documents.**
- 3) The bidder should be system Integrator in the field of ICT/IT/ITES/Data Centre/ Cloud in India and should be in existence for at least 3 years as on last date of bid submission.
- 4) Bidder should have maximum annual financial turnover of value not less than Rs.5.0 Crore during last five financial years. (2018-19, 2019-20, 2020-21, 2021-22, 2022-23). The copies of Audited Annual Accounts/Statutory CA Certificate for last Five years shall be uploaded along with the bid.
- 5) The warranty details of Interactive Panel must also reflect on the OEM websites. The bidder is required to submit OEM undertaking for the same in the bid submission.
- 6) The bidder should be authorized by its OEM for Interactive Panel to quote the bid.
- 7) The Original Equipment Manufacturer (OEM) of the products quoted against this bid should be ISO 9001:2008 or higher Process Certified OEM for manufacturing. ISO certificates is required for Interactive Panel.
- 8) Bidder should have capacity & experience for implementation, monitoring & maintenance of 100 Smart / Digital Classrooms in last 5 years (supply of similar hardware component in the bid); the work experience letter from either State / Central Government / PSU or from Private Institution / Company / Organization will be considered. Please submit the copies of purchase orders / completion certificate / customer references for the same.
- 9) The bidder must submit an undertaking in the form of an oath on Rs.500 stamp paper that they have not been black listed/ debarred by any state government / central government / PSU in last three years as on last date of bid submission.

Note: Any entity which has been barred by the Central / a State Government, or any entity controlled by them, from participating in any project and the bar subsists as on the date of Application, would not be eligible to submit bid.

**D. O. NIKAM**  
Architect & Project Management Consultant.

**(P. Siva Sankar, IAS)**  
**Chief Executive Officer,**  
Shri Saibaba Sansthan Trust, Shirdi.

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- **Tender Details:**

The package of robust infrastructure is defined by considering school's local conditions and usage level and operational context. Under this model, School Classes would have the facilities as under:

- Interactive Panel
- Maintenance support for hardware

- **Implementation Process:**

It is decided to implement the project in 74 classrooms for "Shri Saibaba Educational Complex, Shirdi". For this implementation, this bid is floated for supply, installation & maintenance services.

Bidder shall submit their bids on GeM portal.

- **Instructions to Tenderers-**

1. The said tender will be available from dt. 07/10/2023 11.00 am. To 21/10/2023 up to 05.00 pm for downloading and uploading on the GeM portal.
2. The details of material to be supplied are given in the tender. Accordingly, the said tender has to be submitted online on GeM portal.
3. Only the documents requested online are to be submitted along with the tender. Deviation Sheet should not be submitted other than the requested documents.
4. Pre-Bid Meeting will be held in the Meeting Hall, Sai Sabhagruh at Shirdi on 13/10/2023, at 11.00 am.
5. If possible Online Technical Bid will be opened on 23/10/2023. Commercial Bids will be opened from the qualified tenderers in the technical Bid.

- **Regarding online Submission of tender rates-**

- a. While submitting the rates online supplier must consider GST, GST-TDS, TDS or any other government tax as well as Packing and Forwarding, Loading & Unloading expenses, transportation costs of reaching Shirdi Sansthan Education Complex i.e. F.O.R. Shirdi should be considered. Rates shall be filled inclusive of all taxes and expenses.
- b. No other expenses will be paid separately by the Sansthan.
- c. As per the government rules, the taxes currently applicable and applicable from time to time will be binding on the supplier and the amount will be deducted from the bill accordingly. The Government vide Circular No. 201809281714366605 has directed to deduct 2% GST-TDS from supplies to suppliers for taxable goods/services or both with effect from 1<sup>st</sup> October 2018. The tenderer should consider it while submitting the tender. More information about this is available on the website of the Government of Maharashtra.
- d. The supplier should give more attention while filling the rates in the online tender. After getting the supply order the mistake in filling the rate will not be considered.

- **Procedure for Opening bid Tenders-**

1. Online technical tenders will be opened first in the meeting of the Purchase Committee after the last date for submission of tender on Gem Portal. After that the commercial bids will be opened only from the tenderers who are qualified in the technical Bid.
2. Item wise rates of tenderers will be considered on a comparative basis after opening of commercial bids.

3. The Sansthan reserves the right to accept/reject any tender. Giving reasons for the same will not be binding on the Sansthan.

- **Place of supply of materials-**

- a. The materials mentioned in the tender will have to be supplied to the Education Complex of the Sansthan at Gat. No. 183, Nimgaon- Korhale, for Shri Saibaba Sansthan Trust, Shirdi.

- **Security Deposit Amount and Agreement-**

1. The successful bidder will have to keep an amount of 5% of the total supply order amount as Security Deposit with the Sansthan as a guarantee to supply the goods within the prescribed period. This security deposit amount will be deducted from the Final Bill of the contractor and will be refunded after the completion of 5 years O & M period. No interest will be paid / given to contractor on Security Deposit.
2. It will be mandatory for the successful bidder to appear at Shirdi and notarize the Agreement on stamp paper of Rs.500/-, immediately. The notary fee of the Agreement has to be paid by the tenderer.
3. The supply order will be placed after signing the Agreement.

- **Time limit for supply of materials –**

1. The materials have to be supplied within 90 days after placing the supply order.

- **ELIGIBILITY CRITERIA FOR OEM (Original Equipment Manufacturer):**

1. The OEM should have at least one manufacturing plant in India and operational.
2. The OEM should have experience of deployed minimum 200 interactive panel in last 3 years with all required hardware, HDMI cable, VGA cable, VGA HDMI Audio face plate.
3. All the material shall have 5 Years on site OEM comprehensive warranty and the same shall be submitted on OEM Letter head.
4. OEM of any component should not be blacklisted/ debarred by any state government / central government / PSU in last three years as on last date of bid submission.
5. If OEM would like to participate through their authorized partner, then the partner must be authorized by OEM. OEM & their authorized Partner should not participate simultaneously & only one of them should participate.

**Note:** In GeM bid, Eligibility Criteria i.e. bidder/OEM experience criteria, Bidder/OEM turn over criteria etc...are not mentioned, however bidder & OEM of the quoted product must meet eligibility criteria as mentioned above only & Eligibility Criteria as mentioned above will be considered for evaluation.

- **SCOPE OF SERVICES TO BE PERFORMED BY BIDDER**

- a. To supply, install, commission & maintain Interactive Panel, hardware, software and connected accessories.
- b. To provide, install and maintain, in working condition the hardware, software and necessary infrastructure.
- c. Supply of Hardware, Software and connected accessories must be brand new and unused.

- d. Over and above warranty to be provided during contract period, bidder will have to provide preventive maintenance on half yearly basis during contract period of 5 years for the hardware, software and connected accessories.
- e. The operating system and other software packages shall be upgraded / updated by bidder from time to time as and when upgraded version of operating system is available as well as during preventive maintenance schedule.
- f. Maintenance and troubleshooting support for the entire duration of the project of 5 years.
- g. The Bidder shall maintain the hardware, software and connected accessories in proper working condition throughout the contractual period.
- h. The Bidder shall not charge any fee to the students and teachers in the schools covered under the Project and shall not use the facilities created for earning revenues other than that provided as part of this Project.
- i. Bidder will have to facilitate to install any other software provided by Shri Saibaba Sansthan Trust, Shirdi / School in supplied hardware.
- j. Warranty: Comprehensive onsite warranty for 5 years from the Go Live date after 100% installation & commissioning of all Interactive Panel. Note: Go Live Date is actual start date of project which will be next day after the installation & commissioning is completed for last Interactive Panel.
- k. If any equipment gives continuous trouble, say more than 3 times in one month during the warranty period, the bidder shall replace the same with new equipment without any additional cost to the purchaser.
- l. Free maintenance services shall be provided during the period of contract. The response time for addressing the complaints shall be as per incident based schedule.
- m. Bidder will have to provide 5 years warranty for supplied hardware/ software and other peripherals.
- n. Before end of the contract period, the user department reserves a right to do a random check of minimum 5% of systems and the serial number of the systems should match the original serial numbers of the sub-assemblies with the exception of the parts or system that have been changed in the course of repairs and replaced during the contract period.
- o. Bidder will have to keep available 1% stock in spares for all hardware at supplier's location (to fulfill contractual obligations) to store them considering geographic access across the state to make standby arrangements on immediate basis for any breakdown of hardware in classrooms at schools without any additional cost.
- p. Bidder shall be responsible to provide the Interactive Panel with preloaded usage tracking software with real time automatic usage/on-off logs for equipment.
- q. Bidder will have to provide all the essential/required hardware, software, application etc.to achieve above mentioned functionality of usage tracking software.
- r. If any dispute arises and persists between the Contractor and the Employer the same shall be referred to an Arbitrator appointed by the Management Committee of the Trust, Shri Saibaba Sansthan Trust, Shirdi, under the Arbitration and Conciliation (amendment) Act 2015 and the Arbitration and Conciliation Act 1996.
- s. Proactive and reactive maintenance, repair and replacement of defective components installed for the Project through this tender. The cost for repair and replacement shall be borne by the Bidder.
- t. The Bidder shall provide all such information as may reasonably be necessary to effect as seamless handover as practicable in the circumstances to the Sansthan or its nominated agency and which the Bidder has in its possession or control at any time during the exit O & M period.
- u. The Goods supplied under the Contract shall be comprehensively insured by Bidder at its own cost, against any loss or damage, for the entire period of the Contract. Bidder shall submit to the Authority, documentary evidence issued by the insurance company, indicating that such insurance has been taken.

- v. Bidder shall bear all the statutory levies like customs, insurance, freight, etc. applicable on the Goods and also the charges like transportation charges etc. that may be applicable till the Goods are delivered at the respective sites of installation.
- w. Bidder shall ensure that the all hardware servers/equipment supply and/or installation of all types, updates, patches, fixes and/or bug fixes for the firmware or software from time to time at no additional cost to the Sansthan During O & M Period.
- x. Sansthan will not responsible for any type of accident occurred while carrying out the work. The bidder shall be responsible for any loss of life to the workers at the work site and in the premises. Contractor is full responsible for that & for the same; Compensation will not be paid by Sansthan at any how cost. The responsibility of safety and security of the material equipment brought out or installed by the Contractor at our site "Till they are hands over to Shri Saibaba Sansthan Trust" will remains with the Contractor and any claim of whatsoever nature due to any loss or otherwise will be not entertained.

- **GENERAL TERMS AND CONDITIONS-**

- a. In case of dispute regarding the said transaction, it will remain under the jurisdiction of Rahata/ Kopargaon Court.
- b. If the supplier refuses to supply the materials and violates any of the terms and conditions mentioned by the Sansthan, the Security Deposit amount will be forfeited and the said supplier's name will be blacklisted for the next 3 years or the decision taken by the Sansthan in this regard will be binding on Supplier. No complaint will be entertained by the supplier in this regard.
- c. The Sansthan reserves the right to accept any tender partially/fully or reject all tenders.
- d. The tenderer should not submit documents other than those called in the tender. Extra documents will not be considered.
- e. Tax deductions applicable as per Government rules and applicable from time to time will be made from the bill.
- f. Conditional tenders will be rejected immediately. The tenders of the tenderers who fail to fulfill the conditions and qualifications mentioned in the said tender will be rejected.
- g. The Sansthan reserves the right to make any changes, amendments or to prescribe additional terms/conditions in the above terms and conditions. Any condition/conditions of the Tenderer will not be binding on the Sansthan, such Tenders will not be considered

- **OPERATIONAL SUPPORT AND SERVICES**

- a. Bidder is responsible for providing users functional training for the equipment's & software to be supplied under this project in co-ordination with Shri Saibaba Sansthan Trust, Shirdi for normal operations and conversant in installation of hardware & software and its basic trouble shooting.
- b. Bidder will have to provide operational training of supplied hardware, Operating Software and peripherals to all school teachers after installation of all items at schools
- c. The Operational Support services should be capable of using hardware &

software for normal operations and conversant in installation and operating the software installed including interactive teaching and learning pedagogies.

- d. The Bidder shall deliver all reports, notifications and information, including all data, operating logs and information as required by Shri Saibaba Sansthan Trust, Shirdi.
- e. Maintenance and Operating Logs of equipment: The Bidder shall prepare and maintain operating logs, records and reports documenting the operation, maintenance and repair of Hardware and connected accessories.

- **TECHNICAL MINIMUM SPECIFICATIONS OF INTERACTIVE PANEL, HARDWARE, SOFTWARE AND CONNECTED ACCESSORIES:**

Bidder must quote/offer product with min. specifications as mentioned below only and Evaluation will be carried out on following specifications:

**1) Providing & Installation of Display Technology Type Backlit LED (IPS Panel) Panel Size 75"**

**Display-** Display Technology Type Backlit D -LED (IPS),  
Panel Size 75",

Brightness (Typical/Minimum) 350cd/m<sup>2</sup> or better,

Contrast Ratio (Typical) 5000:1 or better,

Native Resolution 4K Ultra-HD (3840 x 2160),

Viewing Angle (H/V) 178/178 degree,

Aspect Ratio 16:09,

Response Time (MS) 8ms (Typ),

Refresh Rate (Hz) 60Hz,

Estimated Life Time (Typical) 50,000 hours (Minimum),

Display Color (Bit) 1.07 billion (10-bit),

Orientation - Landscape.

Interactivity - Touch Technology Infrared Touch,

Touch Points - Writing 10 Points, Touch 20 Points,

Accuracy finger  $\pm 1.5$ mm (Over 90% area) or better,

Accuracy passive pen  $\pm 1.5$  mm (Over 90% area) or better, Response Time <10ms ,

Surface Protection 4mm Thick Toughened Glass (Level 7H on Mohs, Scale of Mineral Hardness), Touch Tools Finger, Stylus, Glove, Opaque Objects.

Operating System- System Version -Android™ v11.0 or latest,

CPU – Quad Core, RAM - 4GB, Internal Storage - 32GB.

Connectivity- Input -Input-1 x Mini AV (3.5 mm mini jack), 2 x HDMI 2.0 (6-Hz/4K) 1 x

COAX (Multi Channel Audio), 1xMini AV (3.5mm mini jack), 1 x EARPHONE out (Stereo

Audio),USB-1 x USB-B(Touch), 1 X USB-A 2.0, 1 X USB-A 3.0,3 X USB-A 3.0, 1 X USB-B

3.0, 1 XUSB-C,1 x RJ45 Input, 1x RJ45 Output, Control-1 x RS 232C Control Signal

Interface,Wi-Fi+ Bluetooth-3+1 (Wi-Fi 802.11a/b/g/n/ac 2.4hz/5GHz 2T/2R, Bluetooth 5.0),TF Card Slot-128GB,

Mirror/ Scree sharing,

Voting and Polling,

File/ URL sharing,

Air Play Discovery by Bluetooth,

Lock + Terminate Session,

Collaboration-Digital Whiteboard, Screen Mirroring, Office, Teaching Tools,



Screen Recording Audio - Internal Speakers 15W +15 W(Stereo).

Power- Power Supply (Internal) AC 100-240V, 50/60Hz, (4.5A), Consumption 350 W, Standby Mode <0.5W (Standby)

OS Support:- Windows® (Windows 7 and above; Driver Free), Mac® (10.10 and above), Android™ (2.2/2.3/4.0/4.1/4.2 (Kernel v3.5 and above - Driver Free), Chrome (v39 and above), Linux (Kernel v3.5 and above).

Built-In Features: - Should be able to run multitasking in android platform, Gestures Supported- Use palm/hand back to erase/ Slide up from bottom to call out Touch Menu//Two fingers to call out floating toolbar, Should have compatibility with Intelligent Handwriting Recognition, Interactive Classroom: Intelligent AI based writing pen, Built-in Voting System for student, QR Code Scanner,

Wireless Connect: Connect up to Minimum 64 users simultaneously and allow 4 people to present on one display,

Remote Management Software: - Ability to manage & maintain all deployed IFPs connected over LAN/WAN, including the functionality of: - Turn on/off the panel; Change input/ volume, Broadcast message to the panel, Remote monitoring of the panel desktop, Mirroring for iOS Airplay®, Android™ Google Cast, Windows® PC, Apple® macOS™, Google Chromebook™, Ubuntu –OS independent , Wireless facility with 802.11n/ac dual-band 2.4/5GHz support, Inbuilt wireless receiver and supports the wireless dongle for wireless presentation Required,

Tablet lock and terminate session, Screen record for preparing video tutorial, Support USB camera,

Enhanced Usability features: - Remote meetings - Live Screen function – allows content to be streamed in real-time to others on wireless collaboration devices (support USB microphone/ USB camera for audio input), Compatibility with productivity tools including Microsoft Office applications and **Digital board should be trolley mounted.**

Note: During Eligibility & Technical Evaluation, Chief Executive Officer, Shri Saibaba Sansthan Trust, Shirdi will inform the date & time for presentation / demonstration of quoted items & bidder must have to be ready for demonstration of their quoted items on allotted time slot. Financial bid of those bidders will be opened who are eligible & technically qualified and whose presentation about the product quality, specifications, advantages disadvantages, durability, functionality etc. of quoted products are successful as per bid requirement.

- **Testing of equipment's at deployment:**

- a. Post the commissioning of the equipment's, Shri Saibaba Sansthan Trust, Shirdi will inspect the system in its entirety in the schools and will be signed off by service provider and Shri Saibaba Sansthan Trust, Shirdi on installation especially if content has been loaded, which also needs to be submitted for payment release.

- **Tender Validity Period-**

- a. The validity period of the said tender will be 120 days from the last date of online submission of the tender on GeM portal.

- **Payment Structure:**

- a. No advance payment will be made.
- b. On successful completion of delivery, inspection, installation & commissioning of all

Interactive Panel, 80% payment will be released.

- c. Balance 15% payment will be released only after given training to Sansthan's users and certification from Administrative Officer of the Educational institutes.
- b. Remaining 5% payment (kept as Security Deposit) and EMD amount will be released after successfully completion of operation and maintenance period of 5 years.

#### **PENALTY SCHEDULE:**

##### **Penalty clause for delay in delivery:**

- a. The amount of penalty for delay in delivery & installation shall be subject to a maximum limit of 10% of the total contract value.
- b. Delay in excess of 4 weeks will be sufficient to cause for termination of the contract. In that case the EMD of the bidder will be forfeited.
- c. In case, the selected bidder does not supply the ordered items for any reason, the bidder will be liable to pay the difference amount to the purchaser which indenter department has to pay to the next or other selected bidder for purpose of the said items.

##### **Operational period penalty:**

##### **Equipment downtime: Per day charge for downtime**

- a. During warranty period, if the complaint is not resolved within 3 calendar days from reported date, the penalty of Rs.1000 per day for Interactive Panel will be levied. The amount of penalty will be recovered from the Security Deposit during warranty period.
- b. The amount of Operational/Warranty period Penalty shall be subject to a maximum limit of 5% of the total contract value.

#### **Warranty & Maintenance**

1. Successful Bidder shall also provide complete maintenance support for all supplied hardware and other IT and Non-IT components as outlined in this tender for a period of 5 Years from the date of Go-Live / end user acceptance. (i.e. completion of work).
2. During the warranty period, the bidder shall warrant that the goods supplied under the contract are new, unused, of the most recent version/models and incorporate all recent improvements in design and materials unless provided otherwise in the contract. The bidder further warrants that the goods supplied under this contract shall have no defects arising from design, materials or workmanship.
3. Authority or designated representatives of the bidder shall promptly notify Successful Bidder in writing of any claims arising under this warranty. Upon receipt of such notice, the Successful Bidder shall, within the warranty period and with all reasonable speed, repair or replace the defective systems, without costs to Authority and within time frame.
4. If the Successful Bidder, having been notified, fails to remedy the defect(s) within the period specified in the contract, Authority may proceed to take such reasonable remedial action as may be necessary, at the Successful Bidder's risk and expense and without prejudice to any other rights, which Authority may have against the bidder under the contract.
5. During the comprehensive warranty period, the Successful Bidder shall provide free of cost all product(s), patches/fixes, and version/ Firmware upgrades etc., within 15

days of their availability and should carry out installation and make operational the same at no additional cost to Authority.

6. The successful Bidder shall also operate, maintain all the edge devices/ hardware/ software/ Non IT accessories while the implementation work is ongoing till Go-Live.

**Change request of new make & model:**

No "End of Life" product should be quoted in the bid. Make & Model quoted by the bidder should be available till the contract period (duly supported for spares/OEM support for contract period). However, during the contract period, if the OEM stops manufacturing the quoted model and the bidder will offer to supply new model (equivalent or higher) instead of quoted model, the bidder is liable for the delay late delivery and applicable penalty will be levied for the delay including time lase in approval of change model request. Hence, the bidder/OEM is expected to offer/quote a make & model, which will be available for at least contract period.

**COUNTRY OF ORIGIN DECLARATION**

Date:

To  
**Chief Executive Officer,**  
**SHRI SAIBABA SANSTHAN TRUST, SHIRDI**  
**Tal. Rahata, Dist. Ahmednagar, (MS) - 423109**

Subject: Declaration of Country of Origin for material procured for the project.

Ref: Tender No :

We hereby certify and confirm that in the preparation and submission of our Bid for Proposed Digital Classroom Of "Sai Baba Educational Campus" At Gat No.: 183, Nimgaon Korhale, Tal.: Rahata, Dist.: Ahmednagar for Shri Sai Baba Sansthan Trust Shirdi against the Tender No : \_\_\_\_\_ Dated \_\_\_\_\_ issued by Authority, We have ensured that the guidelines for country of origin have been followed as below.

- a. That we have followed all prevalent GOI rules & regulations regarding public procurement and the country of origin policy.
- b. That No equipment / software is sourced from a company that has its Head Office / Origin / Subsidiary / Research & Development / Design & Manufacturing setup that lies in a country which currently has a land border dispute with India.
- c. That no equipment's come under the category of proxy manufacturing / assembling / white labeling (regardless of country of manufacturing/assembling) whose Intellectual Property lies in a country which currently has a land border dispute with India.
- d. That no equipment's come under the category of proxy selling of hardware / software (regardless of country of manufacturing/assembling) sourced from a company that has its Head Office / Origin / Subsidiary / Research & Development / Design & Manufacturing setup that lies in a country which currently has a land border dispute with India

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Name Designation Seal.

Date:

Place:

Business Address

**On Letterhead of OEM****Sub-****Ref: Bid Number: \_\_\_\_\_**

Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country which shares a land border with India. I certify that our quoted product and our company are not from such a country, or if from such a country, our quoted product and our company have been registered with competent authority. I hereby certify that these quoted product and our company fulfills all requirements in this regard and is eligible to be considered for procurement for Bid number: \_\_

No.	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority; otherwise GIL/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**

**LIST OF APPROVED MAKES**

<b>S. No.</b>	<b>Material</b>	<b>Manufacturers</b>
1	Interactive Panel (Digital Board)	Delta, Senses, Sharp