

**E-Tender Document  
FOR  
IMPLEMENTATION OF SMART CAMPUS  
AT  
STATE INSTITUTE OF HOTEL MANAGEMENT (SIHM)**



**MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY (MSITS)  
GOVERNMENT OF MANIPUR**

## Notice Inviting Tender

(e- Tendering mode)

### MANIPUR STATE INFORMATION TECHNOLOGY SOCIETY

(A Government of Manipur Undertaking)

4<sup>th</sup> Floor, Western Block, New Secretariat, Imphal – 795001

Date: 23.05.2025

|                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|----------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Name of Work</b>                                | <b>DESIGN, SUPPLY, INSTALLATION, TESTING, COMMISSIONING OF EQUIPMENT, IMPLEMENTATION AND MAINTENANCE OF SMART CAMPUS NETWORKING SOLUTION FOR STATE INSTITUTE OF HOTEL MANAGEMENT (SIHM).</b>                                                                                                                                                                                                                                                                                                                                                    |
| <b>Nature of Bid Process</b>                       | Online Bid Submission on <a href="https://manipurtenders.gov.in">https://manipurtenders.gov.in</a><br><br>1. EMD<br>2. Pre-qualification Bid<br>3. Technical Bid<br>4. Financial Bid                                                                                                                                                                                                                                                                                                                                                            |
| <b>The Currency in which payment shall be made</b> | Indian Rupees (INR)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Bid Publication Date</b>                        | 23 <sup>rd</sup> May, 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| <b>Bid Submission Deadline</b>                     | 6 <sup>th</sup> June, 2025 11.30 AM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Date and Time of Opening of Technical Bids</b>  | 6 <sup>th</sup> June, 2025 11.40 PM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Date and Time of Opening of Financial Bids</b>  | 11 <sup>th</sup> June, 2025 4.00 PM                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>Tender Fee</b>                                  | The bidder should furnish INR 20,000/- (Twenty Thousand Rupees only) along with the bid. And should be submitted in the form of Bank Draft/Banker's Cheque of any Scheduled Bank drawn in favour "Member Secretary, Manipur State Information Technology Society" payable at Imphal only.                                                                                                                                                                                                                                                       |
| <b>Earnest Money Deposit</b>                       | The bidder should furnish INR 1,00,000/- (One Lakh only) along with the bid. EMD should be submitted in the form of Bank Guarantee (BG) /Draft/Bankers Cheque from any Scheduled Bank drawn in favor of "Member Secretary, Manipur State Information Technology Society" payable at Imphal only. Bidders registered as MSEs as defined in MSE procurement policy issued by Dept of MSME are exempted from submission of Earnest Money Deposit (EMD). The certificate for same also to be submitted along with bid, else EMD will be applicable. |
| <b>Bid Validity days</b>                           | 180 days (From last date of opening of tender)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

|                                      |             |                                                                                                                                            |
|--------------------------------------|-------------|--------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Performance Guarantee (PBG)</b>   | <b>Bank</b> | 5% of the total work value from the successful bidder. PBG is required to be submitted within 15 days from the date of issue of Work Order |
| <b>Email Address to send Queries</b> |             | <a href="mailto:martha.khuman@nic.in">martha.khuman@nic.in</a>                                                                             |
| <b>Address for Communication</b>     |             | Manipur State Information Technology Society,<br><b>4<sup>th</sup> Floor, Western Block, New Secretariat, Imphal – 795001</b>              |

1. Tender shall be downloaded from tender link available at <https://manipurtenders.gov.in> & <http://manipur.gov.in> .
2. No manual bids shall be accepted. All bids (both Technical and Financial) should be submitted in the online portal.
3. Corrigendum and addendum may be issued on the changes required. Reply on pre-bid queries received by MSITS shall be displayed on e-tendering website. Bidders are advised to visit the webpage regularly and update themselves. The Pre-Bid queries, Corrigendum/addendum are the part of tender document and Bidders are supposed to upload the same accordingly, duly signed as per the guidelines given in the tender document.

### **Instruction to Bidders**

1. As part of the prequalification bid document, the bidder shall scan and upload all the documentary evidence mentioned in **Pre-Qualification/Eligibility Criteria**. This shall be submitted online on <https://manipurtenders.gov.in>.
2. The bidders shall sign on all the statements, documents, certificates uploaded by them, owning responsibility for their correctness/authenticity.
3. **Due date:** The tender has to be submitted on or before the due date and time. The offers received after the due date and time will not be considered.
4. **Preparation of Bids:** The offer/bid shall be submitted in two bid-systems i.e. Technical Bid and Financial Bid. The technical bid shall consist of all technical details along with commercial terms and conditions. Financial bid shall indicate component wise price for components mentioned in the financial bid in the given format.
5. **Language of Proposal:** The proposal prepared by the firm and all correspondence and documents relating to the proposal exchanged by the bidder and the MSITS, shall be written in the English language, provided that any printed literature furnished by the firm may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.
6. **Cost of Bidding:** The bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the MSITS, and the MSITS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process. The firm is expected to carefully examine all instructions, forms, terms and specifications in the bid document. Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the firm's own risk and may result in rejection of the bid.
7. **EMD:** The Bidder should submit EMD through Bank Guarantee/ Demand Draft drawn in favour of "Member Secretary, Manipur State Information Technology Society" payable at Imphal. The Bid sent without EMD would be considered as UNRESPONSIVE and will not be considered. Bidders are required to upload the Scanned copy of Demand draft for EMD and Tender Fee respectively at online bidding portal. Further, original Demand Draft for EMD and Tender Fee respectively, must be submitted in a sealed envelope mentioning "EMD and Tender fee" to MSITS office before due Date and Time for Submission of Bids as mentioned in tender document.
8. **Refund of EMD:** The EMD will be returned to unsuccessful Bidder(s) after the award of work to the successful bidder. Earnest money will be forfeited if a bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity. In Case of Successful Bidder, EMD shall be returned upon the bidder executing the Contract, pursuant to Award of Contract and furnishing the Bank Guarantee/Security Deposit, towards Performance Bank Guarantee.
9. **Acceptance/ Rejection of bids:** MSITS reserves the right to reject any or all offers without assigning any reason. MSITS, based on the requirement and without assigning any reason to the Bidders may split the work/Scope/Bid and/or offer in stages or in parts according to the need of work and/or for ease of execution of work.

## 1. OVERVIEW

Sprawling across 5.1 acres of land in the picturesque valley of the capital city Imphal, located in the eastern part of the city, SIHM was established in 2022 as a joint venture of Ministry of Tourism, Government of India and Government of Manipur, with an objective of providing quality education and training in the field of hotel management with state-of-the-art infrastructure of international standards for the whole campus.

It has various courses in Diploma and Degree levels to make students compete in the international diaspora. Also offers Diploma, Bachelor's and Master's Degree Hotel & Hospitality Administration with Specialization in various subjects like Food & Beverage, Hotel & Hospitality-Human Resource, Travel & Tourism, Hotel and Hospitality, Culinary Arts & Catering Technology-Food Production Operations, Housekeeping, Bakery & Confectionery, Front Office Operations, Hotel & Hospitality-Sales & Marketing.

## 2. PROJECT DETAILS

|                            |                                                                               |
|----------------------------|-------------------------------------------------------------------------------|
| <b>Project Name</b>        | Implementation of SMART Campus for State Institute of Hotel Management (SIHM) |
| <b>Project Initiator</b>   | SIHM, under Directorate of Tourism, Govt.of Manipur.                          |
| <b>Implementing Agency</b> | Manipur State Information Technology Society (MSITS).                         |
| <b>Project duration</b>    | 5 yrs (6 months implementation and 4 ½ yrs maintenance).                      |

As the current hardware infrastructure is outdated and inadequate, and needs to be upgraded to meet the demands of modern teaching methods and technologies ,it has been proposed to upgrade the hardware infrastructure of the institute to enhance the quality of education and training provided by SIHM.The proposed project will include hardware upgrade i.e installation of All-in-one PCs, Televisions, Projectors with screens, PA Systems with 2 speakers, Intranet connection with LAN, Digital low light CCTV Cameras, Smart boards, Laptops, Printers, Photocopy machines, Dot matrix for bill printing, LED Boards, and 27 Inch Screens for CCTV Camera security. In addition, access key cards for smart card system doors will also be installed. This will greatly enhance the teaching and learning experience at SIHM, and will also improve the overall campus security.

## 3. KEY OBJECTIVES

The main objectives are:

- Provide state-of-the-art hardware equipment for use in classrooms, laboratories, offices, and other areas of the institute.
- Enhance the learning experience of students through the use of modern technological tools such as projectors, smart boards, and all-in-one PCs.
- Improve the operational efficiency of the institute by installing PA systems, digital low light CCTV cameras, and intranet connections with LAN in various areas.

- Increase the security of the institute by installing access key cards for smart card system doors, as well as additional digital low light CCTV cameras in strategic locations.
- Provide necessary hardware equipment for the smooth functioning of the bakery, confectionery, bulk kitchen, advanced kitchen, basic kitchen, and restaurant facilities within the institute.
- Create a conducive environment for teaching, learning, and research in the institute.
- Ensure that the institute is equipped with the latest and best hardware technology to meet the demands of modern education and hospitality industry standards.

#### 4. KEY STAKEHOLDERS

The following are the stakeholders of the project:

- **SIHM, Department of Tourism, Government of Manipur:** They are the primary stakeholders of the project as they have initiated the project to upgrade the existing hardware infrastructure.
- **Manipur State Information Technology Society (MSITS):** MSITS will be responsible for the implementation and maintenance of the new hardware systems.
- **Employees & Students:** The employees and students of the organization are the end-users of the hardware systems. Their feedback and requirements must be taken into consideration to ensure that the new systems meet their needs.
- **Vendors:** Vendors providing the hardware systems and other components will also be stakeholders in the project. Their timely delivery and quality of products will have a direct impact on the project schedule and budget.
- **Regulators:** Regulatory bodies such as government agencies and industry associations may have an interest in the project, as the hardware systems may need to comply with certain standards or regulations.

#### 5. SCOPE OF WORK

The scope of the project is to install modern hardware devices in the institute. This will include:

- **Hardware installation:** The project will involve the installation of hardware equipment in various rooms and areas of the SIHM campus. This will include all-in-one PCs, televisions, projectors, smart boards, PA systems with speakers, digital low light CCTV cameras, laptops, printers, photocopy machines, dot matrix printers for bill printing, LED boards, and access key cards for smart card system doors.

- **Intranet connection with LAN:** The project will also involve the installation of an intranet connection with LAN throughout the campus. This will enable seamless connectivity between different systems and devices across various locations of the campus.
- **Improved security:** The installation of digital low light CCTV cameras and access key cards for smart card system doors will improve the security of the SIHM campus, making it a safer and more secure environment for students, faculty, and staff.
- **Enhanced learning experience:** The installation of smart boards, projectors, and televisions in classrooms and lecture rooms will enhance the learning experience of students. These devices will enable more interactive and engaging classes, allowing students to better comprehend and retain information.
- **Streamlined operations:** The installation of hardware equipment in the back office and front office, including all-in-one PCs, printers, photocopy machines, and dot matrix printers, will streamline administrative operations and reduce the time required to perform routine tasks.

Some areas where the IT and tech infrastructures are needed are:

- Computers Lab
- Library
- Bakery & Confectionary Lab
- Bulk Kitchen
- Advanced Kitchen
- Basic Kitchen
- Lectures Halls
- Classrooms
- Boys Common room
- Girls Common room
- Hostel
- City Campus
- Front Office
- Back Office
- Staff room
- Chairman's Office
- Principal's Office
- COO office
- Board Room / Meeting Room

- Outdoor Hall
- Housekeeping Lab
- Campuses Surrounding
- Restaurant
- Housekeeping Suite
- Access controlled door locks

The Overall scope of work shall include installation and commission of the components mentioned in the **Bill of Materials (BOM)**. This will upgrade the hardware equipment and infrastructure of the SIHM campus to enhance the learning experience of students, improve the security of the campus, and streamline administrative operations. It is important to note that while this project aims to upgrade the hardware infrastructure of SIHM, it is limited to the installation of the aforementioned hardware and access key cards for the smart card system doors. Any additional upgrades or changes outside the scope of this project will need to be considered separately.

## **6. Eligibility and Bid Evaluation**

6.1. Bid Evaluation Process shall consist of the following phases:

- **Phase I – Evaluation of Technical bid:** In accordance to the Pre-Qualification criteria and other tender compliances. QCBS evaluation of the Technical Bid of PreQualified Bidder as per the Marking Scheme mentioned in the bid document.
- **Phase II - Evaluation of Financial bid**

### **Note:**

- Bidder has to upload all documentary evidences in support of the following mentioned Eligibility Criteria. In the absence of such supporting documents, as mentioned against each criterion, the bid will be rejected summarily. The QCBS rating/marking and financial bid opening will be carried out for only those bidders who qualify in the Technical bid.
- It is mandatory for the bidder to qualify all the Pre – qualification stages to be eligible for QCBS evaluation including presentation as per Marking Matrix. Only technically qualified bidders shall be considered for opening of their Financial Bids and evaluation thereof.

## 6.2. Pre-Qualification/Eligibility Criteria

| S. No | Pre-Qualification/Eligibility Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Supporting Document                                                                                                                                                                                                                                                                                                                    |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 1.    | The bidder must have office in Imphal. In case bidder doesn't have office in Imphal, bidder should give an undertaking to open an office in Imphal within 45 days from the date of award.                                                                                                                                                                                                                                                                                                                                                                 | Proof of address or Consent Letter in the letterhead with stamp.                                                                                                                                                                                                                                                                       |
| 2.    | The Bidder should be either a firm or a company registered under Companies Act, 1956 or 2013 in India and should have been in operation for at least last 10 years as on the date of submission of the bid. Consortium of companies/ firms is not allowed.                                                                                                                                                                                                                                                                                                | Copy of the Partnership deed/Bye Law / Certificate of Incorporation issued by Registrar of Companies along with Memorandum & Articles of Association and full address of the registered office.                                                                                                                                        |
| 3.    | The bidder shall be in IT & ITES business for the last 5 years and shall have 5 years of experience as on date of floating of tender in all of the following areas: <ul style="list-style-type: none"> <li>Web/Software application development, supply, and maintenance of servers/IT hardware, networking devices such as PCs, laptops, wireless access points with controllers, switches, routers, etc.</li> <li>Experience in the installation, configuration, testing, commissioning, and maintenance of Smart/LAN equipment and devices.</li> </ul> | (Work order / Purchase order / Contract) And Work Completion Certificate issued by the Client.<br>Note – 1: Bidder will have to produce necessary supporting documents other than mentioned above to clearly prove completion of work in last 5 yrs.<br>Note – 2: Bidder can submit separate documents for Project and O&M experience. |
| 4.    | The bidder shall have experience in implementing in the following areas: <ul style="list-style-type: none"> <li>Smart boards and equipment for smart learning.</li> <li>PA systems and Smart card devices etc.</li> <li>CCTV systems with video conferencing capabilities</li> </ul>                                                                                                                                                                                                                                                                      | Work order / Purchase order / Contract And Work Completion Certificate issued by the Client.                                                                                                                                                                                                                                           |
| 5.    | The bidder should be a certified ISO 9001:2015 or above and Empanelled with State Government/Agencies.                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Copy of the valid ISO Certificate issued from the accreditation organization to be submitted as documentary proof and Self Declaration for the Empanel along with the documents provided by the concern Government/Agencies.                                                                                                           |
| 6.    | The Bidder should have Cumulative Financial Turnover of Rs. 5 Crore in the last 3 (three) financial years (FY 22-23, FY 23- 24 and FY 24-25) as per the last published balance sheets.                                                                                                                                                                                                                                                                                                                                                                    | Copy of the audited Balance Sheet statement of the bidder for the last three financial years: (FY 22-23, FY 23- 24 and FY 24-25).                                                                                                                                                                                                      |
| 7.    | The responding firm shall not be under a declaration of ineligibility for corrupt or fraudulent practices.                                                                                                                                                                                                                                                                                                                                                                                                                                                | A self-certified letter by the designated official of the responding firm.                                                                                                                                                                                                                                                             |
| 8.    | The bidder must have a valid GST registration Certificate.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Copy of GST registration Certificate.                                                                                                                                                                                                                                                                                                  |

|    |                                                                                                            |                                                                                                                            |
|----|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|
| 9. | The bidder should not be blacklisted by any Central Government/State Government /Government Bodies or PSU. | Self-Declaration that the bidder has not blacklisted by any Central Government/State Government /Government Bodies or PSU. |
|----|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------|

The bidder who fulfills the eligibility criteria shall be further evaluated as per the following marking matrix:

### 6.3. TECHNICAL BID

| S.No | Marking Parameters                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Marking Scheme                                                                                                                                                                                          | Max Marks | Document Required                             |
|------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------|-----------------------------------------------|
| 1.   | The bidder shall be in IT & ITES business for the last 5 years and shall have 5 years of experience as on date of floating of tender in all of the following areas: <ul style="list-style-type: none"> <li>Web/Software application development, supply, and maintenance of servers/IT hardware, networking devices such as PCs, laptops, wireless access points with controllers, switches, routers, etc.</li> <li>Experience in the installation, configuration, testing, commissioning, and maintenance of Smart/LAN equipment and devices.</li> </ul> | <ul style="list-style-type: none"> <li>5 years of experience :<b>10 Marks</b></li> <li>6 years of experience :<b>15 Marks</b></li> <li>7 years of experience :<b>20 Marks</b></li> </ul>                | 20        | Valid WO/PO/Completion Certificate.           |
| 2.   | Experience in Setting up Campus area with : <ul style="list-style-type: none"> <li>Smart boards and equipment for smart learning.</li> <li>PA systems and Smart card devices etc.</li> <li>CCTV systems with video conferencing capabilities.</li> </ul>                                                                                                                                                                                                                                                                                                  | <ul style="list-style-type: none"> <li>1 Project and &lt;2 Projects :<b>10 Marks</b></li> <li>&gt;=2 Projects and &lt;3 Projects :<b>15 Marks</b></li> <li>&gt;=3 Projects : <b>20 Marks</b></li> </ul> | 20        | Valid WO/PO/Completion Certificate.           |
| 3.   | The Bidder Cumulative Financial Turnover in the last 3 (three) financial years (FY 22-23, FY 23- 24 and FY 24-25) as per the last published balance                                                                                                                                                                                                                                                                                                                                                                                                       | <ul style="list-style-type: none"> <li>&gt;=5 Crore and &lt;7 Crore :<b>10 Marks</b></li> <li>&gt;=7 Crore:<b>15 Marks</b></li> </ul>                                                                   | 15        | Audited balance sheet/ CA signed Certificate. |

|    |                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |                                                                                                |
|----|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----|------------------------------------------------------------------------------------------------|
|    | sheets.                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |     |                                                                                                |
| 4. | ISO Certification & Empanelled with State Government/Agencies                                                                                                                                                                                                                                                                                                                                                                   | ISO 9001:2015 or above and Empanelled with State Government/Agencies : <b>5 Marks</b><br>ISO 9001:2015 or above and Empanelled with DIT : <b>10 Marks</b>                                                                                                                                                                                                                                                                                                          | 10  | Official Certificates/ Empanelment Order Document etc.                                         |
| 5. | Staff with relevant experience                                                                                                                                                                                                                                                                                                                                                                                                  | Staff with relevant experience in web/software application development, supply and maintenance of IT hardware/software, LAN, Wi-Fi, CCTV surveillance system, video conferencing, smart boards and equipment for Smart learning, PA systems and smart card devices.<br><br><ul style="list-style-type: none"> <li>• Upto 10 staffs: <b>5 Marks</b></li> <li>• &gt; 10 staffs and &lt; 20 staffs: <b>10 Marks</b></li> <li>• ≥20 staffs: <b>15 Marks</b></li> </ul> | 15  | Self-Declaration by the bidder specifying details of the staffs along with the relevant proof. |
| 6. | <b>Technical Presentation</b> <ul style="list-style-type: none"> <li>• Value Addition to the Current System.</li> <li>• <b>Resource Planning:</b> The bidder's capability and product quality (including project team deployment plan, system configurability and upgradation, quality etc.)</li> <li>• <b>Technical Expertise:</b> Technology and other suitability-related aspects (such as solution architecture)</li> </ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 20  |                                                                                                |
|    | <b>Total (Maximum)</b>                                                                                                                                                                                                                                                                                                                                                                                                          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | 100 |                                                                                                |

The bidder who scores minimum 70 marks as per marking scheme shall be declared qualified in technical evaluation stage and notified for opening of their financial bids. Qualified bidders would also be advised to attend opening of the financial bid.

## 6.4. BID EVALUATION

### Technical Bid Evaluation:

**Example Table (A)**

| Bidder Details | Technical Marks Obtained out of 100 |
|----------------|-------------------------------------|
| Bidder 1       | 85                                  |
| Bidder 2       | 75                                  |
| Bidder 3       | 80                                  |

Normalized Score = (Technical marks obtained by the Bidder under consideration/Highest Technical Marks obtained among the bidders) \* 100

**Example Table (B)**

| Bidder Details | Technical Marks Obtained out of 100 |
|----------------|-------------------------------------|
| Bidder 1       | $(85/85)*100= 100$                  |
| Bidder 2       | $(75/85)* 100= 88$                  |
| Bidder 3       | $(80/85)*100=94$                    |

### Financial Bids Evaluation:

The financial bid amount shall be converted into financial score, while considering the commercial quote given by each of the bidders in the financial bid as follows:

Commercial score of a Bidder = (Lowest Financial Bid/Quote of the bidder under consideration)\* 100

**Example Table (C)**

| Bidder Details | Commercial Quote | Calculation               | Commercial Score |
|----------------|------------------|---------------------------|------------------|
| Bidder 1       | 1,30,000         | $(1,00,000/1,30,000)*100$ | 77               |
| Bidder 2       | 1,20,000         | $(1,00,000/1,20,000)*100$ | 83               |
| Bidder 3       | 1,00,000         | $(1,00,000/1,00,000)*100$ | 100              |

The final score will be calculated through Quality and Cost Based Selection method based on the following weightage:

Technical: 70%

Commercial: 30%

Combined Technical and Financial Score = (0.7\*Technical Score) + (0.3\*Commercial Score)

#### Example Table (D)

| Bidder Details | Technical Score | Financial Score | Final Score  | Rank of Bidder |
|----------------|-----------------|-----------------|--------------|----------------|
| Bidder 1       | <b>70.00</b>    | <b>23.10</b>    | <b>93.10</b> | <b>H2</b>      |
| Bidder 2       | <b>61.60</b>    | <b>24.90</b>    | <b>86.50</b> | <b>H3</b>      |
| Bidder 3       | <b>65.80</b>    | <b>30.00</b>    | <b>95.80</b> | <b>H1</b>      |

In the above example, Bidder 3 with rank H1 shall be declared as the successful bidder.

#### 6.5. FINANCIAL BID

| S. No                               | Project Component                                                           | Cost (in Rs.) | Total Cost |
|-------------------------------------|-----------------------------------------------------------------------------|---------------|------------|
| 1.                                  | Implementation (Hardware, Manpower, Equipment etc. require for the project) |               |            |
| 2.                                  | Maintenance (including AMC for equipment and services for 4.6 years).       |               |            |
| <b>Total inclusive of all Taxes</b> |                                                                             |               |            |

**Grand Total (in words)** \_\_\_\_\_

Dated:

Signature and Seal of authorized signatory

## 7. PROJECT DELIVERABLES AND PAYMENT SCHEDULE

| S. No        | Deliverables                                                                                                                 | Percentage of project Cost |
|--------------|------------------------------------------------------------------------------------------------------------------------------|----------------------------|
| 1.           | Supply and Installation of all the Equipments along with the management software.                                            | 55%                        |
| 2.           | Implementation and UAT                                                                                                       | 20%                        |
| 3.           | Maintenance and Support for 4.6 yrs<br>(one year maintenance cost to be billed at the end of each quarter in pro rata basis) | 25%                        |
| <b>Total</b> |                                                                                                                              |                            |

**Note:** If any deficiency found in the service, up to 5% penalty on the cost of yearly maintenance charges should be imposed to the bidder.

## 8. TERMS & CONDITIONS

- i. The bidder will bear the responsibility to bring the items and installation the same in the office.
- ii. The Bidder may be asked demonstration/ Proof of Concept (POC) of the Quoted equipments, NVMS (Network Video Management System) and other management software during evaluation of the technical bid in case required at NO COST NO COMMITMENT BASIS.
- iii. MSITS also reserves the right to cancel the contract before installation, if the items of the bidder are not found satisfactory.
- iv. The Comprehensive Annual Maintenance may be extended in favour of firm by the competent authority of MSITS on the request of firm, on the same rates, terms & conditions as in the present contract on the basis of satisfactory service for further one year.
- v. Quotations shall be liable to be rejected if there is/are any deviation(s) from the Specifications.
- vi. Any deviations whether technical or commercial stated anywhere in the Quotation shall not be considered and may render the bid non-responsive and liable to be rejected.

- vii. Equipments and all accessories shall be of ISO firms & the offered products must be CE certified.
- viii. No Advance payment shall be made. The payment to the Bidder shall be made as per the payment schedule mentioned above after the duly approval from Authority. Amount towards all the kinds of penalties shall be deducted from the amount payable for the respective quarter.
- ix. Any extra payment will not make for mobilization & demobilization of resources necessary for the work.
- x. An appropriate Service Level Agreement (SLA) shall be signed between the successful bidder and MSITS after 7 days of allotment of Work Order by MSITS.
- xi. The bidder shall carry out the installation in a safe and responsible manner without any inconvenience or danger to the people.
- xii. Bidder is to submit a time schedule before commencement of the work. MSITS reserves the right to accept or reject any Tender/ all the tender(s) in full or in part, without assigning any reason whatsoever. MSITS also reserves the right to call for additional information from the Bidder(s).
- xiii. MSITS reserves the right to abandon or terminate the contract at any time without assigning any reason and it can stipulate any additional term and condition at any time during the currency of the contract.
- xiv. In case, a dispute is referred to arbitration, the arbitration shall be under the **Indian Arbitration and Conciliation Act, 1996** and any statutory modification or re-enactment thereof. MSITS and bidder shall make every effort to resolve amicably by direct informal negotiations, any disagreement or disputes, arising between them under or in connection with the Contract. Notwithstanding the fact that settlement of dispute(s) (if any) under arbitration may be pending, the parties hereto shall continue to be governed by and perform the work in accordance with the provisions under the Scope of Work to ensure continuity of operations.
- xv. **Penalties:** The penalty will be applied if any service are not available/disrupt due to the components and the services provided by the bidder as a part of the project. In case the it fails to rectify the fault in equipment in allowable time (i.e. within 24 Hours) the penalty would be imposed as per following manner: -

| S.No. | Type of Issues              | Resolution Time(hrs) | Penalty to be imposed if not resolve        |
|-------|-----------------------------|----------------------|---------------------------------------------|
| i.    | N/W or Cable related issues | 12                   | Within 2 days= Rs.1000<br>2-5 days= Rs.2000 |

|     |                                           |    |                    |
|-----|-------------------------------------------|----|--------------------|
|     |                                           |    | 5-10 days= Rs.5000 |
| ii. | Defect in equipment/ accessories/software | 24 | Same as above      |

xvi. Penalties shall be capped to a maximum of 10% of O&M value of the project. Beyond 10% of the above value, MSITS has the right to terminate the contract or a portion or part of the work thereof. MSITS shall give 30 days' notice to the bidder of its intention to terminate the Contract.

xvii. **Exit Management Plan**

- An Exit Management plan shall be furnished by bidder in writing before 3 months of completion of the contract period or termination of the contract.
- Complete handover of the Planning documents, bill of materials, technical specifications of all equipment, user manuals, guides, network architecture, change requests if any reports, documents and other relevant items to the Replacement Bidder.
- Certificate of Acceptance from authorized representative of Replacement bidder issued to the bidder on successful completion of handover and knowledge transfer.
- During the exit management period, the bidder shall use its best efforts to deliver the services.

xviii. A copy of these terms and conditions duly signed by the bidder in token of having understood and agreed to the same should be attached along with the Quotation.

xix. The bidding process is stipulated in the tender document clearly. In case of any clarifications about bidding process/eligibility criteria the bidders may seek clarification by contacting MSITS, Imphal or sending an email to [martha.khuman@nic.in](mailto:martha.khuman@nic.in) as per the tender notice.

## 9. FORCE MAJEURE

The selected bidder shall not be liable for forfeiture of its performance security, liquidated damages or termination for default if, and to the extent applicable, its delay(s) in performance or other failure(s) to perform its obligations under the Contract is/are the result of Force Majeure.

For purposes of this Clause, "Force Majeure" means an event beyond the control of the selected bidder and not involving the selected bidder's fault or negligence and not foreseeable. Such events shall include, but are not limited to, acts of the MSITS either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the selected bidder should promptly notify MSITS in writing of such conditions and the cause thereof. Unless otherwise directed by MSITS in writing, the selected bidder shall continue to perform its obligations under the Contract as far as is reasonably practical, and should seek all reasonable alternative means for performance not prevented by the Force Majeure event.

## 10.SERVICE LEVEL AGREEMENT (SLA)

SLA defines the terms of the Successful bidder's responsibility in ensuring the timely delivery of the deliverables and the correctness of the same based on the agreed Performance Indicators as detailed in the Agreement.

The successful bidder has to comply with all SLAs defined below to ensure adherence to project timelines, quality and availability of services. Noncompliance with the SLA attracts penalty.

In the event of failure of maintaining the SLA, penalty should be imposed on basis of the cost of concerned services as mentioned in SLA. MSITS may recover such amount of penalty from any payment being released to the Bidder, irrespective of the fact whether such payment is relating to this contract or otherwise.

MSITS may impose penalty to the extent of damage to its any equipment, if the damage was due to the actions directly attributable to the staff of Bidder.

**Note:** Penalties shall not be levied on the successful bidder in the event of force Majeure affecting the SLA which is beyond the control of the successful bidder.

### Following criteria for SLA will be applicable:

1. **Severity-1: Critical:** Complete loss of a core organizational or business process where work cannot reasonably continue. Catastrophic impact on business. Workflow cannot move forward with the product until the issue is resolved. The issue may be caused by a critical failure that causes data failure or precludes the use of function of the product.
2. **Severity-2: Major:** High impact on organizational or business processes. Operation of an existing network is severely degraded, or significant aspects of customer's business operation are negatively impacted by inadequate performance of the products. Inability to deploy a key feature or function. Product usage is affected, but can continue for a reasonable amount of time before the problem becomes catastrophic.
3. **Severity-3: Minor:** Minimal organizational or business impact. Anything which is not Out of service or Major is classified as Minor.

### Penalty for breach SLA

| S.No | Fault Resolution-SLA                    | Time Allocated  | Penalty (in % of total Maintenance Cost) |
|------|-----------------------------------------|-----------------|------------------------------------------|
| 1.   | Call Resolution (in case of Severity-1) | >4hrs<6 hrs     | 0.5 %                                    |
|      |                                         | >6hrs<8 hrs     | 2 %                                      |
|      |                                         | >8 Hrs < 12 Hrs | 5 %                                      |
|      |                                         | >12 hrs.        | 10 %                                     |

|    |                                         |                  |       |
|----|-----------------------------------------|------------------|-------|
| 2. | Call Resolution (in case of Severity-2) | >6hrs<24 hrs     | 0.5 % |
|    |                                         | >24hrs<36 hrs    | 2 %   |
|    |                                         | >36Hrs < 48 Hrs  | 5 %   |
|    |                                         | >48 hrs.         | 10 %  |
| 3. | Call Resolution (in case of Severity-3) | >24 Hrs < 36 Hrs | 0.5 % |
|    |                                         | >36 Hrs < 48 Hrs | 2 %   |
|    |                                         | >48 Hrs < 60 Hrs | 5 %   |
|    |                                         | >60 hrs.         | 10 %  |

### 11.Bill of Materials (BOM)

| Sl.No | Item Specification                                                                                                                                                                                                                                                                                                                                              | Quantity |
|-------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------|
| 1     | <b>All-in-one PC:</b><br>Windows 11 Home - recommends Windows 11 Pro for business, up to 12th Gen Intel® Core™ i7 processor, Full HD (1920 x 1080) anti-glare panel, slim bezel, 88% screen-to-body ratio, 8GB DDR4 SO-DIMM, 512GB M.2 NVMe PCIe 3.0 SSD, without HDD, HDMI-in for flexible usage, two-way AI-powered noise cancelation, 24-Inch Screen monitor | 52       |
| 2     | <b>Software:</b><br>All workstations and desktop computers support original Microsoft Windows 11 license software.                                                                                                                                                                                                                                              | 52       |
| 3     | <b>Television:</b><br>65" Class HD 4K Smart TV.                                                                                                                                                                                                                                                                                                                 | 5        |
| 4     | <b>Projector With Screen:</b><br>1080p DLP Projector 3800lm, Low Latency, Enhanced Game Mode, High Contrast, Rec.709 Color Standard, Dual HDMI, 3D, Auto Vertical Keystone, 1.1x Zoom                                                                                                                                                                           | 5        |
| 5     | <b>PA System with 2 Speaker:</b><br>Frequency response: 40 Hz to 16 KHz 2db at rated output. Distortion: Less than 1% (at rated output F= 1 KHz). Input: 2 program and 2 priority inputs with program input muting during priority operation. Power source: Operate on both AC mains and 24 V DC.                                                               | 3        |
| 6     | <b>Intranet connection with LAN:</b><br>Switches, Routers, Cable Connection etc. with all necessary accessories.                                                                                                                                                                                                                                                | 1        |

|    |                                                                                                                                                                                                                                                                                                                                                                  |    |
|----|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
| 7  | <b>CCTV SYSTEM:</b> <ol style="list-style-type: none"> <li>1. 4 MP IP Camera (135 nos.).</li> <li>2. 4K Network Video Recorder. Support 4 SATA HDDs up to 10TB each.</li> <li>3. 3 USB Ports (2 USB 3.0, 1 USB 2.0). Camera Outputs max. 4 MP (2560 × 1440) @25/30 fps with Built-in Mic and IR Range of 30 Mtrs, IP67, PoE.</li> <li>4. Accessories.</li> </ol> | 1  |
| 8  | <b>SMART BOTS SOUND SYSTEMS:</b><br>Frequency response: 40 Hz to 16 KHz ± 2db at rated output. Distortion: Less than 1% (at rated output F = 1 KHz).Input: 2 program and 2 priority inputs with program input muting during priority operation. Power source: Operates on both AC mains and 24 V Dc.                                                             | 5  |
| 9  | <b>Printer:</b><br>Refillable Ink Tank Wireless All-in-one printer with Scanner                                                                                                                                                                                                                                                                                  | 10 |
| 10 | <b>Laptop:</b><br>12th Gen Intel® Core™ i7-12100 (12MB Cache, 4 cores, 8 threads, 3.30 Ghz Turbo), 512 SSD / Wireless LAN connectivity                                                                                                                                                                                                                           | 15 |
| 11 | <b>Dot matrix printer:</b><br>Narrow carriage 9-pin SIDM<br>High 357 CPS print speed at 12CPI<br>10,000 power on hour MTBF<br>USB, Serial and Parallel ports Monochrome printer.                                                                                                                                                                                 | 6  |
| 12 | <b>Copier / Xerox machine:</b><br>Digital multifunction photocopier machine. Xerox B7125 Black & White multifunction printer with 4GB Ram & SPDF.                                                                                                                                                                                                                | 5  |
| 13 | <b>LED SCREEN:</b><br>HD/OLED, 8ft x 6ft and HD/OLED, 10ft x 8 ft                                                                                                                                                                                                                                                                                                | 1  |
| 14 | 27 Inch Screen for CCTV Camera security                                                                                                                                                                                                                                                                                                                          | 2  |

|    |                                                                                                                                                                |    |
|----|----------------------------------------------------------------------------------------------------------------------------------------------------------------|----|
| 15 | <b>Smart card system:</b><br>Doors complete TCP/IP RFID Access control systems for Latch Doors Keypad Reader 110V Power Supply Box Phone App Remote Open Door. | 10 |
| 16 | <b>Television:</b><br>75" Class HD 4K Smart TV.                                                                                                                | 3  |
| 17 | <b>Digital Camera System:</b><br>Digital Camera System for Board Room                                                                                          | 1  |