

RE-TENDER FORM

**SUPPLY AND INSTALLATION OF WEB BASED SCHOOL
MANAGEMENT ERP, ONLINE MODULE, SCHOOL WEBSITE
AND MOBILE APP
AT
ALL THREE DELHI BASED AIR FORCE SCHOOLS**

Date of issue of Tender Form : 05 Aug 2024
Last date for submission of tender : 20 Aug 2024 (Till 1100hrs)
Tender opening Date/Time : 21 Aug 2024 (1100hrs)
Tender cost : Rs. 1000/- (Cash/Online)

Signature and seal of tenderer

RE-TENDER NOTICE AND SCHEDULE OF EVENTS

1. Sealed Bids are hereby invited under two bid systems (Technical Bid and Financial Bid) from reputed and experienced firms/contractors/agency possessing valid licenses and are in the business of **WEB BASED SCHOOL MANAGEMENT ERP, ONLINE MODULE, SCHOOL WEBSITE AND MOBILE APP** at three Delhi based Air Force Schools.

Name of the Work	Supply & Installation for Web Based School Management ERP, On line Module, School Website and Mobile App at three Delhi based Air Force Schools
Tender Submission Cost (Non-refundable)	Rs.1,000/- (Cash/Online)
EMD amount to be deposited	Rs. 50,000/- (Rupees Fifty Thousand Only)
Completion Period	45 days
Downloading of Tender Document from school's website	04 Aug 2024 onwards
Last date for submission of Tender Form	20 Aug 2024 at 1100hrs
Postal Address for correspondence/sending bids	Air Force Bal Bharati School, Lodi Road, New Delhi - 110003
Opening of Tender	Part-A Technical Bid: The Technical Tender documents shall be opened on 21 Aug 2024 at 1100hrs in the presence of authorized representatives of the bidders.
	PART-B Financial Bid: Date of opening of Financial Bid will be intimated after evaluation and acceptance of the Technical Bid.
Contact person (for any clarifications)	Principal, AFBBS Tel No: 011- 43565950, 43597238 (0900hrs to 1400hrs)

2. Chairman Management Committee, AF Schools may issue addendum(s)/corrigendum(s) to the tender documents through the school's website. Such addendum(s)/corrigendum(s) (if any) shall also be submitted, duly stamped and signed, along with the submission of the Tenders.

Signature and seal of tenderer

REQUEST FOR PROPOSAL

**CHAIRMAN MANAGEMENT COMMITTEE, AIR FORCE SCHOOLS,
SUBROTO PARK, NEW DELHI**
**INVITATION OF BIDS FOR (A) SUPPLY AND INSTALLATION OF WEB
BASED SCHOOL MANAGEMENT ERP, ONLINE MODULE, SCHOOL
WEBSITE AND MOBILE APP AT THREE DELHI BASED AF SCHOOLS**
**{(A) AIR FORCE BAL BHARATI SCHOOL (AFBBS), LODHI ROAD
(B) THE AIR FORCE SCHOOL (TAFS), SUBROTO PARK
(C) AIR FORCE GOLDEN JUBILEE INSTITUTE (AFGJI),
SUBROTO PARK, NEW DELHI}**

REQUEST FOR PROPOSAL (RFP) NO. 03 /2024-2025 DATED 04 Aug 2024

1. Chairman Management Committee (CMC), AF Schools invites sealed tenders from reputed vendors in Two (2)- Bid format (Technical bid and Financial Bid). The bidders interested in carrying out the said works are required to submit completed tender documents (Technical bid and Financial Bid) in sealed envelope super-scribing the name of the work as stated above (along with the name & address of the tenderer) which should be submitted or dropped in the tender box at office of **Air Force Bal Bharati School, Lodi Road, New Delhi- 110003**.
2. A Bid shall be opened in the presence of tenderers or their authorized representatives intending to attend the opening. Any tender received later than the time and date of submission of tenders shall be rejected and returned to the tenderer unopened.
3. This RFP is divided into five Parts as follows: -
 - (a) **Part I**. Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders, etc.
 - (b) **Part II**. Contains essential details of the scope of the works/ services required, such as the Schedule of Requirements (SOR), Technical Specifications, Delivery Period, Mode of Delivery and Consignee details.
 - (c) **Part III**. Contains Standard Conditions of RFP, which will form part of the Contract/Supply Order with the successful Bidder.
 - (d) **Part IV**. Contains Special Conditions applicable to this RFP and which will also form part of the contract/Supply order with the successful Bidder.
 - (e) **Part V**. Contains Evaluation Criteria and Format for Price Bids.
4. This RFP is being issued with no financial commitment and the Chairman Management Committee, AF Schools reserves the right to change or vary any part thereof at any stage. Chairman Management Committee, AF Schools also reserves the right to withdraw the RFP, should it become necessary at any stage.
5. You are requested to indicate your acceptance of the offer based on the terms and conditions as given out in the succeeding paragraphs and information contained in Appendices A, B, C, D, E to this RFP which are as follows: -

Signature and seal of tenderer

- (a) Terms and conditions for

SUPPLY AND INSTALLATION OF WEB BASED SCHOOL MANAGEMENT ERP, ONLINE MODULE, SCHOOL WEBSITE AND MOBILE APP at three Delhi based AF Schools is placed at Appendix 'A' .

- (b) Technical Bid Proforma for

SUPPLY AND INSTALLATION OF WEB BASED SCHOOL MANAGEMENT ERP, ONLINE MODULE , SCHOOL WEBSITE AND MOBILE APP at three Delhi based AF Schools is placed at Appendix 'B'

- (c) Financial Bid Proforma for

SUPPLY AND INSTALLATION OF WEB BASE SCHOOL MANAGEMENT ERP, ONLINE MODULE, SCHOOL WEBSITE AND MOBILE APP at three Delhi based AF Schools is placed at Appendix 'C'.

- (d) Certificate for undertaking of Patent Right as annexed at Appendix 'D'.
 (e) Certificate for acceptance of tender/Undertaking as annexed at Appendix 'E'.
 (f) Certificate for annual turnover by CA as annexed at Appendix 'F'.
 (g) Declaration of Experience certificate as annexed at Appendix 'G'.
 (h) Document & supporting to be enclosed for meeting the Eligibility Criteria is annexed at Appendix 'H'.
 (j) Declaration is annexed at Appendix 'J'.

6. The bidders are required to check and complete the following details in the table at the time of submission of their bids: -

Sl.No.	Details	Yes / No
(a)	Have you read and understood all the clauses mentioned in Part I to Part V of RFP?	
(b)	Have you filled the bids in clear terms?	
(c)	Is there any deviation from the terms and conditions of RFP?	
(d)	If (c) is yes, have you listed out the deviation?	
(e)	Have you submitted bids on time?	
(f)	Have you attached a blank cancelled cheque?	
(g)	Have you signed and stamped on each page of RFP for authentication and signing also indicates agreement with all Terms and conditions of RFP?	
(h)	Have you attached EMD?	

7. This RFP is being issued with no financial commitment and the Management Committee reserves the right to change or vary any part thereof at any stage. School also reserves the right to withdraw the RFP, should it become necessary at any stage.

Chairman Management Committee
 Air Force Schools
 Subroto Park, New Delhi-10

Signature and seal of tenderer

GENERAL INFORMATION

1. **Last date and time for depositing the Bids** – 20 Aug 2024 till 1100 hrs. The sealed Bids should be deposited by the due date and time. The responsibility to ensure this lies with the Bidder.
2. **Manner of depositing the Bids.** Sealed Bids should be either dropped in the Tender Box marked as “**BID FOR SUPPLY AND INSTALLATION OF WEB BASED SCHOOL MANAGEMENT ERP, ONLINE MODULE, SCHOOL WEBSITE AND MOBILE APP at three Delhi based Air force Schools**” or sent by registered post at the address given above so as to reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for postal delay or non-delivery/non-receipt of Bid documents. **Bids sent by FAX or e-mail will not be considered.**
3. **Location of the Tender Box.** The tender box will be located at Air Force Bal Bharati School, Main Guard Room. Only those Bids that are found in the tender box will be opened. Bids dropped in the wrong Tender Box will be rendered invalid.
4. **Place of opening of the Bids.** The bids will be opened in the office of the Principal, Air Force Bal Bharati School, Lodi Road, New Delhi. The Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. Rates and important Financial/Technical clauses quoted by all Bidders will be read out in the presence of the representatives of all the Bidders. The opening of bidding/tender form will not be postponed due to non-presence of your representative.
5. **Two-Bid system.** The General Eligibility and Technical Bids would be opened at the time and date mentioned above. The date of opening of the Financial Bids will be intimated after acceptance of the General & Technical bids. Technical Bids of only those firms will be opened whose General Bids are found compliant / suitable after technical evaluation is done by the school. Quality cost based system (QCBS) for bids shall be followed.
6. **Forwarding of Bids.** Bids should be forwarded by Bidders under their original memo/letter pad furnishing details like GST number, Bank address with NEFT/ RTGS Account, if applicable, etc. and complete postal & e-mail address of their office. They should also submit price bid Proforma as per the RFP, duly completed along with their bids. Both bids should be forwarded in a single envelope containing separate envelope for Technical, Financial and EMD.
7. **Clarification regarding contents of the Bids.** During evaluation and comparison of bids, the school may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in price or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

Signature and seal of tenderer

8. **Rejection of Bids.** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.

9. **Unwillingness to quote.** Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bid, failing which the defaulting Bidder may be delisted for the given range of items as mentioned in this RFP.

10. **Validity of Bids.** The Bids should remain valid until 90 days from the last date of submission of the Bids. No revision of Commercial Bid would normally be permitted after opening of the Technical Bid.

11. **Instructions to Bidders for filling up the Bids / Quotations.** The bidders shall be at liberty to visit, survey and study the scope of work / site and assess / understand the quantum of work before placing his bid for the contract. The bidders are advised to follow the following points so as to ensure non-rejection of Bids due to errors generally committed while filling the Technical and commercial Bids: -

(a) Bidders are to submit Financial Bid, Technical Bid and EMD in separate sealed envelopes, duly superscripted, wherein they should also super scribe the respective firm's name. All these three envelopes should be sealed in a single large envelope duly super scribed with the RFP Title, RFP No. and date of opening of bids and the name of firm. **In case General Eligibility, Technical Bid and Financial Bid are placed together in single envelope, the bid shall be liable for rejection.**

(b) All the clauses/columns of Technical Bid and Financial Bid are to be filled and the RFP should be submitted duly sealed and signed on all pages. The Bidders are to authenticate each page of the RFP with signature and seal of firm before submission.

(c) The Technical bids and Financial bids should not contain or indicate any conditional offer. Also, separate letters suggesting changes in rates quoted on the letterhead or the quotation form, whether upward or downward, will not be accepted after opening the quotations as per scheduled time and date and also may lead to rejection of quotation.

(d) Technical Bid Proforma as annexed at Appendix 'B' to this RFP is to be filled complete in all respects. The attested copies of required documents are to be mandatorily submitted along with the Technical Bid failing which the bid may be rejected.

(e) Financial Bid Proforma as annexed at Appendix 'C' to this RFP is to be filled complete in all respects.

(f) No over writing is allowed in the rates quoted in Financial bids. However, if the rate is to be amended, the old rate is to be encircled and new rate quoted separately and duly authenticated by the bidder.

(g) In Financial Bids the rates are to be quoted in words as well as in figures. In case of any ambiguity/discrepancy, the rates quoted in words shall be considered as final.

Signature and seal of tenderer

(h) The Financial bid should mandatorily be signed by authorized person and duly stamped with Firm's rubber seal. Failure to comply with this provision shall result in rejection of the Financial bid.

(j) Model ECS Mandate Format (Form DPM-11) is to be filled for electronic payment.

(k) The supporting documentary proofs is to be submitted along with the bids in respect of past performance statements/ completion report/ annual turnover/ experience certificate etc. as required vide Para 2 of this RFP or any other details as required in this RFP.

12. **Earnest Money Deposit**. Bidders are required to submit Earnest Money Deposit (EMD) for amount of **Rs. 50,000/- in favour of "Air Force Bal Bharati School"** along with their bids. The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government business as per Form DPM-16 (Available in MoD website and can be provided on request). EMD is to remain valid for a period of 90 days. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever only after the completion of the project. The EMD will be forfeited if the bidder withdraws or amends , impairs or derogates from the tender in any respect within the validity period of their tender .

13. The Lowest Acceptable Bid as per part V will be considered further for placement of contract / Supply order after complete clarification and price negotiations as decided by the School. The School will have the right to award contracts to different Bidders for being lowest in particular items. The School also reserves the right to do Apportionment of Quantity, if it is convinced that Lowest Bidder is not in a position to supply full quantity in stipulated time.

14. Bid Evaluation will be on QCBS (Quality Cost based Selection), wherein 70% Weightage is given to Quality (Technical Criteria) and 30% Weightage is given to financial criteria. Overall L1 will be considered on the basis of aggregate highest score. However, the L1 Bidder can be called upon by the Price negotiation committee before the final award of the contract.

Signature and seal of tenderer

PART II**ESSENTIAL DETAILS OF ERP MODULES /SERVICES REQUIRE****1. Schedule of Requirements (SOR) – Proposed Modules**

WEB BASED SCHOOL MANAGEMENT SOFTWARE	+ WEB PORTAL MANAGEMENT
<p>(a) Front Office Management</p> <p>(b) Online Registration & Admission</p> <p>(c) Student Information System</p> <p>(d) Examination & Result Preparation (KG-12th) CBSE Pattern/DoE</p> <p>(e) Attendance Management (Students)</p> <p>(f) Mobile Apps (Androids/IOS)</p> <ul style="list-style-type: none"> • Parent • Staff • Principal • Management <p>(g) Fee Collection Management (Different Category wise)</p> <p>(h) Online Fee Payment Integration:</p> <ul style="list-style-type: none"> • Through SBI ePay gateway only • Credit/Debit Card • (Master/Visa Cards/Rupay) • Net Banking (25+ Banks) • UPI <p>(j) SMS Alert Integration (Free 2.0 lac SMS)</p> <p>(k) Financial Accounting</p> <p>(l) Inventory Management</p> <p>(m) Transport Module</p> <p>(n) Staff Management & Payroll</p> <p>(o) Attendance/ Leave Management (Staff)</p> <p>(p) Online facility for staff recruitment process</p> <p>(q) Alumni Management</p> <p>(r) ERP System should provide the facility to integrate the following:</p> <ul style="list-style-type: none"> • Transport facility wherever necessary • SMS facility • Bio metric Devices • Payment Gateway 	<p>(s) School Online/Portal Management</p> <ul style="list-style-type: none"> ➤ Management Portal Management Information System ➤ Staff/Teacher Portal : Which makes available:- <ul style="list-style-type: none"> • My attendance visibility • My salary slip ➤ Students/Parent Portal: Which makes available: - <ul style="list-style-type: none"> • Online Reports Cards • News & Events • School Circular • Assignment/Homework • Parent-Teacher/School Communication • School Calendar • Personal Diary • Student Attendance details • Student's accounts (fee paid & paid details) • Online fee receipt & online tuition fee certificate, etc. <p>(t) Development and Maintenance of School website of each school of all the three Delhi Based Air Force schools.</p> <p>(u) The Scope of the work includes:</p> <ul style="list-style-type: none"> • Customization of modules with system study One-time System Study, providing digital documentation & regular maintenance with timely updates. • Development of integrated cloud-based software solution • Installing and commissioning the software • Data Migration (from Excel) • One-time entry of students & staff information (if required) • Training to staff (School Level-Online/Onsite) • The Bidder shall clearly indicate the period of completion/Go live of the project for school functionality • The successful completion period/Go Live of the said task should be adhered to as shall be mentioned during award of contract. <p>(v) One dedicated Manpower (Technical) deployed in each schools (AFBBS, TAFS and AFGJI)</p>

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2. **Technical Details:**

- (a) Requirement of installation and warranty as per School's directions.
- (b) Requirement of Technical documentation latest viz. ITR, ESIC, PF.
- (c) Requirement of on-site/equipment inspection: Yes.
- (d) The period of contract will be three years.
- (e) **Quality of Goods and Services.** The equipment/ product supplied/ replaced must be as per technical specifications given in Para 1 and of desired quality. Consistency in quality shall be maintained for the entire period.
- (f) The rate, duly approved by the competent authority, shall remain valid throughout the period of contract and no request to increase the rates during the period of contract, shall be entertained at any stage.
- (g) One resource coordinators should be dedicatedly deployed in each school i.e. AFBBS, TAFS & AFGJI to ensure smooth running of Web based school management ERP, Online Module, School website and Mobile App at three Delhi based Air Force Schools. The services provided would be Un-Interrupted and in case of the absence of the resource coordinator a stand by resource coordinator is to be provided to ensure smooth working.
- (h) School shall not be responsible for any financial loss or other damage or injury to any item or person deployed/supplied by the successful bidder in the course of their performing the duties at the school during the period of contract.
- (i) During contract period, any property of the School should not be damaged by the services provider, else service provider may be penalized.
- (j) The Service provider shall provide service from 8:00AM to 3:00 PM, Monday to Saturday, to keep the software in good working order. The customization of the software shall be carried out at the school location with due permission of school authority and no extra cost shall be charged to the school authority.
- (k) Installing package on Company's hosted server bank and configure the software including the importing of basic data.
- (l) Sample data run and preparation of POC (proof of concept) to establish the system in place to meet the functionality of the individual modules.
- (m) Providing adequate hands on experience to the staff to make them comfortable to handle the package at schools.
- (n) Data base back up will be taken at regular intervals by the company on web server in order to make sure the data security of Client at all times.
- (p) Providing 05 days comprehensive hands on training to the teachers /staff of the school to operate the web based ERP modules and Online portal.

3. **Two-Bid System** - In respect of Two-bid system, Bidders are required to furnish clause by clause compliance of specifications bringing out clearly the deviations from specification, if any. The Bidders are advised to submit the compliance statement as per Appendix 'B', 'C' and 'D'.

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4. **Delivery Period** – The delivery period for supply and installation would be 45 days from the on the effective date of issue of supply order. Please note that the supply order can be cancelled unilaterally by the school in case items are not received within the delivery period. Extension of the delivery period will be at the sole discretion of CMC, AF Schools, with the applicability of the LD clause.
5. **For Delivery and transportation** – N/A.
6. **Consignee Details** - Chairman Management Committee, AF Schools, Subroto Park, New Delhi – 110010.
7. **Payment Term**- Quarterly basis after completion of the each quarter on satisfactory performance and acceptance by the user.

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PART III**STANDARD CONDITIONS OF RFP**

The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Request for Proposal mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Bidder in the Contract) as selected by CMC, AF Schools. Failure to do so may result in rejection of the Bid submitted by the Bidder.

1. **Law.** The Contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.
2. **Effective Date of the Contract.** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.
3. **Arbitration.**
 - (a) All disputes or differences arising out of or in connection with the Contract shall be settled by bilateral discussions.
 - (b) Any dispute, disagreement or question arising out of or relating to the Contract or relating to implementation/installation or performance, which cannot be settled amicably, may be resolved through arbitration.
 - (c) The arbitrator shall be nominated in writing by Chairman Management Committee, AF Schools.
 - (d) The sole arbitrator shall have its seat in Delhi.
 - (e) The parties shall continue to perform their respective obligations under this contract during the pendency of the arbitration proceedings except in so far as such obligations are the subject matter of this said arbitration proceedings.
4. **Penalty for use of Undue influence.** The Bidder undertakes that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the School or otherwise in procuring the Contracts or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Contract or any other Contract with the Government of India for showing or forbearing to show favour or disfavor to any person in relation to the present Contract or any other Contract with the Government of India. Any breach of the aforesaid undertaking by the Bidder or any one employed by him or acting on his behalf (whether with or without the knowledge of the Bidder) or the commission of any offence by the Bidder or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle the School to cancel the contract and all or any other contracts with the Bidder and recover from the Bidder the amount of any loss arising

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from such cancellation. A decision of the School or his nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Bidder. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Bidder towards any officer/employee of the School or to any other person in a position to influence any officer/employee of the School for showing any favour in relation to this or any other contract, shall render the Bidder to such liability/ penalty as the School may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by the School.

5. **Agents / Agency Commission.** The Bidders confirms and declares to the School that the Bidder is the original manufacturer of the stores/provider of the services referred to in this Contract and has not engaged any individual or firm, whether Indian or foreign whatsoever, to intercede, facilitate or in any way to recommend to the Government of India or any of its functionaries, whether officially or unofficially, to the award of the contract to the Bidder; nor has any amount been paid, promised or intended to be paid to any such individual or firm in respect of any such intercession, facilitation or recommendation. The Bidder agrees that if it is established at any time to the satisfaction of the School that the present declaration is in any way incorrect or if at a later stage it is discovered by the School that the Bidder has engaged any such individual/firm, and paid or intended to pay any amount, gift, reward, fees, commission or consideration to such person, party, firm or institution, whether before or after the signing of this contract, the Bidder will be liable to refund that amount to the School. The Bidder will also be debarred from entering into any supply contract with the Government of India for a minimum period of five years. The School will also have a right to consider cancellation of the Contract either wholly or in part, without any entitlement or compensation to the Bidder who shall in such an event be liable to refund all payments made by the School in terms of the Contract along with interest at the rate of 2% per annum above Labour rate. The School will also have the right to recover any such amount from any contracts concluded earlier with the Government of India.

6. **Access to Books of Accounts.** In case it is found to the satisfaction of the School that the Bidder has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the Bidder, on a specific request of the School, shall provide necessary information/ inspection of the relevant financial documents/information.

7. **Non-disclosure of Contract documents.** Except with the written consent of the School/ Bidder, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

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

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

- (a) The delivery of services is delayed for causes not attributable to Force Majeure for more than (7 days) after the scheduled date of delivery.
- (b) The Bidder is declared bankrupt or becomes insolvent.
- (c) The delivery services/ material are delayed due to causes of Force Majeure by more than (months) provided Force Majeure clause is included in contract.
- (d) The School has noticed that the Bidder has utilized the services of any Indian/ Foreign agent in getting this contract and paid any commission to such individual/company etc.
- (e) As per decision of the Arbitration appointed vide Para 3 (c) of Part III, above.

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

11. **Transfer and Sub-letting.** The Bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.

12. **Patents and Intellectual Property Rights.** All rights, title and interests in and to the Services Environment and any other material used by the Bidder in the provision of the Services shall exclusively belong to the Bidder or its licensors ("Bidders Proprietary Material"). The bidder, however, shall indemnify the school/ school management against all claims for the third party at any time on account of the infringement of any or all the rights mentioned in this RFP. Any and all Intellectual Property Rights with respect to the Services and the bidder's Proprietary Material and all modifications, improvements, enhancements, or derivative works made thereto, shall always belong to the bidder and CMC, AF Schools shall not be entitled to claim any rights therein. The prices stated in the present RFP shall be deemed to include all amounts payable for the use of patents, copyrights, registered charges, trademarks and payments for any other industrial property rights. The bidder shall indemnify the school against all claims from a third party at any time on account of the infringement of any or all the rights mentioned in the previous paragraphs, whether such claims arise in respect of manufacture or use. The Bidder shall be responsible for the completion of the supplies and training aggregates irrespective of the fact of infringement of the supplies, irrespective of the fact of infringement of any or all the rights mentioned

13. **Amendments.** No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.

14. **Taxes and Duties.**

(a) **GST**

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

Signature and seal of tenderer

(ii) On the Bids quoting GST extra, the rate and the nature of GST applicable at the time of supply should be shown separately. GST as applicable will be paid to the Bidder at the rate at which it is liable to be assessed or has actually been assessed provided the transaction of sale is legally liable to GST and the same is payable as per the terms of the contract.

15. **Information Security:** The bidder shall have relevant controls for ensuring Information Security for the Software and or the Services. Implementation of security controls shall be in line with industry best practices. Information is an essential business asset and shall therefore be suitably protected from threats to ensure business continuity and minimize business risk.

16. **Penalty for lack of Service Support:** The bidder has assured continuous service and up time during the Agreement period. In case the platform of ERP software is not functional or down for more than 24 hours and not made up and running in next 24 hours, the penalty may be charged, 10% of the cost for the month in which the event occurred. The penalty may be recovered from the amount payable to the Service Provider by the PpL, AF Schools . PpL, AF Schools also ensures that the penalty will not be charged in case the infrastructure provided by the school is non-functional or down for the said period.

Signature and seal of tenderer

Part IV**SPECIAL CONDITIONS OF RFP**

The Bidder is required to give confirmation of their acceptance of Special Conditions of the RFP mentioned below which will automatically be considered as part of the Contract concluded with the successful Bidder (i.e. Bidder in the Contract) as selected by the School. Failure to do so may result in rejection of Bid submitted by the Bidder.

1. **Performance Guarantee.**

(a) **Indigenous cases.** The bidders will be required to furnish a Performance Guarantee for a sum equal to **3% of contract value of installment amount for one year** within 30 days of receipt of the confirmed order.

(b) **Option Clause.** The contract will have an Option Clause, wherein the school can exercise an option to procure an additional 50% of the original contracted quantity in accordance with the same terms & conditions of the present contract. This will be applicable within the currency of contract. The Bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely the discretion of the School to exercise this option or not.

(c) **Repeat Order Clause.** The contract will have a Repeat Order Clause, wherein the School can order up to 50% quantity of the items under the present contract within six months from the date of supply/successful completion of this contract, the cost, terms & conditions remaining the same. The Bidder is to confirm acceptance of this clause. It will be entirely the discretion of the school to exercise this option or not.

(d) **Tolerance Clause** – N/A.

2. **Payment Terms for Indigenous Bidders.** It will be mandatory for the Bidders to indicate their bank account numbers and other relevant e- payment details so that payments could be made through ECS/ NEFT mechanism instead of payment through cheques, wherever feasible. A copy of the model mandate form prescribed by RBI to be submitted by Bidders for receiving payments through ECS is at Form DPM-11 (Available in MoD website and can be given on request). The payment will be made as per the following terms, on production of the requisite documents:

(a) Quarterly basis after completion of each quarter on satisfactory performance and acceptance by the user.

(b) AMC contracts: N/A

3. **Payment terms for Foreign Bidders.** N/A

4. **Advance Payments.** No advance payment(s) will be made.

5. **Paying Authority.**

(a) Indigenous Bidders: (Name and address, contact details). The payment of bills will be made on submission of the following documents by the Bidder to the Paying Authority along with the bill: -

(i) Ink-signed copy of contingent bill / Bidder's bill.

(ii) Ink-signed copy of Commercial invoice / Bidder's bill.

(iii) Copy of Supply Order/Contract with U.O. number and date of IFA's concurrence, where required under delegation of powers.

(iv) CRVs in duplicate.

(v) Inspection note.

(vi) Claim for statutory and other levies to be supported with requisite documents / proof of payment such as GST, proof of payment for EPF/ESIC contribution with nominal roll of beneficiaries, etc. as applicable.

(vii) Guarantee / Warranty certificate.

(viii) Performance Bank guarantee / Indemnity bond where applicable.

Signature and seal of tenderer

- (ix) Details for electronic payment viz Account holder's name, Bank name, Branch name and address, Account type, Account number, IFSC code, MICR code (if these details are not incorporated in supply order/contract).
- (x) Any other document / certificate that may be provided for in the Supply Order / Contract.
- (xi) User Acceptance.
- (xii) (Note – From the above list, the documents that may be required depending upon the peculiarities of the procurement being undertaken, may be included in RFP)

(b) **Foreign Bidders** – N/A

6. **Fall clause** – The following Fall clause will form part of the contract placed on successful Bidder:

(a) The price charged for the services supplied under the contract by the Bidder shall in no event exceed the lowest prices at which the Bidder sells the stores or offer to sell stores /services of identical description to any persons/Organization including the purchaser or any department of the Central government or any Department of state government or any statutory undertaking the central or state government as the case may be during the period till performance of all supply Orders placed during the currency of the rate contract is completed.

(b) If at any time, during the said period the Bidder reduces the sale price, sells or offer to sell such stores to any person/ organization including the School or any Deptt, of central Govt. or any Department of the State Government or any Statutory undertaking of the Central or state Government as the case may be at a price lower than the price chargeable under the contract, the shall forthwith notify such reduction or sale or offer of sale to the Director general of Supplies & Disposals and the price payable under the contract for the stores of such reduction of sale or offer of the saleshall stand correspondingly reduced. The above stipulation will, however, not apply to:-

- (i) Exports by the Bidder.
- (ii) Sale of goods as original equipment at price lower than lower than the prices charged for normal replacement.
- (iii) Sale of goods at lower price on or after the date of completion of sale/placement of the order of goods by the authority concerned under the existing or previous Rate Contracts as also under any previous contracts entered into with the Central or State Govt. Depts. including their undertakings excluding joint sector companies and/or private parties and bodies.

(c) The Bidder shall furnish the following certificate to the Paying Authority along with each bill for payment for supplies made against the Rate contract – “We certify that there has been no reduction in sale price of the stores of description identical to the stores supplied to the Government under the contract herein and such stores have not been offered/sold by me/us to any person / organization including the purchaser or any department of Central Government or any Department of a state Government or any Statutory Undertaking of the Central or state Government as the case may be up to the date of bill/the date of completion of supplies against all supply orders placed during the currency of the Rate Contract at price lower than the price charged to the government under the contract except for quantity of stores categories under sub- clauses (a),(b) and (c) of sub-para (ii) above details of which are given below - ”.

7. **Exchange Rate Variation Clause**. N/A

8. **Risk & Expense clause**. N/A

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9. **Force Majeure clause:** -

- (a) Neither party shall bear responsibility for the complete or partial non- performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the present contract.
- (b) In such circumstances the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.
- (c) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 (Ten) days from the moment of their beginning.
- (d) Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.
- (e) If the impossibility of complete or partial performance of an obligation lasts for more than 6 (six) months, either party here to reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 (thirty) days to the other party of the intention to terminate without any liability other than reimbursement on the terms provided in the agreement for the goods received.

10. **Specification.** The following Specification clause will form part of the contract placed on successful Bidder - The Bidder guarantees to meet the scope of work as per Part-II of RFP and to incorporate the modifications to the existing design configuration to meet the specific requirement of the School Services as per modifications/requirements recommended after the Maintenance Evaluation Trials. All technical literature and drawings shall be amended as the modifications by the Bidder before supply to the School. The Bidder, in consultation with the School, may carry out technical upgradation/alterations in the design, drawings and specifications due to change in manufacturing procedures, indigenization or obsolescence. This will, however, not in any way, adversely affect the end specifications of the equipment. changes in technical details, drawings repair and maintenance techniques along with necessary tools as a result of upgradation/alterations will be provided to the school free of cost within (07) days of affecting such upgradation/alterations.

1. **OEM Certificate.** The agreement certificate of the OEM or sourcing the license of the software shall be mandatory to quality certification.
2. **Quality.** The quality of the stores delivered according to the present contract shall correspond to the technical conditions and standards valid for the deliveries of the same stores for in Bidder's country or specifications enumerated as per the RFP and shall also include therein modification to the stores suggested by the School. Such modifications will be mutually agreed to. The Bidder confirms that the stores to be supplied under this Contract shall be new i.e. not manufactured before (year of contract), and shall incorporate all the latest improvements and modifications there to and spares of improved and modified equipment are backward integrated and interchangeable with same equipment supplied by the Bidder in the past if any. The Bidder shall supply an interchangeability certificate along with the changed part numbers wherein it should be mentioned that item would provide as much life as original item.
3. **Inspection Authority.** The mode of inspection will be by Inspection of School/ Principal/ Joint Inspection/ self-certification.

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4. **Warranty.** The following warranty will form part of the contract placed on successful Bidder: -
- (a) The Bidder warrants that the ERP software under the contract conform to technical specifications prescribed and shall perform according to the said technical specifications.
 - (b) The Bidder warrants for a period of three years from the date of acceptance of stores by Joint Receipt Inspection or date of installation and commissioning, whichever is later, that the goods/stores supplied under the contract and each component of the software used in the product thereof shall be free from all types of defects/failures.
 - (c) The Bidder also warrants that necessary customization/service and replacement/repair back up during the contract period of the software/ platform shall be provided by the bidder and he will ensure that the downtime is within the contract period.
5. **Warranty Clause** – The following warranty clause will form part of the contract placed on successful Bidder:
- (a) The Seller would provide warranty of Web based ERP software during the period of contract. The warranty services should cover the customization/licensing of the software and maintenance of all the related module purchased under the present contract. The warranty/ maintenance services would be provided in two distinct ways:
 - (b) **Preventive Maintenance Service.** The Bidder will provide a minimum off-hour Preventive Maintenance Service visits during a month to the operating base to carry out functional checkups and minor adjustments/ tuning as may be required.
 - (c) **Breakdown maintenance Service.** In case of any breakdown of the software/equipment/ system, on receiving a call from the CMF-AF, the bidder is to provide maintenance service to make the software/equipment/system error free /serviceable and working.
 - (d) **Response time:** The response time of the bidder should not exceed 24 hours from the time the breakdown intimation is provided by the CMF-AF
 - (e) The bidder has assured continuous service and up time during the Agreement period. In case the ERP software platform does not functional gravely or down for more than 24 hours and not made up and running in next 24 hours, the penalty may be charged, which shall not exceed 10% of the cost for the month in which the event occurred. The penalty may be recovered from the amount payable to the Service Provider by the CMC, AF. CMC, AF also ensures that the penalty will not be charged in case the infrastructure provided by the school is non-functional or down for the said period.
 - (f) CMC-AF reserves its right to terminate the contract at any time without assigning any reason after giving a notice of 02 months. The bidder will not be entitled to claim any compensation against such termination. However, while terminating the contract, if any payment is due to the bidder for services already performed in terms of the contract, the same would be paid to it as per the contract terms.
 - (g) **Price Variation (PV) Clause** – The following PV clause will form part of the contract placed on successful Bidder (Note - DGS&D Manual provides Standardized Price Variation Clauses. Any of those clauses could be considered for inclusion).

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ELIGIBILITY CRITERIA & PRICE BID ISSUES

1. **General criteria**

- a) Bidder should submit an undertaking that it has sufficient reserves as per the audited financial statements, to execute the order and support.
- b) The bidder should not have been blacklisted by any institution of the Central or State government on grounds of involvement of the bidder in corrupt or fraudulent practices. Should provide a declaration that the bidder has not been blacklisted.
- c) The bidder should confirm that the products are not end of life products.
- d) The bidder should confirm that the products are fully functional on Web Browser and through App in case of handheld devices.
- e) The bidder should submit bid specific valid letter of authorization from the Original Developer of the Web based School Management ERP, Online Module, School website & Mobile APP.

2. **Eligibility of Bid Criteria:** In order to qualify for Technical evaluation, the Bidder must qualify the following criteria, failing which his bid is liable to be disqualified for further Technical evaluation.

Sr. No.	Requirement	Documents Required
(a)	The bidder should be registered in India under the Indian Companies Act, 1956/ 2013 or a firm registered under Partnership Act 1932, Limited Liability Act 2008, Trust registered Act 1882 or Central/ State Societies Registration Act and must have been in the business of developing or dealing in Artificial Intelligence based Personalized Adaptive Learning or Adaptive Learning Enrichment & Remediation Platform solutions as applicable, for last three years i.e. 2020-21, 2021-22 and 2022-23	Certified copy of Registration Certificate as applicable. (i) ROC (ii) Copy of GST Registration Certificate (iii) Copy of PAN
(b)	The Bidder organisation should have an average turnover of at least Rs. 05 Crore during the last three financial years 2020-21, 2021-22 and 2022-23 related to online learning and software implementation. In case of a consortium, the lead partner should provide these details.	(i) Average Turnover Certificate issued by the CA for the last three years ending 31st March of the previous final year i.e. 2020-21 to 2022-23. (ii) Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years i.e. 2020-21 to 2022-23.
(c)	The bidder should have experience in development and implementation of Web Based School management ERP, Online Module, School website, Online fee Payment & Mobile APP software in at least one project in the school education segment in India for min 50 schools	Work Order/ PO/ Agreement Copies along with completion certificates
(d)	The bidder must have valid ISO 27001 for Information Security Management System and ISO 9001 for Quality Management System.	(Certified Certificate of ISO 27001 and ISO 9001 to be enclosed.
(e)	The bidder shall submit Notarized Affidavit stating not been blacklisted/debarred by any State Government Departments/ Agencies or Central Government Departments/Agencies as on the date of submission of the bid in the present tender.	Affidavit on Non Judicial Stamp Paper duly certified by the Notary stating that the firm [name of the firm] has not been blacklisted /debarred by any State Government Departments/ Agencies or Central Government Departments/ Agencies as on the date of submission of the bid in the present tender.
(f)	The Bidder should have all necessary licences, permissions, consents, NOCs, approvals as required	-An undertaking by the bidder that it has all necessary licences, permissions,

Sr. No.	Requirement	Documents Required
	under law for carrying out its business. The Bidder should have a currently valid GST and PAN.	consents, NOCs, approvals as required under law for carrying out its business. -Copy of GST certificate & PAN Card

3. Technical Evaluation Criteria:

Sl	Description (Evaluation Criteria)	Marking Criteria	Supporting Documents Required	Max Mark
(a)	Project Conceptualization	Detailed Work Plan for completion of the project Methodology, Tools and Technologies to implement the project	Supporting documents to be submitted	10
(b)	Quality, User friendliness, Flexibility & presentation of software - Quality – 10 Marks - User Friendliness- 10 Marks - Flexibility & Presentation of software- 10 Marks	Bidders understanding and methodology for carrying out the project, with live demonstration of the ERP software platform, its features covering all the module of the ERP software	PowerPoint Presentation & Live Demo	30
(c)	No of Schools handled in last 5 years	>300 Schools-10 Marks 200 -300 Schools – 07 Marks <200 Schools- 05 Marks	The bidder should furnish details / undertaking for supporting in the format	10
(d)	Capability in cloud based application	Yes or No	The bidder should furnish detail	05
(e)	No of years of ERP domain experience	> 15 Y- 05 Marks 10-15 Y- 03 Marks < 10 Y- 02 Marks	Experience certificate	05
(f)	Defence Schools or their affiliated schools (Min 10 Nos -Project delivered by Company)	As per the document submitted by the bidder	List of the schools to be submitted	10
(g)	Government Projects (K-12 domain) delivered till now	As per the document submitted by the bidder	List of the no of schools to be submitted	05
(h)	No of technical man powers	> 300-15 Marks 200-300 -10 Marks 100-200 - 05 Marks	Undertaking for technical man powers to be submitted	15
(j)	Experience in CBSE affiliated schools >500 schools 300- 500 schools <300 schools	> 500 - 05 Marks 300-500 - 03 Marks <300 – 01 Mark	List of the no of schools to be submitted	05
(k)	Bidder certifications at the time of bidding	ISO 9000 – 5 Marks	Certificate to be attached	05
	Grand Total			100

Signature and seal of tenderer

3. Bid Evaluation:

Bid Evaluation will be on QCBS (Quality Cost based Selection), wherein 70% Weightage is given to Quality (Technical Criteria) and 30% Weightage is given to financial criteria. Overall L1 will be considered on the basis of aggregate highest score. However, the L1 Bidder can be called upon by the Price negotiation committee before the final award of the contract.

a) All evaluation processes will be carried out by a Tender Evaluation Committee to be formed by the Chairman Management Committee, AF Schools for this purpose. The decision of the Tender Committee shall be final, and no correspondence will be entertained outside the process of negotiation by the Committee.

b) Evaluation of the bid documents will be a 3-stage process as detailed below.

c) **Stage 1 : Evaluation of Bids:**

At this stage, the qualification bid will be opened and examined for genuineness of the bid, documents for compliance to the pre-qualification requirements. A bid determined not substantially responsive will be rejected and may not subsequently be made responsive by the Bidder by correction of the nonconformity. During initial bid scrutiny, incomplete details as given below will be treated as non-responsive, if proposals

- (i) Submitted without sample platform Application.
- (ii) Received without the Letter of Authorization
- (iii) Are found with suppression of details.
- (iv) With incomplete information, subjective, conditional offers and partial offers submitted.
- (v) Bid submitted without Tender Fee and EMD shall be not consider for Technical Evaluation

d) **Stage 2: Evaluation of Technical Criteria**

(i) The bid qualified in the Stage-1 shall be considered for evaluation of the ERP software platform application. The technical marks to the bidders will be awarded based on the evaluation at this stage. The sample ERP software platform application to be provided by the bidder along with the tender will be used for this technical evaluation.

(ii) In order to assist in the examination, evaluation and comparison of Bids, the committee may at its discretion ask the Bidder for clarification regarding its Bid. The clarification shall be given in writing immediately, but no change in the price shall be sought, offered or permitted.

(iii) **Marking System for Technical Evaluation:** Bidders securing a minimum of 60 marks in the Technical bid shall qualify for submission of Financial bid.

(iv) The Price Bids of short listed technically bidders will be called for financial bidding and will be opened and evaluated. Bids of those bidders who have not been technically qualified (if any) will not be considered or entertained.

e) **Stage 3 – Price bid evaluation and Award of Contract**

(i) The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.

(ii) Any conditional/Partial bid would be rejected. There should be only one Price Bid submitted. Bids having more than one Price Bid shall be rejected.

(iii) **Errors & Rectification:** 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

there is a discrepancy between words and figures, the amount in words will prevail”.

(iv) Maximum points for Technical Bid evaluation shall be 100 points. The Price scores of all the Bidders will be calculated as:

$$Fn = (Fmin / Fb) \times 100$$

Where, Fn = Normalized financial score of the bidder under consideration

Fb = Price quoted by the bidder under consideration

Fmin = Lowest price quoted

(v) The overall score will be calculated as follows:

$$Bn = 0.70 \times Tn + 0.30 \times Fn$$

Where, Bn = Overall score of bidder under consideration

Tn = Technical score for the bidder under consideration

Fn = Normalized financial score of the bidder under consideration

(vi) The highest scorer, with combined scores of Technical and Commercial evaluations, will be considered as the Successful Bidder.

(vii) In the event that there are 2 or more bidders having the same value in the combined score, the bidder securing the highest technical score will be adjudicated as the “Best responsive bid” for award of the contract.

4. **Price Bid Format**: The Price Bid Format is given at Appendix ‘C’ and Bidders are required to fill this up correctly with full details.

Signature and seal of tenderer

APPENDIX 'A'**TERMS AND CONDITIONS**

1. Read the tender documents carefully before filling.
2. Signature of the bidder on each page with seal.
3. The envelope which should contain the following items is termed as **PART 'A'**: -
 - (a) Technical Bid with all relevant signed documents as mentioned in Terms and Conditions.
 - (b) Earnest Money Deposit of Rs. 50,000/- (Refundable without interest)
 - (c) Sealed envelope with superscription
 - (i) **BID FOR WEB BASED SCHOOL MANAGEMENT ERP, ONLINE MODULE, SCHOOL WEBSITE AND MOBILE APP at three Delhi based Air Force Schools.**
 - (ii) **TECHNICAL BID FOR WEB BASED SCHOOL MANAGEMENT ERP, ONLINE MODULE, SCHOOL WEBSITE AND MOBILE APP at three Delhi based Air Force Schools - PART 'A'.**
 - (iii) **PART 'B' of envelope should contain only Financial Bid. Sealed envelope with superscription " FINANCIAL BID FOR WEB BASED SCHOOL MANAGEMENT ERP, ONLINE MODULE, SCHOOL WEBSITE AND MOBILE APP at three Delhi based Air Force Schools.**
4. Financial Bid should mention only prices in the stipulated format without any condition. The prices shall be filled up both in figures and in words and the total amount shall be calculated and rounded off to the nearest rupee. No overwriting or use of correction fluid shall be accepted. Any corrections shall be legible and signed by the authorized signatory.
5. Put **PART 'A'** and **PART 'B'** in separate sealed covers and put both the sealed cover in one cover addressed to **Principal, AFBBS, Lodhi Road, New Delhi-110003** with superscription on the cover as "**BID FOR WEB BASED SCHOOL MANAGEMENT ERP, ONLINE MODULE, SCHOOL WEBSITE AND MOBILE APP at three Delhi based Air Force schools**" and send to Air Force Bal Bharati School, Lodhi Road, New Delhi-110003" on or before **1100 hrs on AUGUST 2024.**
6. Tender forms can be downloaded from the School's website www.airforcebalbharatischool.in , www.tafssp.in & www.afgji.in Please keep visiting our website for any corrigendum/amendments which will not be notified again in newspaper and submit the bid documents accordingly. Completed application should be submitted to the office of the Section Officer of AFBBS. AFBBS accepts no responsibility for any loss/ delay/ non-receipt of offers not submitted in person. Offers received late/ incomplete will be summarily rejected.
7. The technical bid will be opened on **21 August 2024 at 1100 hrs** in the presence of the representatives of the Tenderers, if present.

Signature and seal of tenderer

8. The financial bids of only those Tenderers whose Technical Bids are recommended by Tender Committee will be intimated after evaluation and acceptance of the technical bids.
9. During the opening of the two-bid Tender the name of Tenderers who have submitted their offers along with details of Earnest Money Declaration Form will only be read out and no other information/details whatsoever, will be shared at this stage.
10. The offer of the Tenderer shall be valid for 3 (Three) months from the last date of submission of Tender/revised offer (if any).
11. In deciding upon the selection of contractors for the work, great emphasis will be put on the ability and competence of contractors to provide high quality services according to the time schedule and in close co-ordination with other agencies.
12. The required delivery/Go Live period must be mentioned. After the work order, the software must be hosted within 30 days' period.
13. The Tender should be complete in all respects and should be duly signed. Late and delayed tenders due to any reason including postal delays shall not be considered at all. Offers sent through fax/ e-mail will not be accepted.
14. Hypothetical/ Conditional, Incomplete bid will not be entertained & will be summarily rejected. Please note that the bidder must quote for all the categories mentioned in the tender.
15. Chairman Management Committee, AF Schools reserves the right to modify the conditions of the tender, at any time, without assigning any reasons for the same.
16. If the last date of receiving/ opening of the Tenders coincides with a holiday, then the next working day shall be receiving/opening date.
17. All tenderers are requested to read the tender document carefully including its terms and conditions, procedures to fill/sign the tender form and tender assessment criteria.
18. Chairman Management Committee, AF Schools reserves the right to accept/reject any Tender in part or full, without assigning any reason whatsoever.

Signature and seal of tenderer

TECHNICAL BID PROFORMA

1. Name of the Firm :
2. Address :
3. Contact No. :
4. QRs (Supporting documents to be Annexed Mandatorily): -

(a)	Attested copy of Registration Certificate under ESI Act.	Yes/No
(b)	Attested copy of Registration Certificate under EPF Act.	Attached / Not Attached
(c)	Attested copy of GST certificate	Attached / Not Attached
(d)	PAN Card /GIR No. (The evidence for filing of IT return along with income and expenditure account and balance sheet for last three assessment years to be enclosed).	
(e)	Copy of registration certificate of the firm (proprietorship / Partnership / Society / co-operative society / MoA / limited liability partnership company incorporated under companies Act	Attached / Not Attached
(f)	Details of EMD as required.	
(i)	Amount Rs.	
(ii)	DD No. and date	
(iii)	Valid upto	
(h)	E-mail Id Address	

5. COMPANY DETAILS

- (a) Company Name
- (b) Postal Address
- (c) Telephone No & E mail
- (d) Date of Incorporation
- (e) Type of Incorporation
- (f) Certification
- (g) GST No.
- (h) PAN No.
- (j) Was the Company Black Listed?

Note: - 4% (or as applicable from time to time) deduction of ESIC contribution will be on Labour Charges levied on payment to the vendors who are non-complaint with ESIC.

Signature and seal of tenderer

6. Details of Major Contracts with Central Government/State Government/PSUs/Reputed Firms during the last three years in the following format: -

S. No.	Details of Clients, along with address, telephone No & Fax No	Amount of Contract	Duration of Contract		Type of Project work accomplished
			From	To	
(a)					
(b)					
(c)					
(d)					
(e)					

Additional information, if any _____

DECLARATION

I hereby certify that the information furnished above is true and correct to the best of my / our knowledge. I understand that in case any deviation is found in the above statement at any stage, I/We will be blacklisted and will not have any dealing with the Department in future.

(Signature of Authorized Signatory with Date)

Signature and seal of tenderer

FINANCIAL BID PROFORMA - BID FOR WEB BASED SCHOOL MANAGEMENT ERP, ONLINE MODULE, SCHOOL WEBSITE AND MOBILE APP AT THREE DELHI BASED AIR FORCE SCHOOLS {(A) AIR FORCE BAL BHARATI SCHOOL (AFBBS), LODHI ROAD (B) THE AIR FORCE SCHOOL (TAFS), SUBROTO PARK (C) AIR FORCE GOLDEN JUBILEE INSTITUTE (AFGJI), SUBROTO PARK, NEW DELHI}.

S.No.	Particulars	TOTAL AMOUNT (INR) (Amount should be per student / per month)
1.	Software charges, services, support & Maintenance cost with One dedicated Manpower (Technical) in each schools (AFBBS, TAFS & AFGJI) for Web Based school Management ERP, Online Module, School website and Mobile App as per proposed Modules mentioned in Part II with Data migration, configuration, customization and training etc.	
2.	Service Tax/ GST	
3.	Total cost per student per month with GST	

**Signature of Tenderer
Name
Seal of the company**

Date :

Place :

Note: (a) The cost should be inclusive of cloud hosting, customization , training, documentation and one dedicated manpower (Technical) in each schools (AFBBS, TAFS & AFGJI).

(b) All forms of the technical and commercial bid need to be signed by authorized signatory with official seal.

Signature and seal of tenderer

Undertaking on Patent Rights

To,
The Chairman Management Committee
Air Force School, Subroto Park, New Delhi-10

Sub: Undertaking on Patent Rights

Ref: Tender No.:

Dear Sir,

1. I/We as implementing agency do hereby undertake that none of the deliverables being provided by us is infringing on any patent or intellectual property rights as per the applicable laws of relevant jurisdictions having requisite competence.
2. If it is found that it does infringe on patent rights, I/We absolve Office of the Chairman Management Committee, Subroto Park, New Delhi-10 of any legal action.

Yours faithfully,

Signature of the Authorized person:
Name and Designation of the Signatory:
Date:
Company Seal:

Signature and seal of tenderer

CERTIFICATE FOR ACCEPTANCE OF TENDER / UNDERTAKING

1. I/we the undersigned certify that I have gone through the terms and conditions mentioned in the bidding document and undertake to comply with them.
2. The rates quoted by me/us and binding upon me/us for the entire period of contract and it is certified that the rates quoted are the lowest as quoted in any other institution in India.
3. I/we give the rights to the competent authority of Chairman Management Committee, AF Schools, to forfeit the Earnest Money/Security Money deposited by me/us in case of breach of conditions of contract.
4. I hereby undertake to provide the customized software and support service as per the directions given in the tender document/contract agreement.

Yours faithfully,

Signature of the Authorized person:
Name and Designation of the Signatory:
Date:
Company Seal:

Signature and seal of tenderer

CA certificate
(To be submitted on the letter head of the CA)

Technical Bid

Subject: Submission of the detail proposal for Online Test Preparation <Name of the assignment>

We have verified the Audited Financial Statements and other documents of, having registered office at, pertaining to the financial years 2020-21, 2021-22 and 2022-23. Based on our verification of the aforesaid statements and records, we certify that the following details are true to the best of our information and according to the explanations given to us:

Sl. No.	Details	20-21	21-22	22-23
1	Total Turnover			
2	Turnover from sale of platform			

Signature & Seal of the Chartered Accountant

Signature and seal of tenderer

Experience Certificate**Technical Bid**

Subject: Submission of the detail proposal for <Name of the assignment>

Sl. No.	Purchasers Name & address, Concerned person, Tel. No., Fax. No. Email Id,	Supply Order No. and Date	Order placed on (Name of Entity)	Particulars of the items supplied	Year of execution	Quantity of supply and service period	Value of supply

Signature of the Authorized person:
 Name and Designation of the Signatory:
 Date:
 Company Seal:

Signature and seal of tenderer

Documents & Supporting to be enclosed for meeting the Eligibility Criteria

Sr. No.	Requirement	Documents Required
1	The bidder should be registered in India under the Indian Companies Act, 1956/ 2013 or a firm registered under Partnership Act 1932, Limited Liability Act 2008, Trust registered Act 1882 or Central/ State Societies Registration Act and must have been in the business of developing or dealing in Artificial Intelligence based Personalized Adaptive Learning or Adaptive Learning Enrichment & Remediation Platform solutions as applicable, for last three years i.e. 2020-21, 2021-22 and 2022-23.	Certified copy of Registration Certificate as applicable. (a) ROC (b) Copy of GST Registration Certificate (c) Copy of PAN
2	The Bidder organisation should have an average turnover of at least Rs.05 Crore during the last three financial years 2020-21, 2021-22 and 2022-23 related to online learning and software implementation. In case of a consortium, the lead partner should provide these details.	(d) Average Turnover Certificate issued by the CA for the last three years ending 31st March of the previous final year i.e. 2020-21 to 2022-23. (b) Audited Balance sheet and Profit & Loss account statement of the Bidder for each of the last 3 audited financial years i.e. 2020-21 to 2022-23.
3	The bidder should have experience in development and implementation of Web based ERP software in the school education segment in India for min 50 schools.	(e) Work Order/ PO/ Agreement Copies along with completion certificates
4	The bidder must have valid ISO 27001 for Information Security Management System and ISO 9001 for Quality Management System.	(f) Certified Certificate of ISO 27001 and ISO 9001 to be enclosed.
5	The bidder should be the Original Developer of the Web based ERP software, Mobile APP and School Website.	(g) A self-declaration certificate needs to be enclosed
6	The bidder shall submit Notarized Affidavit stating not been blacklisted/debarred by any State Government Departments/ Agencies or Central Government Departments/Agencies as on the date of submission of the bid in the present tender.	(h) Affidavit on Non Judicial Stamp Paper duly certified by the Notary stating that the firm [name of the firm] has not been blacklisted/debarred by any State Government Departments/ Agencies or Central Government Departments/ Agencies as on the date of submission of the bid in the present tender.
7	The Bidder should have all necessary licences, permissions, consents, NOCs, approvals as required under law for carrying out its business. The Bidder should have a currently valid GST and PAN.	(j) An undertaking by the bidder that it has all necessary licences, permissions, consents, NOCs, approvals as required under law for carrying out its business. (k) Copy of GST certificate & PAN Card

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Sr. No.	Description (Evaluation Criteria)	Supporting Documents Required	Page No
8	Project Conceptualization : Detailed Work Plan for completion of the project, Methodology, Tools and technologies to implement the project.	(l) The bidder should furnish the list of faculty members in the provided format.	
9	No of Schools handled in last 5 years.	(m) The bidder should furnish details/ undertaking for supporting.	
10	No of years of ERP domain experience.	(o) Experience Certificate.	
11	Defence School or their affiliated schools.	(p) List of the schools to be submitted.	
12	Government Projects (K-12 domain) delivered till now.	(q) List of the no of schools to be submitted.	
13	No of technical man powers	(r) Undertaking for technical man powers to be submitted	
14	Experience in CBSE affiliated schools	(s) List of the no of schools to be submitted .	
15	Bidder certifications for ISO 9000	(t) Certificate to be attached	

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DECLARATION

1. I, _____ Son/Daughter of Shri _____ Proprietor / Partner Director / Authorized Signatory of _____ is / am competent to sign this declaration and execute this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

Signature of Authorized Person

Date:

Full Name:

Place:

Company's Seal:

N.B.: The above declaration, duly signed and sealed by the authorized signatory of the company, should be enclosed with Technical Bid.

Signature and seal of tenderer