

REQUEST FOR PROPOSAL(RFP)

Invitation of Bids for ‘Telephone Services including SIM Card/ Internet based audio and video call services at the Hostels for Students and Parents’ Request for Proposal (RFP) No SSG/QM/3001/CONTRACT dated 22 May 25

1. Bids are invited for Installation of **‘Telephone Services including SIM Card/ Internet based audio and video call services at the Hostels for Students and Parents for Three years’** as listed in part II RFP.
2. This RFP is divided into five parts as follows:
 - (a) **Part I** Contains general information and instruction for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period, Mode of tenders etc.
 - (b) **Part II** Contains essential details of the items/services required, such as the Schedule of Requirements (SOR), Technical specifications, Delivery and Consignee details.
 - (c) **Part III** Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder
 - (d) **Part IV** Contains special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.
 - (e) **Part V** Other Details.
3. This RFP is being issued with no financial commitment and the Buyer reserves the right to Change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the RFP, Should it become necessary at any stage.

PART I- GENERAL INFORMATION

1. Last date and time for depositing the Bids 13 Jun 25 at 1700hrs
2. Time and date for opening Technical bid 14 Jun 25 at 1600hrs and Commercial bid 15 Jun 25 at 1700hrs (If due to any exigency, the due date for opening of the bids is declared a closed holiday, the Bids will be opened on the next working day at the same time or on any otherday /time,asintimated by the Buyer).
3. **Note** Tech Bids & Commercial Bids to be forwarded in separate envelopes, marked as Technical / Commerical Bid and name of the project.
4. **Forwarding of Bids** Applicant should submit following along with commercial bids:-
 - (a) Registration Certificate or Trade license copy to be enclosed.
 - (b) Annual turnover of last 03 yrs (copy to be enclosed).
 - (c) GST Details (copy to be enclosed).
 - (d) Similar projects should have been undertaken in the past .
5. **Clarification regarding contents of the Bids** During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
6. **Rejection of Bids** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tender will be rejected.

PART II-ESSENTIAL DETAILS OF ITEMS/SERVICES

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1. **Schedule of Requirements** List of items/ services required are as follows:

Rsfor per month per cadet audio and video calling service with duration 180 Minute per month.
(Nos of Cadets appx 630)

Signature of vendor with seal

1. **Technical Details**

(a) **Schedule Management** This feature ensures that the calling facility provided by Vendor is used by students only within their assigned time slots, Time slots will be provided by school admin to maintain an organized and disciplined approach to communication between students and their parents.

(b) **Video And Audio Calling** Services by the vendor will be both audio and video calling capabilities, ensuring that students can maintain regular, person contact with their families.

(c) **Calls to Pre-defined numbers only** The students can make calls exclusively to a specified list of contacts, typically their family members. This restriction is key in maintaining the safety and privacy of student communications, as it prevents unsolicited contact from unknown numbers and keeps the communication within a trusted network.

(d) **Data priority** The Services from the vendor ensures that all communication data, including audio and video calls between students and their parents, is kept highly confidential. Additionally, it should have a strict policy of not sharing any of this sensitive data with third-party vendors under any circumstances. This approach underscores the commitment to privacy and security, essential in an educational context where protecting student information is paramount.

(e) **Costing for installation of the Services** The implementation and operation of the services by the vendor in a school should not entail any financial burden for the institution. Schools will incorporate this communication tool into their system without incurring costs. The cost will be borne by the parents for per month plan with respect to calling time as per the tender finalized rates.

7. **Delivery Period** Delivery & Installation period for the items would be **30 days** from the effective date of Supply Order. Please note that Supply Order can be cancelled unilaterally by the Buyer in case items are not received within the Supply Ordered delivery period. Extension of Supply Ordered delivery period will be at the sole discretion of the Buyer, with Applicability of LD clause.

8. **Consignee details**

Sainik School Goalpara, P.O. – Rajapara, Distt- Goalpara (Assam), Pin.783133

9. **Mode of Despatch** - The items shall be dispatched to the consignee by supplier under his own arrangement and cost.

10. Container Pack – (As per requirement)

11. **Terms and Condition**

(a) **Non-disclosure of data –**

- (i) Student/Parent data will not be shared with third-party vendors/applications.
- (ii) Parents will receive emails only about financial transactions, app updates and support-related queries.
- (iii) The client agrees not to share API/Access keys with third-party vendors.
- (iv) The client agrees not to allow device access to any vendors or people not related to the institution.
- (v) Data will be discarded on termination of this contract.

(b) **Ownership** All the devices installed will be owned and operated by the service provider.

(c) **Payment** All recharges must be done online and handled by the service provider.

(d) **In-case of offline cash recharge** The recharge will be done post-payment of the said amount.

(e) **Customer Support** The School should be provided with a medium of Customer Support via fastest means of communication for any queries. 24 x 7 to be provided by the vendor.

(g) **Accessories**

- (i) Six set per house for 08 houses, with wall mounted casing.
- (iii) In case of damage due to manufacturer defects like batteries, earphone port problems etc., and phones will be replaced within 7 days subject to the availability of accessories with the manufacturer.
- (iv) 48 Devices are to be provided to Eight houses. Subject to change based on usage.

(h) **Recharges**

- (i) Parents will have to recharge their ward's account via the application.

PART III – STANDARD CONDITIONS OF RFP

1. **Jurisdiction of Courts** The District Court, Goalpara from where the acceptance of tender has been issued shall alone have jurisdiction to decide any dispute arising out of or in respect of the contract.

2. **Liquidated damages** In the event of the seller's failure to submit the Bonds, Guarantees and Documents, supply the stores/goods and conduct trials, installation of equipment, training etc. as specified in this Supply Order, the Buyer may, at his discretion, withhold any payment until the completion of the Supply Order. The Buyer may also deduct from the Seller as agreed, Liquidated Damages to the sum of 0.5% of the Supply Order price of the delayed/undelivered stores/ services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

3. **Earnest Money Deposit** Bidders are required to submit Earnest Money Deposit in the form of Demand Draft 5% of quoting rates along with their bids. EMD is to remain valid for a period of forty-five days beyond the final bid validity period.

4. **Termination of the Contract** The Buyer shall have the right to terminate this contract in part or in full in any the following cases:-

- (a) The delivery of the material is delayed for not attributable to Force Majeure for more than (01 month) after the scheduled date of delivery.
- (b) The Seller is declared bankrupt or becomes insolvent.
- (c) The delivery of material is delayed due to causes of Force Majeure by more than (01 month).
- (d) The Buyer has noticed that the Seller has utilized the services of any Indian/foreign agent in getting this Supply Order and paid any commission to such individual/company ect.
- (e) As per decision of the Arbitration Tribunal.
- (f) Unsatisfactory servies.

5. **Notices** Any notice required or permitted by Supply Order shall be written in the English Language and may be delivered personally or may be sent by registered pre-paid mail/ airmail, addressed to the last known address of the party to whom it is sent.

6. **Taxes and Duties**

(a) **Sales Tax**

(i) If it is desired by the Bidder to ask for Sales tax to be paid as extra, the same must be specifically stated. In the absence of any such stipulation in the bid, it will be presumed that the prices quoted by the Bidder are inclusive of sales tax and no liability of tax will be developed upon the Buyer.

(ii) The taxes will be paid on basic price, sellers are not to be charge GST on service charges and other taxes unless permitted by law for which a copy of notification should be attached with invoice/Bill

8. **Inspection of Items & Work**

The items being supplied will be inspected by a board of members of Sainik School Goalpara as nominated, on behalf of the Principal. On completion of work a Work Completion Certificate needs to be issued by the board for processing of payment. The Principal can hire/ nominate any consultant to supervise the work.

PART IV – SPECIAL CONDITIONS OF RFP

1. **Performance Guarantee** The bidder will be required to furnish a Performance Guarantee by way of Bank Guarantee through a public sector bank or a private sector bank authorized to conduct government business (SBI, ICICI, HDFC, AXIS Bank) for a sum of equal to **3%** of the supply order value or a SBI Bank Draft in favour of the “Principal, Sainik School Goalpara” payable at SBI, Mornai, Code 09148 within 07 days of receipt of the confirmed order PBG should be valid up to 90 days beyond the date of warranty .

2. **Option Clause** This Supply Order has an Option Clause, wherein the Buyer can exercise an option to procure an additional 50% of the original Supply Ordered quantity in accordance with the same terms & conditions of the present Supply Order. This will be applicable within the currency of Supply Order. It will be entirely the discretion of the Buyer to exercise this option or not.

3. **Specification As per Schedule of Requirement.**

4. **Packing and Marking**

(a) The Seller shall provide packing and preservation of the equipment and spares/goods Supply Ordered so as to ensure their safety against damage in the conditions of land, sea and air transportation, transshipment, storage and weather hazards during transportation, subject to proper cargo handling.

5. **Quality** The requirement should be new and as per specification at Part II.

6. **Warranty**

(a) Except as otherwise provided in the invitation tender, the Seller hereby declares that the goods, stores articles sold/supplied to the Buyer under this Supply Order shall be of the best quality and workmanship and new in all respects and shall be strictly in accordance with the specification and particulars contained/mentioned in Supply Order. The Seller hereby guarantees that the said goods/ stores/ articles would continue to conform to the description and quality aforesaid for a period of **24 months** from the date of delivery of the said goods stores/articles to the Buyer. If during the aforesaid period of 24 months the said goods/stores/articles be discovered not to conform to the description and quality aforesaid not giving satisfactory performance or have deteriorated, and the decision of the Buyer in that behalf shall be final and binding on the Seller and the Buyer shall be Entitled to call upon the Seller to rectify the goods/stores/articles or such portion thereof as is found to be defective by the Buyer within a reasonable period, so such specified period as may be allowed by the Buyer in his discretion in application made thereof by the Seller, and in such an event, the above period shall apply to the goods/stores/articles rectified from the date of rectification mentioned in warranty thereof, otherwise the Seller shall pay to the Buyer such compensation as may arise by reason of the breach of the warranty therein contained.

Part V – Other Details

1. **Legal addresses of Buyer and Seller.**

SELLER

BUYER

Sainik School Goalpara
P.O. – Rajapara
Distt.Goalpara (Assam)
Pin. 783 133