

**REQUEST FOR PROPOSAL (2nd Call) FOR
SELECTION OF AGENCY FOR SUPPLY OF ICT
EQUIPMENT FOR TRIPURA RURAL LIVELIHOOD
MISSION (TRLM), RURAL DEVELOPMENT
DEPARTMENT**

RFP Reference No:F.5(5)/RD/TRLM/2019/ 8280 dated: 06.03.2021

Tripura Rural Livelihood Mission

Rural Development Department

Government of Tripura

Chief Executive Officer

State Mission Management Unit (SMMU),

Near Bholagiri Ashram, Opposite to OPFO Office

Agartala 799006

Disclaimer

The information contained in this Request for Proposal (RFP) document or information provided subsequently to Bidder or applicants whether verbally or in documentary form by or on behalf of Tripura Rural Livelihood Mission(TRLM)is provided to the Bidder on the terms and conditions set out in this RFP document and all other terms and conditions subject to which such information is provided.

This RFP document is not an agreement and is not an offer or invitation by TRLM to any parties other than the applicants who are qualified to submit the Bids (“Bidders”). The purpose of this RFP document is to provide bidder with information to assist the formulation of their proposals. This RFP document does not claim to contain all the information each Bidder may require. Each Bidder should conduct its own investigations and analysis and should check the accuracy, reliability and completeness of the information in this RFP document and where necessary obtain independent advice. TRLM makes no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of this RFP document. TRLM may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this RFP document.

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1. Section 1

1.1 BID Schedule

Bid Reference	
Publication details	The tender form can be seen and downloaded from the website http://www.tripuratenders.gov.in .
Estimated Tender Value	Approximately Rs. 1,00,00,000/- (One Cr)
Tender fees	NIL. Tender document can be downloaded free of cost from www.tripuratenders.gov.in .
Bid Security (EMD)	INR 2,00,000.00
EMD Exemption	Only Tripura based MSME agencies will get the exemption on EMD submission
Date of Publication of Tender	08.03.2021
Last Date of Receiving Queries by mail at destripura@gmail.com	10.03.2021, 3.00 PM
Pre-Bid meeting if any	12.03.2021, 11.30 AM in the office of TRLM
Date of publication of corrigendum if any	15.03.2021
Bid Submission start date	08.03.2021
Last Date and Time for Submission of e-Bids	20.03.2021, 4.00 PM
Date & Time of Opening of Pre-Qualification and Technical Bids	22.03.2021, 11.00 AM
Contact email	ceotrlm@gmail.com
Contact Tele / Fax	0381-2976146 (Between 10.00 Hours to 17.50 Hours)

2 Section 2 – Introduction

2.1 About TRLM

Tripura Rural Livelihood Mission (TRLM) Society is a registered Society under Society Registration Act XXI of 1860 established by the Rural Development Department, Government of Tripura for implementation of National Rural Livelihood Mission in the State. Tripura Rural Livelihood Mission aims to social and economic empowerment of the rural poor and women of the State. The Mission is having two-pronged approach –

Social Empowerment through Self sustained community institution.

Economic Empowerment through gainful and sustainable livelihoods to poor and women.

Mission of TRLM is “To reduce poverty by enabling the poor households to access gainful self-employment and skilled wage employment opportunities, resulting in appreciable improvement in their livelihoods on a sustainable basis, through building strong grassroots institutions of the poor.”

2.2 Objective of this RFP

Tripura Rural Livelihood Mission (TRLM) Govt. of Tripura invites electronic bids (e-Tender) from Original Equipment Manufacturers (O.E.Ms.) / Principal National Distributors / Country Channel Partners in India (in case of imported equipment) / Authorized Dealers / Distributors/ Channel Partners/ Registered ICT Company for Supply and installation of ICT Equipment for TRLM, Govt. of Tripura.

2.3 Cost of the RFP

The Bidder may download the RFP free of cost from www.tripuratenders.gov.in. The interested bidder shall bear all costs associated with the preparation and submission of its bid and TRLM will, in no case, be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

The Bidders can submit the bid response through e-tender portal www.tripuratenders.gov.in only.

2.4 Ownership of this RFP

The content of this RFP is a copyright material of Tripura Rural Livelihood Mission (TRLM). No part or material of this RFP document should be published on paper or electronic media without the prior written permission from TRLM.

2.5 Due Diligence

The Bidders are expected to examine all instructions, terms and specifications stated in this RFP. The Bid shall be deemed to have been submitted after careful study and examination of this RFP document. Failure to furnish all information or submission of a bid not responsive to this RFP will be at the Bidders risk and may result in rejection of the bid. TRLM is not bound to disclose the grounds for rejection of Bid. The decision of the TRLM regarding the final declaration of the successful Bidder shall be final.

The Bidder is requested to carefully examine the RFP documents and the terms and conditions specified therein, and if there appears to be any ambiguity, contradictions, inconsistency, gap and/or discrepancy in the RFP document, Bidder should seek necessary clarifications through Pre-Bid queries.

3 Section 3 – Scope of Work

3.1 Procurement of ICT Equipment

The listsofhardware are to be suppliedatTRLM, Govt. of Tripura,Agartala and other locations in Tripura.

Location wise tentativequantities of equipment to be supplied are given below though the number of ordered items may vary.

Warranty Support: The selected agency will provide onsite warranty support at District Head Office (State Level: District Magistrate Office premise).

Sl No	Name of the item	Tentative quantity	Location
1	Display Monitor	1	West Tripura: 1
2	Tablets	5	West Tripura: 5
3	All-in-One Desktop	1	West Tripura: 1
4	Laptop: Category A	1	West Tripura: 1
5	Laptop: Category B	2	West Tripura: 2
6	Laptop: Category C	15	West Tripura: 15
7	Laptop: Category D	8	North Tripura: 1 Unakoti: 1 Dhalai: 1 Khowai: 1 West Tripura: 1 Sepahijala: 1 Gomati: 1 South Tripura: 1
8	Multi-Functional Printer (MFP)	59	North Tripura: 9 Unakoti: 5 Dhalai: 3 Khowai: 7 West Tripura: 15 Sepahijala: 8 Gomati: 5 South Tripura: 7
9	Desktop Computer	116	North Tripura: 17 Unakoti: 9 Dhalai: 12 Khowai: 13 West Tripura: 22 Sepahijala: 15 Gomati: 16 South Tripura: 12

3.2 Detailed Technical Specifications

All technical parameters of Hardware's are mandatory. No downward deviation will be allowed. In case of any downward deviations are found in Specification of these items, the bid will be summarily rejected. If any discrepancies are observed by the bidder in technical specification, the bidder should raise queries in pre-bid meeting.

DETAILED TECHNICAL SPECIFICATIONS FOR MATERIALS. The item wise below mentioned specification is minimum requirement. Higher specification offered will be accepted.

3.1.1 Display Monitor

Particulars	Specification
Display Resolution	1920x1080FHD, 27 inches
Display Technology	1920x1080FHD, FHD, Viewing angle 178 degree, horizontal 178 degree vertical
Panel	IPS panel, FHD
Display Ratio	16:09
Brightness	350 cd/m ²
Input Connectors	HDMI (HDCP), Display Port (Display Port 1.2 mode), Mini Display Port (HDCP), 2xUSB 3.0 downstream (Type A) USB 3.0 upstream (Type B), 2xUSB 3.0 downstream with battery Charging 1.2 (Type A), Audio line out (Mini Jack), DisplayPort, HDMI, VGA, and a 3-port USB hub
Screen Coating	Anti-Glare, 3H Hard Coating
Contrast Ratio	1300:01:00
Display Position Adjustment	Height, Pivot (Rotation), Swivel, tilt
Complaint Standards	Plug and play, DDC/CI, ROHS, NFPA 99, Halogen-free, EDID compatible, HDCP 2.2
Power Consumption	68 W (maximum), 32 W (typical), 0.5 W (standby)
Ports and connection	Ports and Connectors 2 USB 3.0; 1 USB Type-C™ (upstream, power delivery up to 15 W)
Warranty	3 Years

3.1.2 Tablets

Particulars	Specifications
Processor	Android 10 operating system with 2.3 GHz Octa core processor or better
Operating System	Android
Battery	Integrated 7040mAh or higher
RAM	4GB
Hard Drive	64GB internal memory
External Memory	Up to 1TB using a microSD card
Display	10.4 inch or higher TFT with 2000 x 81200 pixels resolution, Pen Support
Network	2G GSM, 3G UMTS, 4G TDD LTE, 4G TDD LTE, wifi+4G, Bluetooth 5.0

Wifi	802.11 a/b/g/n/ac 2.4 G+5ghZ, VHT80 MU MIMO WIFI
VIDEO	MP4, M4V, 3GP, WMV, ASF, AVI, FLV, MKV
Camera	Front 5MP + Rear 8.0MP or higher
Weight	Max 500 GM
Warranty	1 year

3.1.3 All-in-One Desktop PC

Particulars	Specifications
Processor	Intel Corei5-10210U with Intel UHD Graphics (1.6 GHz base frequency, up to 4.2 GHz with IntelTurbo
OS	Windows 10 Pro 64 BIT
Graphics	Integrated: Intel UHD Graphics; Intel UHD Graphics 605
RAM	8GB DDR4 RAM Expandable up to 32 GB, Memory slots: 2 SODIMM
HDD	1TB 7200 rpm SATA
Display	21.5" diagonal FHD IPS widescreen LCD anti-glare WLED-backlit, 250 nits (1920 x 1080)
Audio	Realtek ALC3247 codec, high performance internal speaker, combo microphone/headphone jack, line-in and line-out rear ports (3.5 mm)
Expansion slots	1 M.2 2230; 1 M.2 2280; 1 SATA storage connector (1 M.2 slot for WLAN and 1 M.2 2280 slot for storage.)
Ports and Connections	Rear: 1 HDMI-out 1.4; 1 headphone/microphone combo; 1 power connector; 1 RJ-45; 2 USB 2.0; 2 USB 3.2 Gen 1 Bottom: 1 3-in-1 SD card reader
Lan Network Interface	Integrated Realtek RTL8111HSH-CG GbE
Camera	Minimum 2MP pull-up webcam with integrated dual array digital microphone, maximum resolution of 2592 x 1944
Power	65 W external power adapter, up to 89% efficiency
Warranty	3 years

3.1.4 Laptop: Category A

Particulars	Specifications
PROCESSOR	Intel Core i7-10510U processor with Intel UHD Graphics (1.8 GHz base frequency, up to 4.9 GHz with Intel Turbo Boost Technology, 8 MB L3 cache, 4 core or higher, Motherboard: OEM logo to be embossed on the motherboard. No Stickers allowed.
OS	Windows 10 Professional 64BITpreloaded by OEM
Graphics	Integrated: Intel Premium UHD Graphics
RAM	8GB RAM, 2 SODIMM (Memory Slots)
HDD	512G SSD

Display	13.3INCHES, 13.3" diagonal FHD, IPS, anti-glare, WLED-backlit, eDP, touch screen, 250 nits, 45% NTSC (1920 x 1080), Camera: 720p HD camera; IR Camera
Wifi	Intel AX201 Wi-Fi 6 (2x2) and Bluetooth 5 Combo, vProor Intel XMM 7360 LTE-Advanced Cat 9
Battery	3-cell, 45Wh Li-ion
AC Adapter	65 W External AC power adapter; 45 W External AC power adapter;
Ports	2 USB 3.1 Type-C with Thunderbolt support, 2 USB 3.1 Gen 1 (1 charging), 1 headphone/microphone combo, 1 HDMI 1.4, 1 AC power, (HDMI cable sold separately),Optional Ports: 1 Smartcard reader (optional), 1 SIM card slot (optional)
Certificates	Energy star, FCC, ROHS, UL
Warranty	3 years.

3.1.5 Laptop: Category B

Particulars	Specifications
PROCESSOR	Intel Core i7-10510u or higher, Mother board: OEM logo to be embossed on the motherboard. No Stickers allowed.
OS	Windows 10 Home preloaded by OEM
Graphics	Integrated: Intel Premium UHD Graphics
RAM	8GB RAM, 2 SODIMM Memory Slots
HDD	1TB HDD
Display	39.62CM (15.6) FHD SVA anti-glare micro edge WLED BACKLIT (1920X1080)
Battery	Battery type: Life 3-cell, 41 Wh Li-ion, battery life: Up to 12 hours and 30 minutes
AC Adapter	65 W External AC power adapter; or 45 W External AC power adapter
WiFi	Intel Wireless AC 9560802.11a/b/g/ac(2x2) wifi and Bluetooth 5 Combo
Ports	2 USB 3.1 Gen 1, 1 USB 2.0, 1 HDMI 1.4b, 1 RJ-45, 1 headphone/microphone combo, 1 AC power, TPM 2.0, Security lock slots.
Certificates	Energy star, FCC, ROHS, UL
Warranty	3 years.

3.1.6 Laptop: Category C

Particulars	Specifications
Processor	Intel Core i5-10210U processor with Intel UHD Graphics (2.1 GHz base frequency, up to 4.1 GHz with Intel Turbo Boost Technology, 4 MB L3 cache, 2 cores)
OS	Windows 10 Home Single Language 64 preloaded by OEM.
Graphics	Intel UHD Graphics 620

RAM	8GB DDR4 RAM up gradable up to 32GB
HDD	1TB SATA HDD
Display	14: FHD 1920X1080 with IPS technology 14"
Wi-fi	Realtek 802.11ac (2x2) Wi-Fi and Bluetooth 4.2 Combo; Realtek 802.11ac (1x1) Wi-Fi and Bluetooth 4.2 Combo, Realtek 802.11ac (2x2) Wi-Fi and Bluetooth 5 Combo
Battery	Battery type 3 cell, 41 Wh Li-ion, battery life Up to 12 hours.
Weight	Weight of the laptop should be maximum of 1.6 Kg including battery. The same should be mentioned in the technical datasheet.
Webcam	True vision HD camera, TPM 2.0, Dual speakers
Chassis	The chassis material should be of Aluminum/Carbon Fibre.
USB	2 USB 3.1 Gen 1, 1 USB 2.0, 1 HDMI 1.4b, 1 RJ-45, 1 headphone/microphone combo, 1 AC power.
Certificates	ROHS,ENERGY STAR, UL
Warranty	3 years.

3.1.7 Laptop: Category D

Particulars	Specifications
Processor	Intel Core i5-10210U processor with Intel UHD Graphics (2.1 GHz base frequency, up to 4.1 GHz with Intel Turbo Boost Technology, 4 MB L3 cache, 2 cores). The motherboard should be from OEM and no stickers are allowed. OEM LOGO to be embossed on the motherboard.
OS	Windows 10 Home Single Language 64 preloaded by OEM.
Graphics	Intel UHD Graphics 620
RAM	8GB DDR4 RAM up gradable up to 32GB
HDD	1TB SATA HDD
Display	14: FHD 1920X1080 with IPS technology 14"
Wi-fi	Realtek 802.11ac (2x2) Wi-Fi and Bluetooth 4.2 Combo; Realtek 802.11ac (1x1) Wi-Fi and Bluetooth 4.2 Combo; Realtek 802.11ac (2x2) Wi-Fi and Bluetooth 5 Combo.
Battery	Battery type 3 cell, 41 Wh Li-ion, battery life Up to 12 hours.
Weight	Weight of the laptop should be maximum of 1.6 Kg including battery. The same should be mentioned in the technical datasheet.
Webcam	True vision HD camera, TPM 2.0, Dual speakers
Chassis	The chassis material should be of Aluminum/Carbon Fibre.
USB	2 USB 3.1 Gen 1, 1 USB 2.0, 1 HDMI 1.4b, 1 RJ-45, 1 headphone/microphone combo, 1 AC power.
Certificates	ROHS,ENERGY STAR, UL
Warranty	3 years.

3.1.8 Multifunctional Printer (MFP)

Particulars	Specifications
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Printer Types	AIO, Print, Scanner, Copier, Scanner Flatbed+ADF(50- sheets ADF simplex scanning)
Connectivity	Wi-fi, Hi speed USB 2.0, gigabit ethernet 10/100/1000
Pages per Minute	35ppm (A4) or higher
Pages Size	A4,B5,A5, letter, executive, envelopes C5/COM10/DL, Monarch
Print Resolution	1200x1200
Duplex Print	Auto Duplex
Pages yield	1500 sheets or more
Tonner type	Composite tonner
Memory	Standard 512 MB DDR, 512 MB Flash
Processor	1200Mhz or higher
Warranty	3 years

3.1.9 Desktop PC

Particulars	Specification
PROCESSOR	Intel Core i3-10100 with Intel UHD Graphics 630 (3.6 GHz base frequency, up to 4.3 GHz with IntelTurbo Boost Technology, 6 MB L3 cache, 4 cores) or higher
OS	Windows 10 Home preloaded by OEM
Audio	Realtek ALC3601 codec, optional internal speaker, combo microphone/headphone jack
Expansion Slots	1 PCIe x1, 1 PCIe x16, 2 M.2 (1 M.2 slot for WLAN and 1 M.2 2242/2280 slot for storage)
Motherboard	Chipset compatible business class chipset and Motherboard: OEM logo to be embossed on the motherboard. No Stickers allowed.
Graphics	Intel UHD Graphics 630 with shared graphics memory
RAM	4GB DDR4 at 2933 Mhz expandable upto 64 Gb
HDD	1TB HDD
Wireless and communications	802.11bgn+ Bluetooth 4.2,1x1
Form Factor	Small Form factor
Ports and connectors	Minimum 8 USB ports of which 4 nos. should be superspeed and 2nos. USB 3.2 Gen2, 1 HDMI, 1 RJ 45, 1 serial, 1 VGA, 1 microphone combo
Power Supply	Maximum 200W internal power supply, up to 90% efficiency, active PFC
Keyboard and mouse	OEM keyboard and mouse
Certificates	Energy star, FCC, ROHS, UL
Display	OEM 21.5 inches Full HD LED backlit
Warranty	3 years.

4 Section 4 – Eligibility Criteria

4.1 Pre-requisite

The Bidder should possess the requisite experience, resources and capabilities in providing the services necessary to meet the requirements, as described herein. The Bidder should also possess the technical know-how and the financial wherewithal that would be required to complete the scope of work. The Bid must be complete in all respects and should cover the entire scope of work as stipulated in the document. Bidders not meeting the Eligibility Criteria will not be considered for further evaluation.

***** Consortium is not allowed.**

4.2 Minimum Eligibility Criteria

The invitation to Bid is open to all Bidders who qualify the Minimum Eligibility Criteria as given below:

- 4.1.1 The Bidder (consortium is not allowed) shall either be a Company/ agency/ firm having trade license, having valid GST Certificate and Permanent Account Number (PAN) issued by Income Tax Department.
- 4.1.2 The bidder should be an established Information Technology company / IT System Integrator/Firm in India and should have been in the business of supplying of ICT equipment for a period exceeding five years as on date of floating the Tender. (as per Registration certificate/ Trade License / Govt. work order).
- 4.1.3 Bidder must have an average annual turnover of at least Rs. 5 (five) crores or more on average of the 3 financial years ended on 31/03/2019, 31/03/2018 and 31/03/2017. Tripura based MSME must have an average annual turnover of at least Rs. 1 (one) crore or more on average of the 3 financial years ended on 31/03/2019, 31/03/2018 and 31/03/2017.
- 4.1.4 OEM Authorization letter mandatory (specifically for this tender reference) for the item of Desktop PC, Laptop, MFP Printer.
- 4.1.5 The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Central / State Government/Government agencies/ PSUs etc.
- 4.1.6 OEM must have authorized service center in Tripura for Desktop PC, MFP Printer. Proof for the same must be uploaded.
- 4.1.7 Data sheets for all the items must be uploaded.
- 4.1.8 Self-declaration indicating delivery period of the equipment.
- 4.1.9 Annexures must be properly filled and uploaded.

Failure to provide the desired information and documents will lead to disqualification of the Bidder. The agencies who have participated in 1st call of same tender, they may utilize same documents for participating in 2nd call.

5 Section 5 – Instruction to Bidders

5.1 RFP

RFP shall mean Request for Proposal. Bid, Tender and RFP are used to mean the same.

The Bidder is expected to examine all instructions, forms, Terms and Conditions and technical specifications in the Bidding Document. Submission of a Bid not responsive to the Bidding Document in every respect will be at the Bidder's risk and may result in the rejection of its Bid without any further reference to the Bidder.

5.2 Clarifications of Bidding Documents

A prospective Bidder requiring any clarification of the Bidding Documents may notify TRLM by email any time prior to the deadline for receiving such queries as mentioned in Section 1. The replies/clarifications will be uploaded on www.tripuratenders.gov.in.

Bidders should submit the queries only in the format given below:

Sl No	Page No	Clause No	Description	Clarification sought	Additional remarks

5.3 Amendment of Bidding Documents

At any time prior to the deadline for submission of Bids, TRLM may for any reason, whether at its own initiative or in response to a clarification requested by a Bidder, amend the Bidding Documents.

Amendments will be provided in the form of Addenda/ Corrigendum to the Bidding Documents, which will be published on e-tender portal. Addenda / Corrigendum will be binding on Bidders. It will be assumed that the amendments contained in such Addenda/ Corrigendum had been taken into account by the Bidder in its Bid.

In order to afford Bidders reasonable time in which to take the amendment into account in preparing their bids, TRLM may, at its discretion, extend the deadline for submission of the Bids, in which case, the extended deadline will be published on e-tender portal.

From the date of issue, the Addenda / Corrigendum to the tender shall be deemed to form an integral part of the RFP.

5.4 Bid Price

Prices would be inclusive of all taxes, duties levies, GST and fees whatsoever.

5.5 Earnest Money Deposit (EMD) / Bid Security

Earnest Money Deposit (EMD) of Rs 2,00,000/- (Rupees Two Lakh only) is to be paid electronically over the Online Payment facility provided in the e-tender Portal by using Online Net Banking facility via e-tender portal only. Tripura based MSME certified agencies are exempted from submitting the EMD. To get the exemption, the interested agencies should upload relevant supporting document.

5.6 Return of EMD

EMD of L1 and L2 bidders will be retained by the Tender Inviting Authority (TIA). Other bidders EMD will be returned automatically by the portal in their bank Account. EMD belonging to the 2nd lowest bidder will be **refunded online in his bank account** after "Award of Contract" is executed in the portal with the L1 bidder.

5.7 Forfeiture of EMD

The EMD made by the bidder will be forfeited if:

- The Bidder withdraws his Bid before opening of the Bids.
- The Bidder withdraws his Bid after opening of the Bids but before Notification of Award.
- Failure to accept the order by the Selected Bidder within 14 days from the date of receipt of the Notification of Award makes the EMD liable for forfeiture at the discretion of TRLM. However, TRLM reserves its right to consider at its sole discretion the late acceptance of the order by selected Bidder.

If a Bidder makes any statement or encloses any form which turns out to be false, incorrect and/or misleading or information submitted by the Bidder turns out to be incorrect and/or conceals or suppresses material information.

5.8 Period of Validity of Bids

Bids shall remain valid for a period of 180 days after the date of bid opening or as may be extended from time to time. TRLM holds the right to reject a bid valid for a period shorter than 180 days as non-responsive, without any correspondence.

5.9 Extension of Period of Validity

In exceptional circumstances, prior to expiry of the bid validity period, TRLM may request the Bidder's consent to an extension of the validity period. The request and response shall be made in writing. Extension of validity period by the Bidder should be unconditional and irrevocable. The EMD provided shall also be suitably extended. A Bidder may refuse the request without forfeiting the bid Security.

5.10 Procedure for submission of bids

The Bid shall be submitted in 4 (Four) parts, post registration in the <http://www.tripuratenders.gov.in> as under:

PART-I:

EMD are to be paid electronically over the online Payment mode provided in the Portal. Bidders seeking exemption should upload relevant supporting document.

PART-II: Pre-Qualification Documents.

The Tender document shall be downloaded by the Bidder, digitally signed and upload the same for submission of "Pre-Qualification" during actual bidding session, which will be regarded as equivalent to signing all pages of the Tender Document.

All documents to be submitted for Pre-qualification as mentioned in the DNIT, are free-format except "Bill of Quantity (BoQ)" which is in xls format for financial bid.

For all the free-format documents, Bidder is expected to scan the relevant documents into PDF format (in 100 dpi scan resolution).

PART-III:

TECHNICAL BID: All relevant document as per the technical qualifying marks as mentioned in this RFP.

PART-IV: Financial Bid.

Financial Bid will be considered for evaluation for those Bidders who have cleared the Part-II & Part-III.

N.B.: Hard copy of Prequalification documents and Technical Bid document are not required to be submitted by the bidder.

All entries in the tender forms should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. No corrections including overwriting or striking out will be permitted in the Bid document. In such cases, the tender shall be summarily rejected.

No modification or substitution of the submitted bids shall be allowed. The Bids shall be opened on the scheduled date and time at Tripura Rural Livelihood Mission, Rural Development Department, Government of Tripura, Chief Executive Officer, State Mission Management Unit (SMMU), Near Bholagiri Ashram, Opposite to OPFO Office, Agartala 799006 in the presence of the representatives of the bidders, if any, who are present on the spot at that time. No separate intimation shall be sent to bidders for the same.

The bidders are required to upload photocopies of the supporting documents, self-certified by the authorized representative of the bidder on the e-Tender website.

A bid submitted without paying the EMD/ EMD Exemption supporting document and incomplete or conditional bids shall not be considered and the same will be rejected.

There should be no cutting/overwriting in the Tenders/Quotations.

The TRLM reserves the right to accept or reject any Tender / Quotation in full or in part in case of incomplete quotations and also without assigning any reason thereof. In case of any dispute, decision of the TRLM will be final and binding.

The TRLM reserves the right to retain bids once submitted.

5.11 Bid Currency

All prices shall be expressed in Indian Rupees only.

5.12 Bid Language

The Bid shall be in English Language.

5.13 Extension of Deadline for submission of Bid

TRLM may, at its discretion, extend this deadline for submission of bids by amending the Bidding Documents which will be intimated through e-tender portal, in which case all rights and obligations of TRLM and Bidders will thereafter be subject to the deadline as extended.

5.14 Right to Reject, Accept/Cancel the bid

TRLM reserves the right to accept or reject, in full or in part, any or all the offers without assigning any reason whatsoever.

TRLM does not bind itself to accept the lowest or any Bid and reserves the right to reject all or any Bid or cancel the RFP without assigning any reason whatsoever. TRLM also has the right to re-issue the RFP without the Vendors having the right to object to such re-issue.

5.15 Contacting TRLM

From the time of Bid opening to the time of Work Order award, if any Bidder wishes to contact TRLM for seeking any clarification any matter related to the Bid, it should do so in writing by seeking such clarifications from an authorized person. Any attempt to contact TRLM with a view to canvas for a Bid or put any pressure on any official of the TRLM may entail disqualification of the concerned Bidder or his/her Bid.

6 Section 6 – Bid Opening and Evaluation

6.1 Opening of Bids

Bids will be opened in 2 phases:

Stage 1 –In the first phase the Eligibility Criteria of bids and the Technical Bids.

Stage 2 –In the second phase the Commercial Bids will be opened.

6.2 Opening of Minimum Eligibility Criteria Bids and Technical Bids

- TRLM will open Technical bids in the presence of Bidders representative(s) who choose to be present on the date, time and address mentioned in Section 1 or as amended by TRLM from time to time.
- The representatives of the Bidders have to produce an authorization letter from the Bidders by way of letter or email to represent them at the time of opening of Eligibility bids. Only one representative will be allowed to represent each Bidder. In case the Bidders representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the TRLM.
- The Bidders representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for TRLM, the bids shall be opened at the appointed time and place on next working day.

6.3 Opening of Commercial Bids

- Only those Bids that are technically qualified will be eligible for opening of commercial bids and will be intimated the date, time and address for opening of Commercial Bids.
- The representatives of the Bidders have to produce an authorization letter from the Bidder/ Identity Cards to represent them at the time of opening of Commercial bids. Only one representative will be allowed to represent each Bidder. In case the Bidders representatives are not present at the time of opening of bids, the bids will still be opened at the scheduled time at the sole discretion of the TRLM.
- The bidders representatives who are present shall sign the register evidencing their attendance. In the event of the specified date of bid opening being declared a holiday for TRLM, the bids shall be opened at the appointed time and place on next working day.

6.4 Preliminary Examination of Technical Bids

- TRLM will examine the Bids to determine whether they are complete, whether required information have been provided as underlined in the Bid document and whether Bids are generally in order.
- Eligibility and compliance to all the forms and Annexure would be the first level of evaluation. Only those Bids which comply to the minimum eligibility criteria will be taken up for further technical evaluation.
- TRLM may waive any minor informality, non-conformity or irregularity in a bid that does not constitute a material deviation provided such waiver does not prejudice or affect the relative ranking of any Bidder.
- If a Bid is not substantially responsive, it will be rejected by TRLM and may not subsequently be made responsive by the Bidder by correction of the nonconformity.
- TRLM may interact with the Customer references submitted by Bidder, if required.

6.5 Evaluation of Technical Bids

The Technical Evaluation will be based on the following broad parameters:

- Compliance to Technical Requirement stipulated in the RFP, duly supported by documentary evidence will be evaluated in detail.
- Written reply, if any, submitted in response to the clarification sought by TRLM, if any, will be reviewed.
- TRLM may interact with the Customers, whose references have been submitted by the Bidder, if required.
- TRLM will give mark to technical bid submitted by the bidder as per the technical evaluation marking given in this RFP.
- Bidder scoring 70 or more will be declared as technically qualified.

6.6 Technical Bid Evaluation criteria

Sl.	Criteria	Max Marks	Sub-Head
1	Years of existence of the bidder (as per registration certificate / trade license/ govt. work order)	20	More than 5 Year but less than 7 Year = 14 More than 7 Year but less than 9 year = 17 More than 9 year = 20
2	Work experience in last 5 years (supply order/ work order must be uploaded)	20	Up to 3 work orders = 14 marks Up to 5 work orders = 17 marks More than 5 work orders = 20 marks
3	Delivery period (self-declaration to be submitted)	20	More than 30 days but less than 45 days = 14 Less than 30 days = 20
4	The bidder having ISO certification	10	Yes = 10 marks No = 0 marks
5	The bidder having own OEM authorized service center at Tripura	10	Laptop = 3 Desktop = 4 MFP = 3
6	The bidder having supply order of Tripura Govt department/ organization.	20	Up to 3 work orders = 14 marks Up to 5 work orders = 17 marks More than 5 work orders = 20 marks

6.7 Evaluation of Commercial Bids

After evaluating the Technical Bids, TRLM shall notify the bidders whose Technical Bids were considered and acceptable to TRLM, indicating the date, time and place for opening of the Commercial Bids. Bidder's representative (maximum 2 persons) may attend the commercial bid opening at TRLM office at Agartala.

Scores of the Commercial evaluation would be weighted on L1 basis. The bidder quoted lowest (in grand total amount for all item together) will be marked as L1 and so on. L1 bidder will be considered for award of supply order.

7 Section 8 – Terms and Conditions

7.1 Notification of Award/ Work Order

After selection of the L1 bidder and after obtaining internal approvals and prior to expiration of the period of Bid validity, TRLM will send Letter of Intent to the selected Bidder.

7.2 Taxes and Duties

All taxes deductible at source, if any, at the time of release of payments, shall be deducted at source as per prevailing rates while making any payment.

7.3 Delivery schedule

The successful bidder has to supply the items within 45days from the date of issuance of supply order.

7.4 Penalty for default in delivery

Activity	Penalty clauses
Acceptance of work order	If work order is not accepted by the selected bidder, TRLM will forfeit the EMD, may bar the agency in future participation in tender process of TRLM or any other action deemed so by the authority.
Supply of ICT Equipment	Delay of supply of items: 0.5% of supply order value will be penalty for each week delay. If delay is more than one month, TRLM may cancel the supply order and may take any other appropriate suitable action.

7.5 Performance Bank Guarantee

The selected agency will submit Performance Bank Guarantee of Rs.2,00,000/- (Two Lakh Only) from any commercial bank to the Tripura Rural Livelihood Mission Society having a branch in Agartala, Tripura within one month from the date of work order.

7.6 Payment Schedule

Payment Terms	Percentage of payment
Delivery of Equipment	60% of delivered items
Installation of Equipment	40% of the delivered items
Part-Delivery and Part-Payment	Item wise full delivery and installation – Full payment for that particular item

7.7 Repeat Order

TRLM has the right to place repeat order with the selected agency for additional equipment at the unit rates in respect of that category, finalized as per the terms and conditions of the RFP.

7.8 Exit option and contract re-negotiation

- TRLM reserves its right to cancel the order in the event of happening of one or more of the situations as mentioned in the “Order Cancellation” clause.
- Notwithstanding the existence of a dispute, and/or the commencement of arbitration proceedings, the Bidder should continue to provide the facilities to TRLM at the site.

- Reverse transition mechanism would be activated in the event of cancellation of the contract or exit by the parties prior to expiry of the contract. The Bidder should perform a reverse transition mechanism to TRLM or its selected vendor. The reverse transition mechanism would facilitate an orderly transfer of services to TRLM or to an alternative 3rd party / vendor nominated by TRLM. Where TRLM elects to transfer the responsibility for service delivery to a number of vendors, TRLM will nominate a service provider who will be responsible for all dealings with the Bidder regarding the delivery of the reverse transition services.

7.9 Bidders Liability

The selected Bidder will be liable for all the deliverables.

The Bidder's aggregate liability in connection with obligations undertaken under the supply order, regardless of the form or nature of the action giving rise to such liability (whether in contract, tort or otherwise), shall be at actual and limited to the value of the supply order.

The Bidder's liability in case of claims against TRLM resulting from gross misconduct or gross negligence of the Bidder, its employees, contractors, and subcontractors or from infringement of patents, trademarks, copyrights or such other Intellectual Property Rights or breach of confidentiality obligations shall be unlimited.

7.10 Effect of Termination

- The Bidder agrees that it shall not be relieved of its obligations under the reverse transition mechanism notwithstanding the termination of the assignment.
- Same terms (including payment terms) which were applicable during the term of the contract should be applicable for reverse transition services
- The Bidder agrees that after completion of the Term or upon earlier termination of the assignment the Bidder shall, if required by TRLM, continue to provide facility to TRLM at no less favorable terms than those contained in this RFP. In case TRLM wants to continue with the Bidder's facility after the completion of this contract then the Bidder shall offer the same terms to TRLM.
- TRLM shall make such prorated payment for services rendered by the Bidder and accepted by TRLM at the sole discretion of TRLM in the event of termination, provided that the Bidder is in compliance with its obligations till such date. However, no payment for "costs incurred, or irrevocably committed to, up to the effective date of such termination" will be admissible. There shall be no termination compensation payable to the Bidder.
- TRLM may make payments of undisputed amounts to the Bidder for services rendered till the effective date of termination. Termination shall be without prejudice to any other rights or remedies a party may be entitled to hereunder or at law and shall not affect any accrued rights or liabilities or either party nor the coming into force or continuation in force of any provision hereof which is expressly intended to come into force or continue in force on or after such termination.
- Upon cancellation of contract/completion of period of service, the Bidder should do peaceful handover of the legal possession of all the assets provided and obtain discharge from TRLM. TRLM also reserves the right to assign or allot or award the contract to any third party upon cancellation of the availed services.

7.11 Force Majeure

If either party is prevented, restricted, delayed or interfered by reason of: a) Fire, explosion, cyclone, floods, droughts, earthquakes, epidemics; b) War, revolution, acts of public enemies, blockage or embargo, riots and civil commotion; c) Any law, order,

proclamation, ordinance or requirements of any Government or authority or representative of any such Government, including restrictive trade practices or regulations; d) Strikes, shutdowns or labour disputes which are not instigated for the purpose of avoiding obligations herein; Or e) Any other circumstances beyond the control of the party affected; then notwithstanding anything here before contained, the party affected shall be excused from its performance to the extent such performance relates to prevention, restriction, delay or interference and provided the party so affected used its best efforts to remove such cause of non-performances, and when removed the party shall continue performance with the utmost dispatch.

Each of the parties agrees to give written notice forthwith to the other upon becoming aware of an Event of Force Majeure, the said notice to contain details of the circumstances giving rise to the Event of Force Majeure. If the Event of Force Majeure shall continue for more than twenty (20) days either party shall be entitled to terminate the Agreement at any time thereafter without notice.

Notwithstanding the provisions of the Statement of Work (SoW), the successful bidder or TRLM shall not be liable for penalty or termination for default if and to the extent that its delays in performance or other failure to perform its obligations under the contract is the result of Force Majeure. For purposes of this clause, "Force Majeure" means an event beyond the control of the successful bidder and not involving TRLM or the successful bidder's fault or negligence and not foreseeable. Such events may include, but not restricted to wars, revolutions, epidemics, natural disasters etc.

If force majeure situation arises, the successful bidder shall promptly notify TRLM in writing of such condition and cause thereof. Unless otherwise directed by TRLM in writing, the successful shall continue to perform its obligations under contract as far as possible.

Neither party shall have any liability to the other in respect of the termination of this Agreement as a result of an Event of Force Majeure.

7.12 Resolution of Disputes

All disputes or differences arising out of or in connection with the Contract between TRLM and the Bidder shall be settled amicably through good-faith negotiation between senior management of both parties. If, however, the parties are not able to resolve them, the same shall be settled by Arbitration in accordance with the applicable Indian Laws, and the award made in pursuance thereof shall be binding on the parties. Any appeal shall be subject to the exclusive jurisdiction of courts at Agartala, Tripura. The Governing Law is of India.

TRLM and the Bidder 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/ Work Order. If, TRLM and the Bidder have been unable to resolve amicably a Contract dispute even after a reasonably long period, either party may require that the dispute be referred for resolution to the formal mechanisms specified herein below. These mechanisms may include, but are not restricted to, conciliation mediated by a third party and/or adjudication in an agreed national forum.

7.13 Compliance with Applicable Laws of India

The Bidder shall undertake to observe, adhere to, abide by, comply with and notify TRLM about all laws in force or as are or as made applicable in future, pertaining to or applicable to them, their business, their employees or their obligations towards them and all purposes of this Contract and shall indemnify, keep indemnified, hold harmless, defend and protect TRLM /officers/staff/personnel/representatives/agents from any failure or omission on its part to do so and against all claims or demands of liability and

all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from.

The Bidder shall promptly and timely obtain all such consents, permissions, approvals, licenses, etc., as may be necessary or required for any of the purposes of this project or for the conduct of their own business under any applicable Law, Government Regulation/Guidelines and shall keep the same valid and in force during the term of the project, and in the event of any failure or omission to do so, shall indemnify, keep indemnified, hold harmless, defend, protect and fully compensate TRLM and its employees/officers/staff/personnel/representatives/agents from and against all claims or demands of liability and all consequences that may occur or arise for any default or failure on its part to conform or comply with the above and all other statutory obligations arising there from and TRLM will give notice of any such claim or demand of liability within reasonable time to the Bidder.

7.14 Fraudulent and Corrupt Practice

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among Bidder’s (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the TRLM of the benefits of free and open competition.

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of project execution.

TRLM will reject a proposal for award if it determines that the Bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, the project.

7.15 Governing Language

All correspondences and other documents pertaining to this Agreement shall be in English only.

7.16 Addresses for Notices

Chief Executive Officer, State Mission Management Unit (SMMU), Near Bholagiri Ashram, Opposite to OPFO Office, Agartala 799006

8 Section 10 - Annexure

8.1 Annexure-I: Bid Offer Form

(Bidder's Letter Head)

BID OFFER FORM

Date:

To

Chief Executive Officer,

State Mission Management Unit (SMMU),

Near Bholagiri Ashram, Opposite to OPFO Office, Agartala 799006

Subject: RFP No.F.5(5)RD/TRLM/2019 dated: 06.03.2021 for "Selection of Agency for supply of ICT Equipment for TRLM."

Dear Sir,

We have examined the above referred RFP document. As per the terms and conditions specified in the RFP document, and in accordance with the schedule of prices indicated in the commercial bid and made part of this offer.

We acknowledge having received and studied all the following addenda / corrigenda to the RFP document.

While submitting this bid, we certify that:

1. Prices have been quoted in INR.
2. The prices in the bid have not been disclosed and will not be disclosed to any other bidder of this RFP.
3. We have not induced nor attempted to induce any other bidder to submit or not submit a bid for restricting competition.
4. We agree that the rates / quotes, terms and conditions furnished in this RFP are for TRLM.

Yours sincerely,

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Company/Firm:

Address

8.2 Annexure-II: Make and Model of offered items

Sl No	Name of the item	Make (Brand)	Model
1	Display Monitor		
2	Tablets		
3	All-in-One Desktop		
4	Laptop: Category A		
5	Laptop: Category B		
6	Laptop: Category C		
7	Laptop: Category D		
8	Multi-Functional Printer (MFP)		
9	Desktop Computer		