

Procurement Of Centralized Call Center Application And Computers
(Including Installation, Commissioning, Maintenance & Operating)

OPEN COMPETITIVE BID (OCB)

FOR

Procurement of Centralized Call center application and Computers (Including installation, commissioning, maintenance& operating for 12 months).

February 2019

Proprietary& Confidential

Address:-

**The Chief Electoral Officer
General Administration (Elections) Department
5th Block R. No=192
Secretariat, Amaravati.**

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Proprietary & Confidential

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Section-A

Tender Call Notice

The Chief Electoral Officer
Room No.192, Ground Floor, Building No.5
Andhra Pradesh Secretariat
Velagapudi, Amaravati-522238
Phone:+91863-2445360
Email-ceo_andhrapradesh@eci.gov.in

Procurement of Centralized Call center application and Computers (Including installation, commissioning and maintenance)

Time schedule of various tender related events:

Bid calling date	02-02-2019
Last date/time for Sale of document	11-02-2019
Bid closing date/time (for all the bids)	11-02-2019 by 3.00 P.M
Bid opening date/time (for all the bids)	11-02-2019 by 4.00 P.M
Bid Document Fee	Rs.5,000/-
THE CHIEF ELECTORAL OFFICER Contact persons	Shri. A Venkateswara Rao, Asst. Chief Electoral Officer General Administration Department A.P. Secretariat, Amaravati. Mobile: +91-7093261414 Landline: +91-863-2445360 e-mail id:ceo_andhrapradesh@eci.gov.in
Reference No.	Memo No: 2476/Elecs.C/A1/2017

Note:- The bid document should be purchased at the O/o. The Chief Electoral Officer, Andhra Pradesh, Room No.192, Ground Floor, Building No.5, A.P. Secretariat, Velagapudi, Guntur District, Andhra Pradesh, India. The Department receipt **No.2476/Elecs.C/A1/2017** has to be uploaded at the time of bid submission in ap eprocurement in portal.

A.1. The solution, service or material required:-

This tender call is issued on e-procurement market **eprocurement.ap.gov.in** place All the terms and conditions are to be read jointly as mentioned in the e-procurement market website and in this document. **The Chief Electoral Officer** invites the bids from the interested parties for Installation/maintenance and operating of Centralized Call Center application for use as per the BSNL guidelines.

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Sl. No.	Schedule Details	Quantity
1.	Schedule -1: Centralized Call Center application	Nos.
	i.) Call center solution with 5 licenses. ii) I Port PRI Card/SIP iii) USB Headset -5 iv) I high end PC cum Sever with configuration (i7 processor with 3.6 Ghzs / 8 Gb / 2Tb / 8 ports USB) commercial model. v) Call record file should be minimum 90 Days. vi) Centralized monitoring/Dash board of calls status by district wise and Agent-wise with live call barging will be provided at CEO Level/'State Call Center levee ' DEO Level in anyware. vii) Call center executives to work From 08:00 am to 9:00 pm in 2 shifts. viii) Including Transport and installation.	Each of the mentioned items are required to be installed at specific locations in (13) District Head Quarters in the State and maintained and operated as prescribed.

The detailed technical specifications of the items to be supplied are mentioned in Section-D.

A.2. Scope of Work & incidental services:

This section contains scope of work for Call Centre vendor and envisaged volume for Call Centre for next 3 Months. BSNL envisages outsourcing its Call Centre operations to suitable bidder, who will be responsible for establishing, operating and managing the end-to-end Call Centre services for BSNL. The Call Centre operations should be purely on outsourced model and will be setup at BSNL allotted premises. The bidder should setup all required infrastructure as required for operation of Call Centre.-

Furnishing of a detailed operations and maintenance manual for each appropriate unit of the Supplied goods.

Should provide experienced and sufficient staff in the call center.

Languages supported Telugu, Hindi and English, Call Centre services would be required for - Inbound Calls, Outbound Calls, IVR functions, etc.

Bidder shall leverage the current PRI line owned by BSNL

It may be interfaced with the server system at BSNL so send/receive data which needs to be populated (as in when developed).

A.3. Maintenance:-

Successful bidder has to supply & maintain all the items including re-installation and other applications in case gets corrupted.

In case the supplied items are down and not working, same need to be repaired and restored for normal functioning as per agreed Service Level Requirements. Failing which penalty will be recovered from Performance Security as per Clause C. 15.

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A.4. Delivery and Installation period:-

Bidder shall deliver the goods/services, install and commission the same within 1-week from the date of issue of Notification of Award/Date of issue of Purchase order, whichever is earlier.

A.5. Warranty

Warranty period is as specified in the BoM which will start from the date of delivery or from the date of installation of items whichever is earlier.

During warranty period the bidders should attend the scheduled preventive maintenance/daily maintenance to run the equipment smoothly apart from regular service calls if any during the period.

A.6. Order Placing Authority

- i) The Chief Electoral Officer reserves the right to place any number of staggered orders during the contract period.
- ii) The Chief Electoral Officer reserves the right not to place any supply/purchase order whatsoever, irrespective of finalization of the L1 bidder.
- iii) The Chief Electoral Officer reserves the right to place multiple purchase orders within the contract period. The RFP/contract does not confer any right whatsoever on the bidder/L1 Bidder for demanding / any department to place order on them.

A.7. Preferential Market Access Policy:

As per the guidelines of ECI district call center solution application issued by The Chief Electoral Officer, is applicable for this tender. Bidders eligible for the benefit under preferential market access policy can apply by submitting all the relevant document proofs.

A.8 SLA for performance during maintenance period:

- 1. The original call log for all the logged calls of complaints & calls closed status should be sent by email to Department on daily basis for monitoring
- 2. Along with the above-mentioned call log, a date wise abstract of calls logged and rectification status within SLA and outside SLA should be provided to The Chief Electoral Officer in the following format with supporting call reports duly signed by the user:

Date	No.of calls logged	Calls closed					
		Within 1 hours	Within 2 hr.'s	Within 3hr's	Within 4 hr.'s	Within10 days	Within15 days

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The above table will be used for calculation of penalties for not meeting the SLA requirements during maintenance /warranty period. In case the information is not provided as mentioned above, a penalty of 1% per day up to a maximum of 10% will be levied until the information is provided.

3. Persistent complaints from the user department during the warranty period relating to the improper service will be sufficient ground for The Chief Electoral Officer to black list the successful bidder from participating in the future tenders.

A.9 Working Staff Rules and regulations:

1. Sufficient teams should be deployed by vendor in shifts to enable effective service delivery.
2. Team would report to a person designated by a The Chief Electoral Officer and will work under his guidance on day to-day basis.
3. Team should be available at specified premises from 8.00 AM to 9.00 PM to provide better availability (These timings can be changed by The Chief Electoral Officer from time to time as per requirements)
4. Team should wear service provider uniform and their ID cards all the time.
5. Company should provide on-site resources personal documents to meet compliance standard's like their profile, photograph, ID Proff, Address Proff, posting letter, police verification report,
6. In case of any person on leave or sudden absence, a replacement should be provided, also, necessary action would be taken that sudden absence is not repeated in the immediate future.
7. Daily biometric attendance should be maintained with "Out late IN"

A.10 Value added services.

- 1.) Should maintain standby equipment of all the equipment to reduce down time.
- 2.) Around-the-clock, telephonic support must be provided during emergency requirement
- 3.) Software support to extend the life of the devices with improved security, increase performance, easy management, new protocol support and greater interoperability.
- 4.) IVR
 - (i) Receive all inbound calls on the telephone number specified by BSNL
 - (ii) And prompts the callers to make their selection(s)
 - (iii) Identify customer through CLI and support intelligent call routing
 - (iv) Ability to identify state and language based on originating number and IVR should communicate in the same language.

A.11 Break Down Maintenance:

- 1.) Team should attend on all complaints on all working days and emergency call any time.
- 2.) Team Should attend to the call with in 1 Hr from the time of complaint logged by the user.
- 3.) It is necessary to provide experienced manpower by the service provider to render effective service to breakdown calls.

A.12 Technical Demonstration

The Chief Electoral Officer may ask the bidders to demonstrate their offered devices before the Technical Committee for Technical Compliance. Procurement of Centralized Call center application and Computers (Including installation, commissioning, maintenance & operating)

The bidder shall provide access for all the data of this application and reports to BSNL.

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Toll Free Number:

- i. Bidder shall use toll free no. provided by BSNL, currently it is operational at BSNL HO.
- ii. BSNL has provided the PRI line(s) to route the toll free number(s)
- iii. Rentals for toll-free number shall be paid directly by BSNL on actuals.
- iv. Automatic Call Distributor (ACD)\
- v. It should be pre integrated with the IVR with the following features:
 - (a). Handle high call volumes efficiently ii. Provide the capability of combining data with the Interactive Voice Response (IVR) menu system that can intelligently route calls requesting further assistance to a smart Automatic Call Distributor (ACD) iii Call back facility iv. Call barging facility.
 - (b). Provide highly configurable system for adding/removing users, assigning users to different queues and defining skill sets
 - (c) Support skill-based routing
 - (d). Allow calls to be transferred within the call center
 - (e) Support relaying of the information messages to voice callers waiting in queues or on hold
 - (f). Skill based routing: Standard features like Call Transfer, Conference, Barge in, Dialed Number Identification Sequence (DNIS), Automatic Number Identification (ANI), Caller Line Identification (CLI), etc.
 - (g). System should announce the queue waiting time for the caller before getting attended \
 - (h) Call barging and recording software.

Section-B

B.Pre-Qualification criteria:

1. The bidder should be a manufacturer /authorized representative of a manufacturer/ wholesale dealer and should be in business of manufacture and or supply and maintenance of the IT&IT related equipment's for a minimum period of One (1) years in AP as on bid calling date.
2. The bidder should have at least 3 or more offices/ branches in any of the 13districtsof AP. Billing/Invoice should be done from any of these offices located in AP only. The bidder shall have GST number allotted in AP and billing shall be from AP office only.
3. The bidder should submit the Manufacturer's Authorization Form (MAF)for all the offered products/items, as per Annexure III, specific to this tender issued by OEM authorizing the bidder to submit the bid for tendering which is deemed as an agreement in between the bidder and OEM for the support and spares till the warranty period.
4. The bidder/OEM should have service center/Franchise Service Centre in each district of Andhra Pradesh as on bid submission date. The details are to be provided in Form P-4. Incase Bidder/OEM does not have the service centers/Franchise service center as on bid submission date, bidder/OEM should give an undertaking in PQ bid to open the service centers as specified above and should submit the Service Centers/Franchise service center details before the due date of Delivery in case the contract is awarded. Failing which the Purchaser may forfeit the PBG and cancel the contract.
5. The bidder should have the minimum average turnover of Rs.2 Crore during the last three financial years i.e.2015-16,2016-17 and 2017-2018.Bidder should have positive net worth.
6. The bidder/ OEM should furnish the information on major past supplies under the relevant product/ services. The work orders or satisfactory performance for the last Three financial years i.e. 2015-16, 2016-17 and2017-2018, should be submitted.
7. The bidder should submit/ give declaration stating that they are not debarred/ blacklisted by any State Government, Central Government, Central &State Govt. Undertakings/enterprises/Organizations and by any other Quasi Government bodies/Organizations in India for non-satisfactory performance, corrupt & Fraudulent or any other unethical business practices in Form P5.

If the bidder is debarred/ black listed as mentioned above, such bidder becomes ineligible to participate in the bidding process. In case of any concealing of information relating to black listing or pending of cases as mentioned above or submission of fake information/fake documents, The Chief Electoral Officer reserves the right to cancel the workorder/contract allotted, apart from forfeiting EMD/PBG. The Chief Electoral Officer reserves the right further to take penal action on the bidder.

- 8.Should have ISO 9001/2015 certified

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9.Should have ESI /EPF

10.Should have support team in multiple areas

11.Should have certified A+, MCSC, CCNA, Linux engineers for faster rectification of the critical issues.

12.Should have team State wide in all district headquarters.

13.Firm should be PVT LTD / LLP /PUBLIC LIMITED ONLY

14.Should have experience in support /service/solution provision to any of the govt offices more than 3 months.

15.Should have onsite service experience more than 3 years in multiple districts in A.P

16. Should have more than 50 team strength with qualifications on field

Note: Relevant documents in support of above should be furnished.

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Section-C

C1. Statement of important limits/values related to bid

Sl- No	Item	
1	EMD for all Schedules	For Schedule-1 – Rs.200000/-. The EMD should be in the form of BG or through online payment only in favour of Chief Electoral Officer, Vijayawada. Scanned copy of EMD document should be uploaded one-Procurement website. The Original EMD should be submitted to the O/o. The Chief Electoral Officer before 5pm of next working day of bid closing day
2	Bid Validity Period	90 days from the date of opening of bids.
3	Contract Period	The contract period is 1 year from the date of signing of the agreement and the rates are valid during the contract period. The contract period may be extended on mutual agreeable terms and conditions.
4	EMD Validity Period	Bank Guarantee that are issued by any Scheduled/Nationalized banks only will be accepted. BG Validity should be 3months from the date of bid closing date.
5	Evaluation of Bids	Bids will be evaluated item wise in each schedule.
6	Variation in Quantity	+/- 10%
7	Period for furnishing implementation schedule	Within 3 days from date of receipt to Notification of Award for the respective work schedules.
8	Period for signing of contract	Within 7 days from date of receipt of Notification of Award.
9	Up time	For the offices at DHQs: The bidder should resolve the breakdown calls within 24 Hours of call reporting. Failing which penalty is applicable as per terms & conditions. The service provider shall maintain sufficient buffer stock of devices at the district headquarters for this purpose

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10	Payment Terms	Payment terms	By Purchase order issuing authority
		On delivery & successful installation.	70% of contract / PO value
		On Acceptance Test by The Chief Electoral Officer value Satisfactory Performance certificate from the competitive authority of the department	Remaining 30% of the contract / PO
		Incase site not ready	75% of the Contract / PO value for that site / location.
		Billing/Invoice	Billing/Invoice should be done from any of the offices located in AP only.
		<p>Note: All the Delivery Challans, Installation Reports, OEM Quality Certificate to be Counter signed by the respective Competent Authority as designated by the user department. The certificate/report should have Name, Designation, Signature, Phone number, Date and Seal of the Officer. The DC/IR will not be processed for payments if the Name, Designation, Signature, Phone number, Date and Seal of the Officer are not available</p>	
11	Contracting Authority	The contract with the bidder will be entered by The Chief Electoral Officer, Andhra Pradesh.	
12	LD for late deliveries/installations	<p>LD for late deliveries/Installations: 1% of the late delivered or deemed late delivered/installed goods for One week or part thereof, 1.5% for Two weeks or part thereof, 2% for Three weeks or part thereof, 2.5% for 4 weeks or part thereof and so on.</p>	
13	Maximum LD for late deliveries/installation	Maximum LD for late deliveries/installations: 10% on the Total value of goods for that location/site for late delivery/installation or deemed late delivered/installed goods. The Chief Electoral Officer . reserves the right further to take penal action on the bidder. The bidder will be disqualified, blacklisted, action will be initiated as	

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14	Penalty for failure to maintain during warranty period for all items	Item	Penalty applicable for the downtime as below.
			For any delay beyond permissible down time, a penalty of Rs. 200/- will be levied for each day or part there of subject to a maximum of total equipment cost.
		<p>The penalty amount will be deducted from the amount payable to the bidder by The Chief Electoral Officer Andhra Pradesh. Once this amount is exhausted, penalty amount will be recovered from the Performance Security. Once the Performance Security also exhausted, the bidder will be required to recoup the Performance Security. If the bidder fails to recoup the Performance Security, the bidder will be debarred from participating in tenders till the time the bidder recoups the Performance Security.</p> <p>The penalty for crossing service level agreement will be limited to 10%. However, The Chief Electoral Officer Andhra Pradesh reserves the right further to take penal action on the bidder. The bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.</p>	
15	Conditional bids	Not acceptable and liable for rejection	
16	Eligibility Criteria	As per Section B	

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17	Transaction Fee	<p>Transaction fee: All the participating bidders who submit the bids have to pay</p> <p>a) An amount@ 0.03% (plus GST) of their final bid value online with a cap of Rs. 10,000/- for quoted value of purchase up to Rs.50 crores (or)</p> <p>b) An amount of Rs. 25, 000/- if the purchase value is above Rs.50 crores plus GST applicable on transaction fee through online in favor of The Chief Electoral Officer Andhra Pradesh.. The amount payable to The Chief Electoral Officer Andhra Pradesh. is non refundable.</p>
18	Transaction Fee payable to	The Chief Electoral Officer Andhra Pradesh. , Vijayawada., (Through Online at the time of Bid submission).
19	Bid submission	<p>On Line.</p> <p>Bidders are requested to submit the bids after issue of minutes of the pre bid meeting duly considering the changes made if any, during the pre-bid meeting. Bidders are totally responsible for incorporating/complying the changes/amendments issued if any during pre-bid meeting in their bid.</p>
20	Procedure for Bid Submission	<p>Bids shall be submitted online on www.apeprocurement.gov.in platform</p> <ol style="list-style-type: none"> 1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website www.apeprocurement.gov.in. 2. Bidders can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates. 3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place. 4. The bidders should scan and upload the respective documents in Pre-Qualification and Technical bid documentation as detailed at Section E & G of the RFP including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity. 5. The rates should be quoted in online only
21	Other conditions	<ol style="list-style-type: none"> 1. After uploading the documents, the copies of the uploaded statements, certificates, documents, original Demand Drafts in respect of Bid Security (except the Price bid/offer/break-up of taxes) are to be submitted by the bidder within 2 days to the O/o The Chief Electoral Officer Andhra Pradesh, Vijayawada. If any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited. 2. The Chief Electoral Officer Andhra Pradesh. will not hold any risk and responsibility regulating non- visibility of the scanned and uploaded documents. 3. The Documents that are uploaded online will only be considered for Bid Evaluation.

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Section-D

D Technical Specifications:

Schedule-1:

i.) Call center solution with 5 licenses.

SI No	Particulars	Specifications
1	Centralized onsite deployment can support SIP and PRI	5 Licenses
2	Call record file should be minimum 90 Days	
3	Centralized monitoring/dashboard of calls status by district wise and agent wise live call barging will be provided at CEO level/State Call center level/DEO level.	
4	Pri Card /SIP integration	

i.) USB Headset 5 no's

ii.) High end PC cum Server-1 Nos. as per below Configuration

SL.No.	Particulars	Specifications
1.	Make	<<Specify>>
2.	Model	<<Specify>>
3.	Processor	7th generation Intel Corei5 Processor or Higher
4.	Chip set	Compatible Chipset
5.	RAM	8GBDDR4 RAM or Higher
6.	HDD	2TB HDD or higher
7.	Audio	Inbuilt
8.	Input Devices	Wireless Keyboard and wireless optical Mouse
9.	Ports	8 USBports, VGA/HDMI Port
10.	Connectivity	10/100/1000 Ethernet, Built-in Wi-Fi
11.	Features	Built in Interactivity with Stylus
13.	Operating System	Pre-loaded with Windows 10/LINUX/WINDOWS SERVER 2016
14.	Accessories	With all necessary required cables, media
15.	Warranty	3 Years comprehensive warranty

Note:

1. The products of all above schedules should be in compliance with BIS/STQC Standards as applicable. For all Benchmarks, full disclosure report should be submitted by the bidder. All supporting documents should be submitted at the time of bid submission through online (e-procurement Portal).
2. Better or Higher Specifications are acceptable.

Section-E

E.1. Bidding Procedure:

Bid offers are to be made in two parts namely, “Technical bid” and “Financial bid” and in the format given in bid document. All the documents are to be uploaded as per the documents in the corresponding section in eProcurement Website.

1.) EMD details should be given in the “Technical-qualification bid”.

2.) Tenders shall be accepted only from those who have purchased the Bid Document. 3.)

All correspondence should be with THE CHIEF ELECTORAL OFFICER contact person.

4.) A complete set of bidding documents may be purchased by interested bidders from The Chief Electoral Officer or contact person upon payment of the bid document price which is non-refundable. Payment of bid document price should be by demand draft/cashier's cheque or certified cheque drawn in favor of “The Chief Electoral Officer” Payable at Vijayawada not later than 1 hour before bid closing date & time.

:

E.2. Technical Bid:

It shall include the following information about the firm and its proposal.

1. General information on the bidder's company in Form P-1
2. Details of Turnover in Form P-2
3. List of major customers in support of turnover in Form P-3
4. Details of service centers in AP in Form P-4
5. Declaration regarding clean track record in Form-P5
6. Valid Certificates like BIS, ISO, Microsoft etc.

Manufacturer's authorization to participate in bidding process apart from such other documents like authorization certificate for dealing in the products for which bid is submitted. (However this will not apply to Manufacturers) as per Annexure III

7. Deviation(s) to technical specifications, if any in Form T1,
Check list in Form T-2

8. Detailed technical documentation, reference to various industry standards to which the products/services included in vendor's offer conform, and literature concerning the proposed solution

9. Other information, if any required in the bid document

E.3. Financial bid:-

The financial bid should provide cost calculations corresponding to unit price of each item / service of the respective schedules in Cost sheets

Section-F

Bid evaluation procedure:

Bids would be evaluated item wise in each schedule. Technical bid documentation should be in the prescribed format In case the schedule or procedure of tender processing is revised, the same shall be communicated by telephone, fax, courier or e-mail as the case may be to all the vendors who have paid the

F.1. Opening of bids:

Bids will be opened on the e-Procurement website at the scheduled time & date as specified.

The Chief Electoral Officer, ANDHRA PRADESH's contact person shall open the pre-qualification bid, after the bid closing time and list them for further evaluation. After evaluation of Pre-Qualification bids, the technical bids of only those bidders who qualify in Pre-qualification will be opened. Similarly, the financial bids of only those bidders who qualify in technical evaluation will be opened.

F.1.1 EMD Validity:

The EMD will be scrutinized first for the amount and validity period. The bids submitted with required EMD amount and validity only be considered for the evaluation. The bids submitted with insufficient EMD amount/validity will be treated as disqualified bids and those bids will not be considered for further evaluation.

F.2. Pre-qualification bid documentation:

The Pre-qualification bid documentation shall be evaluated in two sub-steps. Firstly, the documentation furnished by the vendor shall be examined prima facie to see if the technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project. In the second step, **The Chief Electoral Officer**, ANDHRA PRADESH. may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in Pre-qualification bid documentation.

F.3. Technical bid documentation:

Technical bid documentation shall be evaluated in two sub-steps. Firstly, the documentation furnished by the vendor shall be examined prima facie to see if the product /services offered, technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project. In the second step, **The Chief Electoral Officer**, ANDHRA PRADESH. may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation.

F.4. Award Criterion:

Final choice of firm to execute the project shall be made on the basis of conformity to technical specifications, appropriateness of the product offered, capability of bidder to execute and service the project and appropriateness of financial offer from the point of view of cost-effectiveness over the entire maintenance period for the product/services.

Section G

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G.1. Definitions:

General instructions to bidders.

1. Tender call or invitation for bids means the detailed notification seeking a set of solution(s), service(s), materials or any combination of them.
2. Specifications means the functional and technical specifications or statement of work, as the case may be.
3. Firm means a company, authority, co-operative or any other organization incorporated under appropriate statute as is applicable in the country of incorporation.
4. Bidder means any firm offering the solution(s), service(s) and/or materials required in the tender call. The word vendor when used in the pre award period shall be synonymous with bidder and when used after award of the contract shall mean the successful bidder with whom **The Chief Electoral Officer, ANDHRA PRADESH.** signs the contract for rendering of goods and services.
5. Pre-qualification and Technical bid means that part of the offer that provides information to facilitate assessment by **The Chief Electoral Officer, ANDHRA PRADESH.**, professional, technical and financial standing of the bidder, conformity to specifications etc.
6. Financial Bid means that part of the offer, that provides price schedule, total project costs etc.
7. Three-part Bid means the pre-qualification bid, technical and financial bids submitted in Physical to **The Chief Electoral Officer, ANDHRA PRADESH.** / through eProcurement portal.
8. Two-part Bid means the Technical bid (including Pre-Qualification) and financial bids submitted in physical to **The Chief Electoral Officer, ANDHRA PRADESH.** / through eProcurement portal and their evaluation is sequential.
9. Composite bid means a bid in which the technical and financial parts are combined into one but their evaluation is sequential.
10. Goods and services mean the solution(s), service(s), materials or a combination of them in the context of the tender call and specifications.
11. The word goods when used singly shall mean the hardware, firmware component of the goods and services.
12. Maintenance period means period mentioned in bid document for maintaining the systems beyond warranty period.

G.2 General Eligibility

1. This invitation for bids is open to all firms both from within and outside India, who are eligible to do business in India under relevant Indian laws as is in force at the time of bidding subject to meeting the pre-qualification criterion.
2. Bidders marked/considered by **The Chief Electoral Officer, ANDHRA PRADESH.** to be ineligible to participate for non- satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible.
3. Bidder/Consortium Member debarred/ blacklisted by any Central or State Govt. Quasi Govt. Departments or organizations as on bid calling date for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices shall not be eligible. Breach of general or specific instructions for bidding, general and special conditions of contract with **The Chief Electoral Officer, ANDHRA PRADESH.** or any of its user organizations may make a firm ineligible to participate in bidding process.

G.3 Bid forms

1. Wherever a specific form is prescribed in the bid document, the bidder shall use the

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form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information.

2. For all other cases the bidder shall design a form to hold the required information.

G.4 Cost of bidding

1. The bidder shall bear all costs associated with the preparation and submission of its bid, and **The Chief Electoral Officer, ANDHRA PRADESH.** will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
2. Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or to submit a bid not substantially responsive to the bidding documents in every respect will be at the bidder's risk and may result in the rejection of its bid.

G.5 Clarification of bidding documents

1. A prospective vendor requiring any clarification of the bidding documents may notify **The Chief Electoral Officer, ANDHRA PRADESH.** contact person. Written copies / e-mail of the **The Chief Electoral Officer, ANDHRA PRADESH.** response (including an explanation of the query but without identifying the source of inquiry) will be sent to all prospective bidders that have received the bidding documents.
2. The concerned person will respond to any request for clarification of bidding documents which it receives no later than bid clarification date mentioned in the notice prior to deadline for submission of bids prescribed in the tender notice. No clarification from any bidder shall be entertained after the close of date and time for seeking clarification mentioned in tender call notice. It is further clarified that **The Chief Electoral Officer, ANDHRA PRADESH.** shall not entertain any correspondence regarding delay or non-receipt of clarification from **The Chief Electoral Officer, ANDHRA PRADESH.**

G.6 Amendment of bidding documents

1. At any time prior to the deadline for submission of bids, **The Chief Electoral Officer, ANDHRA PRADESH.,** for any reason, whether at its own initiative or in response to a clarification requested by a prospective bidder, may modify the bidding documents by amendment.
2. All prospective bidders those who have received the bidding documents will be notified of the amendment and such modification will be binding on all bidders.
3. In order to allow prospective bidders reasonable time in which to take the amendment into account in preparing their bids, the **The Chief Electoral Officer, ANDHRA PRADESH.,** at its discretion, may extend the deadline for the submission of bids.

G.7 Period of validity of bids

1. Bids shall remain valid for the days or duration specified in the bid document, after the date of bid opening prescribed by **The Chief Electoral Officer, ANDHRA PRADESH.** A bid valid for a shorter period shall be rejected as non-responsive.
2. In exceptional circumstances, the **The Chief Electoral Officer, ANDHRA PRADESH.** may solicit the bidders' consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The bid security shall also be suitably extended. A bidder granting the request will not be permitted to modify its bid.

G.8 Submission of bids

The bidders shall submit all the bids i.e., Pre-Qualification, Technical and Financial Bids on e-Procurement website only.

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G.9 Deadline for submission of bids

1. Bids must be submitted on e-procurement website not later than the bid submission date and time specified in the tender call notice.
2. The Chief Electoral Officer, ANDHRA PRADESH. may, at its discretion, extend this deadline for the submission of bids by amending the tender call, in which case all rights and obligations of The Chief Electoral Officer be subject to the deadline as extended.

G.10 Late bids

Any bid not submitted through online, before bid closing time will be rejected.

G.11 Modification and withdrawal of bids

1. No bid can be modified subsequent to the deadline for submission of bids.
2. No bid can be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of bid validity. Withdrawal of a bid during this interval will result in the forfeiture of its bid security (EMD).

G.12 General Business information:

The bidder shall furnish general business information to facilitate assessment of its professional, technical and commercial capacity and reputation.

G.13 Bid security i.e. Earnest Money Deposit (EMD)

1. The bidder shall furnish, as part of its bid, a bid security for the amount specified in the tender call notice.
2. The bid security is required by **The Chief Electoral Officer, ANDHRA PRADESH.** to:
 - a. Assure bidder's continued interest till award of contract and
 - b. Conduct in accordance with bid conditions during the bid evaluation process.
3. The bid security shall be in Indian rupees and shall be a bank guarantee or an irrevocable letter of credit or cashier "s certified check, issued by a reputable bank scheduled in India and having at least one branch office in Vijayawada.
4. Unsuccessful bidder's bid security will be discharged or returned as promptly as possible but not later than thirty (30) days after the expiration of the period of bid validity prescribed by **The Chief Electoral Officer, ANDHRA PRADESH..**
5. The successful bidder's bid security will be discharged upon the bidder signing the contract, and furnishing the performance security,
6. The bid security may be forfeited:
 - a. if a bidder withdraws its bid during the period of bid validity or
 - b. in the case of a successful bidder, if the bidder fails:
 - i. to sign the contract in time; or
 - ii. to furnish performance security.

G.14. Preparation of Pre-qualification bid

It shall contain of the following parts:

1. General business information
2. Turnover details
3. Major clients' details
4. Service center details
5. Bid security (EMD) Any other relevant information.

G.15 Preparation of technical bid

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It shall consist of the following parts.

1. Technical documentation – confirmation to technical specifications etc.
2. Plan for in lab proof of concept, if required in tender call.
3. Plan for field demonstration if required in tender call
4. Detailed technical documentation, reference to various industry standards to which the goods and services included in vendor “s offer conform, and other literature concerning the proposed solution. In particular, the vendors should identify areas in which their solution conforms to open standards and areas that are proprietary in nature. Justification about proprietary components in terms of functionality and performance should be given.
5. A statement about appropriateness of the product design and solution plan for operating conditions in India, including physical, infrastructure and human factors.
6. In the case of a bidder offering to supply goods under the contract which the bidder did not manufacture or otherwise produce, the bidder has been duly authorized by the good’s manufacturer or producer to supply the goods in India.
7. A statement of the serviceable life of goods and services offered by the firm. Available sources of maintenance and technical support during the serviceable life. Available sources of spare parts, special tools, etc. Necessary for the proper and continuing functioning of the goods and services, for the serviceable life.

G.16 Preparation of financial bid

1. Overview of financial bid

The financial bid should provide cost calculations corresponding to each component of the project.

1. Bid prices

- a. The bidder shall indicate the unit prices (where applicable) and the total bid price of the goods/services it proposes to supply under the contract.
- b. The bidder shall indicate Basic Prices and taxes, duties etc. (if required) in the form prescribed.
- c. Bidder’s separation of price components will be solely for the purpose of facilitating the comparison of bids by **The Chief Electoral Officer, ANDHRA PRADESH.** and will not in any way limit the purchaser’s right to contract on any of the terms offered.
- d. Prices quoted by the bidder shall be fixed during the bidder’s performance of the contract and not subject to variation on any account unless otherwise specified in the tender call. A bid submitted with an adjustable price quotation will be treated as non-responsive and will be rejected.

2. Bid currency:

Prices shall be quoted in Indian rupees.

Section H

Standard procedure for opening and evaluation of bids

H.1. Outline of bid evaluation procedure

1. The bid opening and evaluation process will be sequential in nature. Means that bidder must qualify a particular stage to be eligible for next stage. Immediately after the closing time, the **The Chief Electoral Officer, ANDHRA PRADESH.** contact person shall open the Pre-qualification bids and list them for further evaluation.
If it is a manual tender- the Technical and financial bid covers shall be listed and put into a bag to be sealed according to **The Chief Electoral Officer, ANDHRA PRADESH.** procedure. The sealed bag of technical and financial bids shall be in custody of a designated officer for opening after evaluation of Pre- qualification bids. Thereafter, Technical bids of qualified bidders will be opened, keeping financial bid in sealed bag. Finally, financial bids of those bidders will be opened who are short listed in technical evaluation.
2. In case of composite bid – technical and financial bids combined together, first technical evaluation will be done followed by financial evaluation of only those bids, which have qualified in technical evaluation.
3. Any participating vendor may depute a representative to witness these processes.
4. The standard procedure, described here will stand appropriately modified, in view of special procedures of bid evaluation as mentioned in tender call or elsewhere in this bid document or **The Chief Electoral Officer, ANDHRA PRADESH.** may deviate from these in specific circumstances if it feels that such deviation are unavoidable, or will improve speed of processing and consequent project execution.

H.2. General Guidelines for bid opening and evaluation:

Bids will be in three parts (pre-qualification, technical and financial) or two parts (PQ & Technical bid together and financial) or composite bid (technical and financial bid together) as indicated in the tender call. For three part bids there will be three bid opening events, in two part bid there will be two bid opening events and in case of composite bids there will be only one bid opening event. Following guidelines will generally be followed by **The Chief Electoral Officer, ANDHRA PRADESH.** officers at each such event. However **The Chief Electoral Officer, ANDHRA PRADESH.** may deviate from these in specific circumstances if it feels that such deviations are unavoidable, or will improve speed of processing and consequent project execution.

H.3 Opening of bids

Bids will be opened on the e-Procurement web site at the scheduled time & date.

- a) The bidders names, bid modifications or withdrawals, discounts, and the presence or absence of requisite bid security and such other details as the **The Chief Electoral Officer, ANDHRA PRADESH.** officer at his/her discretion, may consider appropriate, will be announced at the opening. No bid shall be rejected at bid opening, except for late bids, which shall be returned unopened.
- b) Bids that are not opened and read out at bid opening shall not be considered further for evaluation, irrespective of the circumstances. Withdrawn bids will be returned unopened to the bidders.

H.4. Preliminary examination of Bids

1. Preliminary scrutiny will be made to determine whether they are complete, whether any computational errors have been made, whether required sureties have been

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furnished, whether the documents have been properly signed, and whether the bids are generally in order.

2. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the vendor does not accept the correction of the errors, its bid will be rejected and its bid security may be forfeited. If there is a discrepancy between words and figures, the amount in words will prevail.
3. **The Chief Electoral Officer**, ANDHRA PRADESH. may waive any minor informality, nonconformity or irregularity in a bid which does not constitute a material deviation, provided such waiver does not prejudice or affect the relative ranking of any bidder.
4. Prior to the detailed evaluation, **The Chief Electoral Officer**, ANDHRA PRADESH. will determine the substantial responsiveness of each bid to the bidding documents. For purposes of these clauses, a substantially responsive bid is one which conforms to all the terms and conditions of the bidding documents without material deviations.
5. If a bid is not substantially responsive, it will be rejected by the **The Chief Electoral Officer**, ANDHRA PRADESH. and may not subsequently be made responsive by the bidder by correction of the nonconformity.

H.5. Clarification of bids

During evaluation of the bids, **The Chief Electoral Officer**, ANDHRA PRADESH may, at its discretion, ask the bidder for clarification of its bid.

Any Queries / representations should be submitted within 2 days from the date of publishing of the tender. **The Chief Electoral Officer**, ANDHRA PRADESH. reserves the right to consider or not to consider the Queries received from the bidders.

H.6. Evaluation of Pre – qualification bids

Pre – qualification bid documentation shall be evaluated in two sub-steps.

- a. Firstly, the documentation furnished by the vendor will be examined prima facie to see if the technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project.
- b. In the second step, **The Chief Electoral Officer**, ANDHRA PRADESH. may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation.

H.7. Evaluation of technical bids.

Technical bid documentation shall be evaluated in two sub-steps.

- a. Firstly, the documentation furnished by the vendor will be examined prima facie to see if the offer made, technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project.
- b. In the second step, **The Chief Electoral Officer**, ANDHRA PRADESH. may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation.

H.8. In lab proof of concept

The lab proof of concept on demand may be organized either in **The Chief Electoral Officer**, ANDHRA PRADESH. or in the vendor's lab by mutual discussion. In case it is

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organized in **The Chief Electoral Officer, ANDHRA PRADESH.** lab, **The Chief Electoral Officer, ANDHRA PRADESH.** would make available generic hardware for this purpose. Application specific hardware and software will have to be brought in by the vendor.

H.9. Field demonstration

The Chief Electoral Officer, ANDHRA PRADESH. will identify a part or segment of the proposed project site. The concerned bidder, on demand, should be able to demonstrate functional requirements as described in the specifications.

H.10. Evaluation of financial bids

Financial bids of those vendors who satisfy all phases of the pre-qualification and technical bid and corresponding to chosen technical bid choices will only be opened. All other financial bids will be ignored. **The Chief Electoral Officer, ANDHRA PRADESH.** will assess the nature of financial offers and may pursue any or all of the options mentioned under financial bid **The Chief Electoral Officer, ANDHRA PRADESH.** may at its discretion discuss with vendor(s) available at this stage to clarify contents of financial offer.

1. Bids will be evaluated item wise in each schedule.
2. *Evaluation of Financial Bids will be including taxes.*

H.11. Evaluation and comparison of financial bids

1. Evaluation of financial bids will exclude and not take into account any offer not asked for or not relevant to the present requirements of user.
2. Evaluation of financial bid will take into account, in addition to the basic bid price, one or more of the following factors
 - a.) The projected costs for the entire contract period;
 - b.) Past track record of bidder in supply/ services and
 - c.) Any other specific criteria indicated in the tender call and/or in the specifications.

H.12. Performance and productivity of the equipment

Bidders shall state the guaranteed performance or efficiency in response to the specifications.

H.13. Contacting The Chief Electoral Officer Andhra Pradesh.

1. Bidder shall not approach **The Chief Electoral Officer, ANDHRA PRADESH.** officers outside of office hours and / or outside **The Chief Electoral Officer, ANDHRA PRADESH.** office premises, from the time of the tender call notice to the time the contract is awarded.
2. Any effort by a bidder to influence **The Chief Electoral Officer, ANDHRA PRADESH.** officers in the decisions on bid evaluation, bid comparison or contract award may result in rejection of the bidder's offer and bidder may also be marked as ineligible for future bids. If the bidder wishes to bring additional information to the notice of the **The Chief Electoral Officer, ANDHRA PRADESH.**, it should do so in writing.

H.14. The Chief Electoral Officer Andhra Pradesh.' right to vary quantities at time of award

- i) **The Chief Electoral Officer, ANDHRA PRADESH.** reserves the right at the time of award to increase or decrease the quantity, as indicated in tender call, from the quantity of goods and services originally specified in the specification without any change in unit price or other terms and conditions.

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The Chief Electoral Officer, ANDHRA PRADESH. reserves the right to place the repeat orders at the quoted price, in addition to the Quantity for which bid has been called for. However, this condition will not create any right to the bidder to demand such repeat order. During the validity of the contract period thereof, the bidder should be ready to supply any no. of devices as requested.

H.15.

The Chief Electoral Officer Andhra Pradesh.’ rightt to accept any bid and to reject any or all bids.

Any deviations in the formats may make the bid liable for rejection.

The Chief Electoral Officer, ANDHRA PRADESH. reserves the right to modify / extend / cancel the tender at any point of time without giving any prior notice / any reasoning.

H.16. Notification of award

- a. Prior to expiration of the period of bid validity, **The Chief Electoral Officer, ANDHRA PRADESH.** will notify the successful bidder in writing, that its bid has been accepted.
- b. Upon the successful bidder’s furnishing of performance security, **The Chief Electoral Officer, ANDHRA PRADESH.** will promptly notify each unsuccessful bidder and will discharge its bid security.

H.17. Signing of contract

- a. At the same time as the **The Chief Electoral Officer, ANDHRA PRADESH.** notifies the successful bidder that its bid has been accepted, the **The Chief Electoral Officer, ANDHRA PRADESH.** will send the bidder the Contract Form provided in the bidding documents, incorporating all agreements between the parties.
- b. On receipt of the Contract Form, the successful bidder shall sign and date the contract and return it to the **The Chief Electoral Officer, ANDHRA PRADESH.**.

H.18. Performance security

- a. On receipt of notification of award from the **The Chief Electoral Officer, ANDHRA PRADESH.**, the successful bidder shall furnish the performance security of Rs. 5.00 Lakhs in the form of BG, in accordance with the conditions of contract, in the performance security form provided in the bidding documents or in another form acceptable to the **The Chief Electoral Officer, ANDHRA PRADESH.**.
- b. Failure of the successful bidder to sign the contract, proposed in this document and as may be modified, elaborated or amended through the award letter, shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the **The Chief Electoral Officer, ANDHRA PRADESH.** may make the award to another bidder or call for new bids.

H.19. Corrupt, fraudulent and unethical practices

- a. “Corrupt practice” means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the process of contract execution and
- b. “Fraudulent practice” means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to detriment of the purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Purchaser of the benefits of free and open competition:

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- c. “Unethical practice” means any activity on the part of bidder, which try to circumvent tender process in any way. Unsolicited offering of discounts, reduction in financial bid amount, upward revision of quality of goods etc after opening of first bid will be treated as unethical practice.
- d. **The Chief Electoral Officer, ANDHRA PRADESH.** will reject a proposal for award and also may debar the bidder for future tenders in **The Chief Electoral Officer, ANDHRA PRADESH., if it determines that the bidder has engaged in corrupt, fraudulent or unethical practices in competing for, or in executing a contract.**

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Section I

General conditions of proposed contract (GCC)

I.1. Definitions

In this contract, the following terms shall be interpreted as indicated. Terms defined in general instructions to bidder's section shall have the same meaning.

- a.) "Contract" means the agreement entered into between the **The Chief Electoral Officer, ANDHRA PRADESH.** and the vendor, as recorded in the contract form signed by the parties, including all attachments and appendices thereto and all documents incorporated by reference therein;
- b.) "Contract price" means the price payable to the vendor under the contract for the full and proper performance of its contractual obligations;
- c.) "Incidental services" means those services ancillary to the supply of the goods and services, such as transportation and insurance, and any other incidental services, such as installation, commissioning, provision of technical assistance, training and other such obligations of the vendor covered under the contract;
- d.) "GCC" means the general conditions of contract contained in this section.
- e.) "SCC" means the special conditions of contract if any.
- f.) "**The Chief Electoral Officer, ANDHRA PRADESH.**" means the Andhra Pradesh Technology Services Ltd.
- g.) "Purchaser/ User" means ultimate recipient of goods and services
- h.) "Vendor or Bidder" means the individual or firm supplying the goods and services under this contract.
- i.) "Project site", where applicable, means the place(s) where goods/services are to be made available to user.
- j.) "Day" means calendar day.
- k.) "Up time" means the time period when specified services with specified technical and service standards are available to user(s)
- l.) "Down time" means the time period when specified services with specified technical and service standards are not available to user(s).

I.2 Application

These general conditions shall apply to the extent that they are not superseded by provisions of other parts of the contract.

I.3 Standards

The goods supplied under this contract shall conform to the standards mentioned in the specifications, and, when no applicable standard is mentioned, the authoritative standards appropriate to the goods' country of origin shall apply. Such standard shall be the latest issued by the concerned institution.

I.4 Use of documents and information

1. The vendor shall not, without prior written consent from **The Chief Electoral Officer, ANDHRA PRADESH.**, disclose/share/use the bid document, contract, or any provision thereof, or any specification, plan, drawing, pattern, sample or information furnished by or on behalf of the **The Chief Electoral Officer, ANDHRA PRADESH.** in connection therewith, to any person other than a person employed by the vendor in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only so far as may be necessary for purposes of such performance.

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2. The Vendor shall not, without prior written consent of **The Chief Electoral Officer ANDHRA PRADESH.**, make use of any document or information made available for the project, except for purposes of performing the Contract.
3. All project related document (including this bid document) issued by **The Chief Electoral Officer, ANDHRA PRADESH.**, other than the contract itself, shall remain the property of the **The Chief Electoral Officer, ANDHRA PRADESH.** and shall be returned (in all copies) to the **The Chief Electoral Officer, ANDHRA PRADESH.** on completion of the Vendor's performance under the contract if so required by the **The Chief Electoral Officer, ANDHRA PRADESH.**

I.5. User license and patent rights

1. The Vendor shall provide licenses for all software products, whether developed by it or acquired from others. In the event of any claim asserted by a third party for software piracy, the vendor shall act expeditiously to extinguish such claim. If the vendor fails to comply and the **The Chief Electoral Officer ANDHRA PRADESH.** is required to pay compensation to a third party resulting from such software piracy, the vendor shall be responsible for compensation including all expenses, court costs and lawyer fees. The **The Chief Electoral Officer, ANDHRA PRADESH.** will give notice to the vendor of such claim, if it is made, without delay.
2. The Vendor shall indemnify the purchases against all third party claims of infringement of patent, trademark or industrial design rights arising from use of the goods, software package or any part thereof.

I.6. Performance security

1. On receipt of notification of award, the Vendor shall furnish performance security of Rs. 5.00 Lakhs in the form of Bank Guarantee to **The Chief Electoral Officer, ANDHRA PRADESH.** in accordance with bid document requirement.
2. The proceed of the performance security shall be payable to the **The Chief Electoral Officer, ANDHRA PRADESH.** as compensation for any loss resulting from the supplier's failure to complete its obligations under the contract.
3. The performance security shall be denominated in Indian rupees or in a freely convertible currency acceptable to **The Chief Electoral Officer, ANDHRA PRADESH.** and shall be in one of the following forms:
 - a. A bank guarantee or an irrevocable letter of credit, issued by a reputed bank located in India with at least one branch office in Vijayawada , in the form provided in the bidding document or another form acceptable to the **The Chief Electoral Officer, ANDHRA PRADESH.;** or
 - b. A cashier's cheque or banker's certified cheque or crossed demand draft or pay order drawn in favor of the **The Chief Electoral Officer, ANDHRA PRADESH.**
4. The performance security will be discharged by the **The Chief Electoral Officer, ANDHRA PRADESH.** and returned to the Vendor not later than thirty (30) days following the date of completion of all formalities under the contract and if activities, post warranty, by the Vendor is envisaged, following receipt of a performance guarantee for annual maintenance as per bid document.

In the event of any contract amendment, the vendor shall, within 15 days of receipt of such amendment, furnish the amendment to the performance security, rendering the same valid for the duration of the Contract.

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I.7. Manuals and drawings

1. Before the goods and services are taken over by the user, the Vendor shall supply operation and maintenance manuals, (together with drawings of the goods and services where applicable).
2. The Vendor shall provide complete technical documentation of hardware, firmware, all subsystems, operating systems, compiler, system software and the other software.
3. The manuals and drawings wherever applicable shall be in English or Telugu. At least one set of the manuals should be supplied for each installation sites.
4. Unless and otherwise agreed, the goods and services shall not be considered to be completed for the purpose of taking over until such manuals and drawings have been supplied to the user.

I.8. Inspection and acceptance tests

1. Inspection and tests prior to shipment of Goods and at final acceptance are as follows:
 - a. Inspection of the goods shall be carried out to check whether the goods are in conformity with the specifications mentioned in the bid document. Following broad test procedure will generally be followed for inspection and testing of hard ware and firm wares. The vendor will dispatch the goods to the ultimate consignee after internal inspection testing along with the supplier's inspection report, manufacturer's warranty certificate. **The Chief Electoral Officer, ANDHRA PRADESH.** will test the equipment after completion of the installation and commissioning at the site of the installation. (If site preparation is not included in the tender call or specification, the vendor should furnish all details of the site requirement to the **The Chief Electoral Officer, ANDHRA PRADESH.** sufficiently in advance so as to get the works completed before receipt of the equipment.)
 - b. The Inspections and tests, at the discretion of **The Chief Electoral Officer, ANDHRA PRADESH.**, may be conducted on the premises of the Vendor or its subcontractor(s), at point of delivery, and / or at the good's final destination. If conducted on the premises of the Vendor or its subcontractor(s), all reasonable facilities and assistance, including access to drawings and production data, shall be furnished to the inspectors at no charge to the **The Chief Electoral Officer, ANDHRA PRADESH.**
 - c. Should any inspected or tested goods fail to conform to the specifications the **The Chief Electoral Officer, ANDHRA PRADESH.** may reject the goods, and the vendor shall either replace the rejected goods or make alterations necessary to meet specification requirements free of cost to the **The Chief Electoral Officer, ANDHRA PRADESH./user.**
 - d. **The Chief Electoral Officer, ANDHRA PRADESH.**' right to inspect, test and, where necessary reject the goods after the goods' arrival at user's site shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by the **The Chief Electoral Officer, ANDHRA PRADESH.** or its representative prior to the goods shipment from the country of origin.
 - e. Nothing in this clause shall in any way release the vendor from any warranty or other obligations under this contract.
 - f. The acceptance test will be conducted by the **The Chief Electoral Officer,**

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ANDHRA PRADESH., their consultant or any other person nominated by the **The Chief Electoral Officer** ANDHRA PRADESH., at its option. There shall not be any additional charges for carrying out acceptance tests. Any reduction in functional requirements, and performance specifications shall be ground for failure. Any malfunction, partial or complete failure of any part of hardware, firmware or bugs in the software shall be grounds for failure of acceptance test. All the software should be complete and no missing modules / sections will be allowed. The vendor shall maintain necessary log in respect of the results of the tests to establish to the entire satisfaction of the **The Chief Electoral Officer** ANDHRA PRADESH., the successful completion of the test specified. An average uptake efficiency of 97% for the duration of test period (7 days) shall be considered as satisfactory.

- g. In the event of the hardware and software failing to pass the acceptance test, a period not exceeding two weeks will be given to rectify the defects and clear the acceptance test, failing which the **The Chief Electoral Officer**, ANDHRA PRADESH. reserves the rights to get the Equipment replaced by the vendor at no extra cost to the **The Chief Electoral Officer**, ANDHRA PRADESH/user.

I.9. Acceptance certificates

On successful completion of acceptability test, receipt of deliverables etc, and after **The Chief Electoral Officer** ANDHRA PRADESH. is satisfied with the working of the system, the acceptance certificate signed by the vendor and the representative of the **The Chief Electoral Officer**, ANDHRA PRADESH. will be issued. The date on which such certificate is signed shall be deemed to be the date of successful commissioning of the systems.

I.10. Packing

1. The vendor shall provide such packing of the goods as is required to prevent their damage or deterioration during transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposure to extreme temperature, salt and precipitation during transit and open storage. Packing case size and weights shall take into consideration, where appropriate, the remoteness of the goods' final destination and the absence of heavy handling facilities at all points in transit.
2. The packing, marking and documentation within and outside the packages shall comply strictly with such special requirements as shall be expressly provided for in the contract, including additional requirements, if any, specified in SCC, and in any subsequent instructions ordered by the **The Chief Electoral Officer**, ANDHRA PRADESH.

I.11. Delivery and documents

Delivery of the goods/services shall be made by the vendor in accordance with the terms specified in the Schedule of requirements. The details of shipping and / or other documents to be furnished and submitted by the vendor are specified below.

For Goods supplied from abroad:

1. Within 24 hours of shipment, the Vendor shall notify the **The Chief Electoral Officer**, ANDHRA PRADESH. and the Insurance Company by cable or telex or fax full details of the shipment including contract number, description of goods, quantity, the vessel, the bill of lading number and date, port of loading, date of shipment, port of discharge, etc. The Vendor shall mail the following documents to the **The Chief Electoral Officer** ANDHRA PRADESH., with a copy to the Insurance Company.

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2. Four copies of supplier ‘s invoice showing goods description, quantity, unit price and total amount;
3. 4 copies of packing list identifying contents of each package;
4. Insurance certificate; Manufacturer’s/Supplier’s warranty certificate;
5. Inspection certificate, issued by the nominated inspection agency and
6. The Supplier’s f a c t o r y inspection report; and Certificate of origin.

The above documents shall be received by **The Chief Electoral Officer**, ANDHRA PRADESH. at least one week before arrival of Goods at the port or place of arrival and, if not received, the Vendor will be responsible for any consequent expenses. For Goods from within India:

Upon delivery of the goods to the user, the vendor shall notify **The Chief Electoral Officer**, ANDHRA PRADESH. and mail the following documents to **The Chief Electoral Officer**, ANDHRA PRADESH.: Four copies of the Vendor invoice showing goods description, quantity, unit price total amount;

1. Delivery note, or acknowledgement of receipt of goods from the user;
2. Manufacturer’s or Supplier’s warranty certificate;
3. Certificate of Origin;
4. Any of the documents evidencing payment of statutory taxes.

The above documents shall be received by **The Chief Electoral Officer**, ANDHRA PRADESH. before arrival of the Goods (except deliver note and where it is handed over to the user with all documents) and if not received, the vendor will be responsible for any consequent expenses.

I.12. Insurance

1. It is suggested that the goods supplied under the contract shall be fully insured in a freely convertible currency against loss or damage incidental to manufacture or acquisition, transportation, storage, and delivery up to user site.
2. The insurance should be for replacement value from “Warehouse to warehouse (final destination)” on “All Risks” valid upto 3 months till completion of delivery, installation and commissioning.

I.13. Transportation

Transport of the goods to the project site(s) shall be arranged by the vendor at his cost.

I.14. Hardware Installation

The vendor is responsible for all unpacking, assemblies, installations and connecting to power supplies. The vendor will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the computer hardware at all installation sites.

I.15. Incidental services

1. The Vendor may be required to provide any or all the following services, including additional services :
 - a. Performance or supervision or maintenance and/or repair of the supplied goods and services, for a period of time agreed by the parties, provided that this service shall not relieve the Vendor of any warranty obligations under this Contract, and
 - b. Training of **The Chief Electoral Officer**, ANDHRA PRADESH. and/or its user organization personnel, at the Vendor’s site and / or on-site, in assembly, start-up, operation, maintenance and/or repair of the supplied goods and services.
 - c. Prices charged by the Vendor for the preceding incidental services, if any, should be indicated separately (if required), and same will be mutually negotiated separately.

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I.16. Spare parts

1. The Vendor may be required to provide any or all of the following materials, notifications and information pertaining to spare parts manufactured or distributed by the Vendor.
2. Such spare parts as **The Chief Electoral Officer**, ANDHRA PRADESH. may elect to purchase from the Vendor, provided that this election shall not relieve the Vendor of any warranty obligations under the contract and
3. In the event of termination of production of the spare parts, an advance notification to **The Chief Electoral Officer**, ANDHRA PRADESH. of the pending termination, in sufficient time to permit **The Chief Electoral Officer**, ANDHRA PRADESH. to procure needed requirements and
4. The Vendor shall ensure availability of spares in stock at his nearest service center for immediate delivery such spare parts as: (a) are necessary for a minimum of 5 years of operation after installation at the Purchaser's sites (b) are necessary to comply with specifications.

I.17. Warranty

1. The Vendor warrants that the goods and services supplied under the contract are new, unused, of the most recent or current models, and that they incorporate all recent improvements in design and materials unless provided otherwise in the contract. The Vendor further warrants that all goods and services supplied under this contract shall have no defect arising from design, materials or workmanship or from any act or omission of the Vendor, that may develop under normal use of the supplied goods in the conditions prevailing in the country of final destination.
2. The warranty period shall be as stated in bid document. The Vendor shall, in addition, comply with the performance guarantees specified under the contract. If, for reasons attributable to the Vendor, these guarantees are not attained in whole or in part, the Vendor shall, make such changes, modifications, and/or additions to the goods or any part thereof as may be necessary in order to attain the contractual guarantees specified in the contract at its own cost and expenses and to carry out further performance tests.
3. The equipment supplied should achieve required up time.
4. **The Chief Electoral Officer**, ANDHRA PRADESH./user shall promptly notify the Vendor in writing of any claims arising under this warranty.
5. Upon receipt of such notice, the Vendor shall, within the period specified in GCC and with all reasonable speed, repair or replace the defective goods and services or parts thereof, without costs to the user.
6. If the Vendor, having been notified, fails to remedy the defect(s) within a reasonable period, **The Chief Electoral Officer**, ANDHRA PRADESH./user may proceed to take such remedial action as may be necessary, at the vendor's risk and expense and without prejudice to any other rights which **The Chief Electoral Officer**, ANDHRA PRADESH. /user may have against the Vendor under the contract.

I.18. Maintenance service

1. Free maintenance services including spares shall be provided by the vendor during the period of warranty. User, at its discretion may ask the vendor to provide maintenance services after warranty period, i.e. Annual maintenance and repairs of the system at the rates indicated by bidder in its proposal and on being asked so, the vendor shall provide the same. The cost of annual maintenance and repairs cost (after warranty period), which will include cost of spares replaced, shall be paid in equal quarterly installments at the end of

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each quarter.

2. The maximum response time for maintenance complaint from any of the destination (i.e. time required for supplier 's maintenance engineers to report to the installations after a request call/telegram is made or letter is written) shall not exceed 48 hours.
3. The vendor will accomplish preventive and breakdown maintenance activities to ensure that all hardware, and firmware execute without defect or interruption for at least required up time.
4. In case up time is less than the stipulated up time, penalty as indicated in the bid document shall be imposed on the vendor.
5. The amount of penalty if any, will be recovered at source from the performance guarantee during the warranty or from annual maintenance charges payable as the case may be.

I.19. Payment

1. The vendor's request(s) for payment shall be made to the **The Chief Electoral Officer, ANDHRA PRADESH.** / Department in writing, accompanied by an invoice describing, as appropriate, the goods/service delivered/ performed.
2. Payments shall be made promptly by **The Chief Electoral Officer, ANDHRA PRADESH./User Department**, but in no case later than (60) days after submission of a valid invoice or claim by the vendor.
3. The currency of payment will be Indian rupees.
4. Payment shall be made as indicated in Bid document.
5. The annual maintenance and repair cost as per separate agreement if any, shall be paid in equal quarterly installments at the end of each quarter as per the rates quoted and agreed.
6. Payment will be made through Cheque/online.

I.20. Prices

Prices charged by the Vendor for goods delivered and services performed under the contract shall not vary from the prices quoted by the Vendor in its bid, with the exception if any price adjustments authorized in special conditions of contract or in the request for bid validity extension, as the case may be.

I.21. Change orders

The Chief Electoral Officer Andhra Pradesh. may, at any time, by written order given to the Vendor, make changes within the general scope of the Contract in any one or more of the following:

- i. Drawing, designs, or specifications, where Goods to be supplied under the Contract are to be specifically manufactured for **The Chief Electoral Officer Andhra Pradesh.;**
- ii. The method of shipment or packing;
- iii. The place of delivery and/or the services to be provided by the Vendor. If any such change causes an increase or decrease in the cost of, or the time required for, the vendor "s performance of any provisions under the contract, an equitable adjustment shall be made in the contract price or delivery schedule, or both, and the contract shall accordingly be amended. Any claims by the Vendor for adjustment under this clause must be asserted within thirty (30) days from the date of the Vendor's receipt of the change order.

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I.22. Contract amendment

No variation in or modification of the terms of the Contract shall be made except by written amendment signed by the parties.

I.23. Assignment

The Vendor shall not assign, in whole or in part, its obligations to perform under this Contract, except with the prior written consent from **The Chief Electoral Officer Andhra Pradesh.**

I.24. Subcontracts

The Vendor shall notify **The Chief Electoral Officer Andhra Pradesh.** in writing of all subcontracts awarded under this contract if not already specified in the bidder's proposal. Such notification, in the original bid or later, shall not relieve the Vendor from any liability or obligation under the contract. Subcontract shall be only for bought-out items and sub-assemblies.

I.25. Delays in the supplier's performance

1. Delivery of the Goods and performance of the services shall be made by the Vendor in accordance with the time schedule specified by **The Chief Electoral Officer Andhra Pradesh.** in the specifications.
2. If at any time during performance of the Contract, the Vendor or its subcontractor(s) should encounter conditions impeding timely delivery of the goods and performance of services, the Vendor shall promptly notify **The Chief Electoral Officer Andhra Pradesh.** in writing of the fact of the delay, its likely duration and its cause(s). As soon as practicable after receipt of the vendor's notice, **The Chief Electoral Officer Andhra Pradesh.** shall evaluate the situation and may at its discretion extend the Vendor's time for performance, with or without liquidated damages.
3. A delay by the Vendor in the performance of its delivery obligations shall render the vendor liable to the imposition of appropriate liquidated damages, unless an extension of time is agreed upon by **The Chief Electoral Officer Andhra Pradesh.** without liquidated damages.

I.26. Liquidated damages

If the Vendor fails to deliver any or all of the goods or perform the services within the time period(s) specified in the Contract, **The Chief Electoral Officer Andhra Pradesh.** shall, without prejudice to its other remedies under the Contract, deduct from the Contract Price, as liquidated damages, a sum equivalent to, as per the terms indicated in the bid document, until actual delivery or performance, subject to maximum limit. Once the maximum is reached, **The Chief Electoral Officer Andhra Pradesh.** may consider termination of the contract.

I.27. Termination for default

1. **The Chief Electoral Officer Andhra Pradesh.,** without prejudice to any other remedy for breach of Contract, by written notice of default sent to the Vendor, may terminate the Contract in whole or in part:
 - a. if the Vendor fails to deliver any or all of the Goods/services within the time period(s) specified in the contract, or within any extension thereof granted by **The Chief Electoral Officer Andhra Pradesh.** pursuant to Clause 25 of GCC or
 - b. if the Vendor fails to perform any other obligation(s) under the Contract or

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- c. if the Vendor, in the judgment of **The Chief Electoral Officer Andhra Pradesh.** has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.
2. In the event **The Chief Electoral Officer Andhra Pradesh.** terminated the contract in whole or in part, **The Chief Electoral Officer Andhra Pradesh.** may procure, upon such terms and in such manner as it deems appropriate, goods or services similar to those undelivered, and the Vendor shall be liable to **The Chief Electoral Officer Andhra Pradesh.** for any excess costs for such similar goods or services. However, the Vendor shall continue performance of the contract to the extent not terminated.

I.28. Force majeure

1. The Vendor shall not be liable for forfeiture of its performance security, liquidated damages, or termination for default if and to the extent that its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.
2. For purposes of this clause, “Force Majeure” means an event beyond the control of the Vendor and not involving the Supplier’s fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of **The Chief Electoral Officer Andhra Pradesh.** in its sovereign capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
3. If a Force Majeure situation arises, the Vendor shall promptly notify **The Chief Electoral Officer Andhra Pradesh.** in writing of such condition and the cause thereof. Unless otherwise directed by **The Chief Electoral Officer Andhra Pradesh.** in writing, the Vendor shall continue to perform its obligations under the Contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

I.29. Termination for insolvency

The Chief Electoral Officer Andhra Pradesh., may at any time terminate the contract by giving 30 days written notice to the Vendor if the Vendor becomes bankrupt or otherwise insolvent. In this event, termination will be without compensation to the Vendor, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to **The Chief Electoral Officer Andhra Pradesh..**

I.30. Termination for convenience

1. **The Chief Electoral Officer Andhra Pradesh.,** may at any time by giving 30 days written notice to the Vendor, terminate the Contract, in whole or in part, for its convenience. The notice of termination shall specify that termination is for **The Chief Electoral Officer Andhra Pradesh./Purchaser’s** convenience, the extent to which performance of the Vendor under the Contract is terminated, and the date upon which such termination becomes effective.
2. The goods that are complete and ready for shipment within thirty (30) days after the vendor’s receipt of notice of termination shall be accepted by **The Chief Electoral Officer Andhra Pradesh.** at the contract terms and prices. For the remaining Goods, **The Chief Electoral Officer Andhra Pradesh.** may elect to have any portion completed and delivered at the contract terms and prices at its discretion.

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I.31. Resolution of disputes

1. **The Chief Electoral Officer Andhra Pradesh.** and the Vendor shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the contract.
2. If, after thirty (30) days from the commencement of such informal negotiations, **The Chief Electoral Officer Andhra Pradesh.** and the Vendor have been unable to resolve amicably a contract dispute, either party may require that the dispute be referred for resolution to the formal mechanisms specified here in. These mechanisms may include, but are not restricted to, conciliation mediated by a third party.
3. The dispute resolution mechanism shall be as follows:
4. In case of a dispute or difference arising between **The Chief Electoral Officer Andhra Pradesh.** and the Vendor relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Arbitration and Conciliation Act, of India, 1996.

I.32. Governing language

The contract shall be written in English or Telugu. All correspondence and other documents pertaining to the contract which are exchanged by the parties shall be written in same languages.

I.33. Applicable law

The contract shall be interpreted in accordance with appropriate Indian laws.

I.34. Notices

1. Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by telex, email, cable or facsimile and confirmed in writing to the other party's address.
2. A notice shall be effective when delivered or tendered to other party whichever is earlier.

I.35. Taxes and duties

The vendor shall be entirely responsible for all taxes, duties, license fee Octroi, road permits etc. incurred until delivery of the contracted Goods/services at the site of the user or as per the terms of tender document if specifically mentioned. However any new taxes introduced by GoI / GoAP during validity of the contract it will be applicable to both parties (i.e. Supplier / Purchaser)

I.36. Licensing considerations

The software mentioned in the Schedules of Requirement will be used throughout Andhra Pradesh or user's sites even outside Andhra Pradesh.

I.37. Protection against damages- site conditions:

1. The system shall not be prone to damage during power failures and trip outs. The normal voltage and frequency conditions available at site are as under:
 - a. Voltage 230 Volts
 - b. Frequency 50Hz.
2. However, locations may suffer from low voltage conditions with voltage dropping to as low as 160 volts and high voltage conditions with voltage going as high as 220 + 20% volts. Frequency could drop to 50Hz + 2%. The ambient temperature may vary from 10°C to 48°C. The relative humidity may range in between 5% to 95%.

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3. The goods supplied under the contract should provide protection against damage under above conditions.

I.38. Fail-safe procedure

The vendor should indicate in detail fail-safe procedure(s) for the following:

1. Power failure
2. Voltage variation
3. Frequency variation
4. Temperature and humidity variations.

I.39. Training:

For each hardware and software component installed, for the devices, the Vendor may be required to train the designated **The Chief Electoral Officer Andhra Pradesh**. and user personnel to enable them to effectively operate the total system. The training, if required, shall be given, as specified in the SCC at the locations specified. The training schedule will be agreed to by both parties during the performance of the Contract.

I.40. Site Preparation and Installation :

The Purchaser is solely responsible for the construction of the installation sites except where it is specifically required under bid document. The bidder will designate to perform a site inspection to verify the appropriateness of the sites before the installation of every hardware related item.

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Section J

Special Conditions of proposed Contract (SCC)

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Bid Letter Form

From:
(Registered name and address of the bidder.)

To:
The Chief Electoral Officer
Room No.192, Ground Floor, Building No.5
Andhra Pradesh Secretariat
Velagapudi, Amaravati-522238
Phone:+91863-2445360
Email-ceo_andhrapradesh@eci.gov.in

Sir,

Having examined the bidding documents and amendments there on, we the undersigned, offer to provide services/execute the works including supply, delivery installation of hardware, firm wares and softwares as the case may be, in conformity with the terms and conditions of the bidding document and amendments there on, for the following project in response to your tender Ref. no _____ call dated

Project title:

We undertake to provide services/execute the above project or its part assigned to us in conformity with the said bidding documents in accordance with the schedule of prices attached herewith and coverage options made by **The Chief Electoral Officer Andhra Pradesh**. or its user organization.

If our bid is accepted, we undertake to;

1. provide services/execute the work according to the time schedule specified in the bid document,
2. obtain the performance guarantee of a bank in accordance with bid requirements for the due performance of the contract, and
3. agree to abide by the bid conditions, including pre-bid meeting minutes if any, which remain binding upon us during the entire bid validity period and bid may be accepted any time before the expiration of that period.

We understand that you are not bound to accept the lowest or any bid you may receive, nor to give any reason for the rejection of any bid and that you will not defray any expenses incurred by us in bidding.

Place:
Date:

Bidder's signature
and seal.

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Contract Form

Contract Ref No: _____

THIS AGREEMENT is made on ____ day of _____ BETWEEN

(1)

The Chief Electoral Officer
Room No.192, Ground Floor, Building No.5
Andhra Pradesh Secretariat
Velagapudi, Amaravati-522238
Phone:+91863-2445360
Email-ceo_andhrapradesh@eci.gov.in

(hereinafter called “the Purchaser”),on behalf of _____Department, AP and

(2) _____a company incorporated under the laws of India and having its registered office at. (Hereinafter called “the Supplier”).

WHEREAS the Purchaser invited bid for certain goods and ancillary services viz., *Supply and Installation of _____ for supply at _____* and has accepted a bid by the Supplier for the supply of those goods and services in the sum of Rs. _____(_____.) including all taxes and duties (hereinafter called as “the Contract Price”)

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

In this Agreement words and expression shall have the same meanings as are respectively assigned to them in the Conditions of bid document referred to

1. Scope of the Work

Brief outline of the work: To *Supply & Installation of devices/products/items as per the staggered orders issued time to time during the contract period _____ at _____*. The detailed scope is as covered in RFP and subsequent clarifications.

2. Contract Documents

2.1. Contract Documents

The following documents shall constitute the Contract between the User and the Supplier, and each shall be read and construed as an integral part of the Contract:

- I. This Contract Agreement and the Annexures attached to the Contract Agreement
- II. Notification of award
- III. Minutes of TCPC meeting held on _____
- IV. Pre – bid conference minutes
- V. Bid document Ref No. _____ Dt. _____

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3. *Order of Precedence*

In the event of any ambiguity or conflict between the Contract Documents listed above, the order of precedence shall be the order in which the Contract Documents are listed in 2.1(Contract Documents) above, provided that Schedule of Amendments contained in Annexure IV shall prevail over all provisions of the Contract Agreement and the other Appendices attached to the Contract Agreement and all the other Contract Documents listed in 2.1 above.

4. In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the Purchaser to provide the Goods and Services and to remedy defects therein in conformity in all respects with the provisions of the Contract.

5. The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the Goods and Services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

5.1) Brief particulars of the goods and services which shall be supplied /provided by the Supplier are as under:

Sl. No	Solution, service, or material	Max. Qty	Unit Price
1.			
2.			
3.			
	Grand Total		

- 5.2 DELIVERY SCHEDULE : _____
- 5.3 WARRANTY: : _____
- 5.4 SUPPLIERS RESPONSIBILITY : _____
- 5.5 UP TIME % : : _____
- 5.6 EXIT CLAUSE : : _____
- 5.7 PAYMENT TERMS : _____

IN WITNESS WHEREOF the Purchaser and the Supplier have caused this Agreement to be duly executed by their duly authorized representatives the day and year first above written.

For and on behalf of the Purchaser

Signed: __

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In the capacity of , *The Chief Electoral Officer Andhra Pradesh.* / HoD of User
Department

in the presence of _____ For and on behalf of the Supplier

Signed: __

in the capacity of-----, M/s. _____

in the presence of _____

Items	Configuration Required	Qty	Unit Price

Annexure – IV

Amendments & Other Documents

Sno	Amendment No	Date	Amendment Description

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Annexure I

To

**The Chief Electoral Officer
Room No.192, Ground Floor, Building No.5
Andhra Pradesh Secretariat
Velagapudi, Amaravati-522238
Phone:+91863-2445360
Email-ceo_andhrapradesh@eci.gov.in**

Ref. No.....

Bid Security (EMD) Form

(To be issued by a bank scheduled in India and having at least one branch in Vijayawada)

Whereas..... (Here in after called “the Bidder”) has submitted its bid Dated (Date) for the execution of..... (Here in after called “the Bid”) KNOW ALL MEN by these presents that We of having our registered office at..... (hereinafter called the “Bank”) are bound into the Andhra Pradesh Technology Service Ltd. (hereinafter called “The Chief Electoral Officer **Andhra Pradesh.**”) in the sum of for which payment well and truly to be made to the said **The Chief Electoral Officer Andhra Pradesh.** itself, its successors and assignees by these presents.

The conditions of this obligation are:

1. If the bidder withdraws its bid during the period of bid validity or
2. If the bidder, having been notified of the acceptance of its bid by The Chief Electoral Officer **Andhra Pradesh.** during the period of bid validity:
 - a. fails or refuses to execute the contract form if required; or
 - b. fails or refuses to furnish the performance security, in accordance with the bid requirement;
 - c. Submits fake documents.

We undertake to pay The Chief Electoral Officer **Andhra Pradesh.** up to the above amount upon receipt of its first written demand, without The Chief Electoral Officer **Andhra Pradesh.** having to substantiate its demand, provided that in its demand The Chief Electoral Officer **Andhra Pradesh.** will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to and including 45 days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

Place:
Date:

Signature of the Bank
and seal.

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Annexure II

To,

The Chief Electoral Officer
Room No.192, Ground Floor, Building No.5
Andhra Pradesh Secretariat
Velagapudi, Amaravati-522238
Phone:+91863-2445360
Email-ceo_andhrapradesh@eci.gov.in

Ref. No.....

Performance Security Form
(To be issued by a bank scheduled in India and having at least one branch in Vijayawada)

To: (Address of **The Chief Electoral Officer Andhra Pradesh.**)

WHEREAS..... (Name of Vendor) hereinafter called “the Vendor” has undertaken, in pursuance of Contract No..... Dated ... (Date), to supply..... called “the Contract”.

AND WHEREAS it has been stipulated by you in the said Contract that the Vendor shall furnish you with a Bank Guarantee by a recognized bank for the sum specified therein as security for compliance with the Supplier’s performance obligations in accordance with the Contract.

WHEREAS we have agreed to give the Vendor a Guarantee:

THEREFORE WE hereby affirm that we are Guarantors and responsible to you, on behalf of the Vendor, up to a total of Rs. and we undertake to pay you, upon your first written demand declaring the Vendor to be in default under the Contract and without cavil or argument, any sum or sums within the limit of Rs..... . (Amount of Guarantee) as aforesaid, without your needing to prove or to show grounds or reasons for your demand or the sum specified therein.

This guarantee is valid until the day of..... (Date)

Place:

Date:

Signature and seal of guarantor

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Annexure III

To,

**The Chief Electoral Officer
Room No.192, Ground Floor, Building No.5
Andhra Pradesh Secretariat
Velagapudi, Amaravati-522238
Phone:+91863-2445360
Email-ceo_andhrapradesh@eci.gov.in**

Tender ref.no.

Manufacturer Authorization

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

1. Guarantee and warranty coverage in respect of the goods and services manufactured by the said manufacturer shall be honored by that manufacturer, their channel partners, distributors, authorized service centers as the case may be.
2. The manufacturer updates the bidder and their technical personnel with relevant technical literature, training and skill transfer workshops etc. on a regular basis.
3. The manufacturer provides back to back technical support to the said bidder on a continuing basis.
4. The said bidder is authorized to provide service and solutions using hardware, firmware and software as the case may be.

Note: The letter of authority should be signed by a person competent and having the power of attorney to bind the manufacturer.

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Form P-1
Bidder Information

1	Name of the organization	
2	Year of establishment	
3	Registered Office Address	
4	Phone No.	
5	Fax No.	
6	Email	
7	Contact person details with phone no.	
8	Total No. of branch offices in AP	
9	Total Support engineers at -	
10	At Head office (No.)	
11	At branch offices (No.)	
12	Whether Manufacturer?	If Yes, Provide relevant documents
13	Whether authorized dealer/ Service Provider?	If Yes, Provide relevant documents
14	Details of EMD furnished	
15	Details of certificates enclosed.	
16	Details of Purchasing document.	Provide details like The Chief Electoral Officer

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Form P-2

Turnover details as per pre-qualification criteria B.6. of this document (taking in to consideration all the amendments issued to this document if any) are to be provided along with supporting documents.

Turnover Details

Sl. No.	Year	Total Turnover of bidder (Rs.)	Turnover of the firm	Profit after Tax (Rs.)
	(1)	(2)	(3)	(4)
1	FY.2015-16			
2	FY.2016-17			
3	FY.2017-18			

Place:
Date:

Bidder's signature
and seal.

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Form P-3

List of Major Customers

S.No	Customer Full Address	Year of supply	Items supplied to the customer
A	B	C	D

Form P-4

Details of service centers in AP

S.No	Full Address of service center	Contact person with phone No.	No. of support engineers
A	B	C	D

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Form P-5 - Declaration Regarding Clean Track Record

To,

The Chief Electoral Officer
Room No.192, Ground Floor, Building No.5
Andhra Pradesh Secretariat
Velagapudi, Amaravati-522238
Phone:+91863-2445360
Email-ceo_andhrapradesh@eci.gov.in

Sir,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No. _____]. I hereby declare that my company/Consortium Partners has not been debarred/ black listed as on Bid calling date by any State Government, Central Government, Central & State Govt. Undertakings/enterprises/Organizations and by any other Quasi Government bodies/Organizations, in India for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices. I further certify that I am competent officer in my company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name

Designation

Seal

Date:

Business Address:

Procurement Of Centralized Call Center Application And Computers
(Including Installation, Commissioning, Maintenance & Operating)

Form T - 1

Item wise technical compliance statement as per technical specifications mentioned in Section-D of this document (taking in to consideration all the amendments issued to this document, if any) is to be submitted in the following format:

Item Code:

Item Name:

Sl. No.	Parameter/ Feature	Specification Required	Specification of proposed item along with Part Code, Qty. & Description if any (Part code details must be provided if available)	Compliance (Complied/Higher/Lower)	Reference for proof of compliance (Required docs to be uploaded along with technical bid)
A	B	C	D	E	F
					(Detailed reference such as doc name, para no. page no. etc. should be provided)

Procurement Of Centralized Call Center Application And Computers
(Including Installation, Commissioning, Maintenance & Operating)

Form T - 2

Check List

Compliance/Agreed/Enclosed/ Deviation Statement

The following are the particulars of compliance/deviations from the requirements of the tender specifications.

Bid document reference	Remarks
1.Delivery period	
2. Form P-1	
3. Form P-2	
5. Form P-3	
6. Form P-4	
7. Form P-5	
8. Form T-1	
9. Form T-2	
10. Form F-1 to F-6 (unpriced)	
11. Pre-qualification criteria	
12. Technical specifications	
13. General instruction to bidders	
14. Standard procedure for bid evaluation	
15. General condition of proposed Contract(GCC)	
16. Special Condition of proposed Contract(SCC)	

The specifications and conditions furnished in the bidding document shall prevail over those of any other document forming a part of our bid, except only to the extent of deviations furnished in this statement.

Place:

Bidder's signature

Date :

and seal

NOTE: For every item appropriate remarks should be indicated like „no deviation’, „agreed’, „enclosed’ etc. as the case may be.

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Cost Sheets

Form F- 1
Schedule -1:

S.No.	Item details with <u>make and model</u>	Unit Price without taxes	Taxes/ Duties etc on unit price(Rs.)	Unit price with taxes (5=3+4)	QTY (Nos.)	Total price with taxes and duties etc.(Rs.)
1	2	3	4	5	6	7
1	Call center solution with licenses Call record file should be minimum 90 Days. Centralized monitoring/Dash board of calls status by district wise and Agent-wise with live call barging will be provided at CEO Level/'State Call Center levee ' DEO Level.					
2	Port PRI Card					
3	One high end PC cum Sever with configuration (i7 processor with 3.6 Ghzs / 8 Gb / 2Tb / 8 ports USB) commercial model.					
4	USB Headset -5					
5	Man power costing (Call center executives					
6	Transport and installation					

(Signature of Bidder)

Note:-

1. Evaluation of Financial Bids will be including taxes for all Schedules.
2. Bidders can participate any Schedule, by paying the respective EMD amount for the Schedule.
3. Bids will be evaluated item wise in each schedule.