

# **TENDER DOCUMENT**

**For**

## **Implementation of Information and Communication Technology Scheme in Secondary and Higher Secondary Schools in Sikkim**

**Government of Sikkim**

**Tender No. GOS/HRDD/IT/2012/366/545**

ICT@SCHOOLS PROJECT

**OFFICE OF THE TECHNICAL DIRECTOR  
HUMAN RESOURCE DEVELOPMENT DEPARTMENT,  
TASHILING, GANGTOK – 737103 SIKKIM**

**TENDER DOCUMENT FOR  
Implementation of Information and Communication Technology Scheme in  
Secondary and Higher Secondary Schools in Sikkim**

**Important Dates and Information**

Bid Reference	
Date Of Commencement Of Bid	
Pre Bid Conference Date	
Place of Pre-Bid Conference	
Last Date And Time For Receipt Of Bids	
Time & Date Of Opening Of Bids	
Place Of Opening Of Bids	
Address For Communication	

**Table of Contents**

1. Instruction to Bidders.....	6
1.1. Definitions.....	6
1.2. Eligible Bidders .....	7
1.3. Cost of the Tender Document .....	8
1.4. Proposal Preparation Cost.....	8
1.5. BID/TENDER Document .....	8
1.6. Clarification on BID/TENDER Document and Pre Bid Conference.....	9
1.7. Amendment to BID/TENDER Document .....	9
1.8. Language of BID.....	9
1.9. Period of Validity of Bids .....	9
1.10. Format and Signing of Bids .....	9
1.11. Sealing, Marking and Submission of the BID .....	10
1.12. Bid Due Date.....	11
1.13. Modification and Withdrawal of BID .....	11
1.14. Late Bid.....	11
1.15. Opening of Bids at GoS .....	11
1.16. Evaluation Criteria.....	11
Opening and Evaluation of Technical Bids .....	12
Opening and Evaluation of Commercial Bids .....	12
1.17. Bid Currency.....	13
1.18. Bid Security .....	13
1.18. Forfeiture of BID Security .....	13
1.19. Award of Contract.....	13
1.20. Performance Security.....	13
1.21. Contacting GoS.....	14
1.22. GoS's Right to Accept Bid and to Reject any or all Bids .....	14
1.23. Lack of Information to Bidder .....	14
1.24. Fraudulent & Corrupt Practice.....	14
2. General Conditions .....	14
2.1. Application.....	14
2.2. Governing Language.....	15
2.3. Applicable Law .....	15
2.4. Assigning of Sub-Contracts .....	15
2.5. Change orders .....	15
2.6. Notices .....	15
2.7. Patent Rights .....	15

2.8. Taxes and Duties.....	15
2.9. Operation and Maintenance.....	15
2.10. Force Majeur.....	16
2.11. Handing Over.....	16
2.12. Termination.....	16
2.13. Resolution of Disputes and Arbitration.....	16
2.14.Acquaintance with local conditions.....	17
2.15.Statutory and Regular Approvals.....	17
2.16.Confidentiality.....	17
2.17.Limitation of Liability.....	17
2.18.Failure to Agree with the Terms and Conditions of the BID/TENDER.....	17
3.Special Conditions.....	18
3.1.Project Schedule.....	18
3.2.Payment Terms.....	18
3.3.Other Terms of Payment.....	19
3.4.Penalties.....	19
3.5.Project Management.....	20
Work Programme.....	20
Programme Implementation.....	20
Reporting.....	20
4. Scope of Work.....	21
4.1.Scope:.....	21
4.2. Warranty and Maintenance.....	23
4.3.Reports to be submitted.....	23
Annexure 1: Bidder Profile.....	24
Annexure 2: Format for Financial Information.....	26
Annexure 3: Format for Performance Bank Guarantee.....	27
Annexure 4: Format for Providing Citations.....	29
Annexure 5: Format for Queries.....	30
Annexure 6: Technical Bid Particulars.....	31
Annexure 7: Technical Bid letter.....	32
Annexure 8: Statement of Deviation from Technical Specification.....	34
Annexure 9: Statement of Deviation from Tender Terms and Condition.....	35
Annexure 10: Commercial Bid Particular.....	36
Annexure 11: Commercial Bid Letter:.....	37
Annexure 12: Statement of Deviation from Commercial Specification.....	38

Annexure 13: Quantities required in one School ..... 39

Annexure 14: Technical Evaluation Criteria ..... 41

Annexure 15: Commercial Bid Format..... 43

Annexure 16: Specifications: ..... 45

Annexure 17: List of the Schools:..... 57

Annexure 18: Syllabus:..... 59

## 1. Instruction to Bidders

Bidders are advised to study this BID/TENDER document carefully before participating. It shall be deemed that submission of bid by the bidder has been done after their careful study and examination of the BID/TENDER with full understanding to its implications. Any lack of information shall not in any way relieve the bidder of his responsibility to fulfill his obligations under the Bid.

### 1.1. Definitions

In this document, the following terms shall have following respective meanings:-

**“Acceptance”** means the Government’s written certification that following installation, the system(s) (or specific part thereof) has been tested and verified as complete and/or fully operational, in accordance with the acceptance test defined in the Acceptance Test Documents.

**“Acceptance Test Documents”** means a mutually agreed document which defines procedures for testing the functioning of the Software solution, against requirements laid down in the agreement. It should define tests to be carried out, test equipment’s and expected test results.

**“Agreement”** means the Agreement to be signed by the Successful Bidder and Government of Sikkim

**“Authorized Representative”** shall mean any person/agency authorized by either of the parties.

**“Bidder”** means any firm offering the solution(s), service(s) and/ or materials required in the BID/TENDER. The word Bidder, when used in the pre-award period shall be synonymous with Bidder, and when used after intimation of successful bidder shall mean the successful bidder, also called ‘Vendor or Implementation Partner’, with whom Govt. signs the Contract.

**“Contract”** is used synonymously with agreement.

**“Documentary evidence”** means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before a court.

**“Gov. /GoS/Government/Govt. of Sikkim”** shall mean Government of Sikkim.

**“Go live”** shall mean from the date of signing contract/Agreement between Bidder and Government of Sikkim.

**“Law”** shall mean any Act ,notification, bye law ,rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government or regulatory authority or political sub-division of government agency.

**“LOI”** means issuing of Letter of Intent which shall constitute the intention of the Tenderer to place the purchase order with the successful bidder.

**“Party”** shall mean Govt. or Bidder individually and “Parties” shall mean Govt. and Bidder collectively.

**“PBC”** means Pre-Bid Conference

**“Rates/Prices”** means prices of supply of equipment and services quoted by the Bidder in the Commercial Bid submitted by him and/or mentioned in the Contract

**“BID/TENDER (request for proposal)”** means the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them.

**“Services”** means the work to be performed by the Bidder pursuant to this Contract, as detailed in the Scope of Work

**“Site”** shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Agreement

**“Solution Implementer”** shall mean the selected vendor.

**“Tenderer”** shall mean the authority issuing this Request for Proposal (BID/TENDER) and the authority under whom the ICT project is to be implemented, operated, managed etc. and this authority shall be the Government of Sikkim.

**“Termination notice”** means the written notice of termination of the Agreement issued by one party to the other in terms hereof.

**“SWAN”** means State Wide Area Network

## 1.2. Eligible Bidders

The following are the conditions, which are to be necessarily fulfilled, to be eligible for technical evaluation of the proposed solution. Only those interested bidders who satisfy the following eligibility criteria should respond to this BID/TENDER:

### Bidders General Qualifications

- a) Individual / Proprietary firm / Partnership firm / Private limited Company / Public limited Company registered under companies act can submit their Bid.
- b) The Bidder should be an established Information Technology company and IT System Integrator and should have been in the business for a period exceeding three years as on 31<sup>st</sup> March 2012.
- c) The Bidder shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted/penalized for uncompleted work with any of the Central Government / State Government /PSU/ Any Corporation / Any Society / World Bank / Any Government agencies in last 5 years ending on 31<sup>st</sup> March 2012.
- d) The Bidder shall have company registration certificate registered under companies' act 1961, registration under labour laws & contract act, valid sales tax registration certificate, valid Service tax registration certificate and Permanent Account Number (PAN) issued by income Tax department. (Copy of each registration certificate should be provided).

The bidder shall meet the following criteria for eligibility:

1. The Bidder must be having a registered office with legal presence in India and with a minimum average annual turnover of INR 2 Crores (Rupees Two Crores) from software development, maintenance and system integration for the preceding 3 financial years ended with 31st March 2012 (as per the Audited Balance Sheets and Income statements).
2. The Bidder should have experience of working in Sikkim or North-Eastern India for at least 3 years ended with 31<sup>st</sup> March 2012.

3. The bidder should have the experience in implementation of similar projects on BOOT/BOT/Turnkey basis involving supply, installation & maintenance of computer H/W and related accessories, Education Software ,supply of skilled man power, computer training as on 31st March 2012 for at least 26 Schools.
4. The bidder must have well established and proven methodology of conducting computer training to teachers/trainers/users and should have imparted computer training to at least 200 Teachers/Trainers/Users in the last three years.
5. The Bidder must have experience of maintenance or deployment of 300 systems, peripherals etc. in similar projects for minimum of 20 schools or above in the last 3 years.
6. The Bidder must have had at least 100 employees on roll over each of the last three years (as on March 31 2010, 2011 and 2012) having the relevant technical qualification
7. The Bidder should have local presence in Sikkim and this should be an existing set up established prior to 31st March 2011 or at least before 31st March 2012
8. The Bidder will have the responsibility of all kind of maintenance and support of application software specified in this project for a period of three years.

**NOTE: Please submit all the documentary evidence in support of the above conditions as the eligibility criteria.**

### **1.3. Cost of the Tender Document**

The Tender document is available for sale from the office of the Joint Director/IT HRDD, against non-refundable payment of Rs. 15,000.00 (Rupees Fifteen Thousand only) by demand draft drawn in favour of "Secretary/HRDD" payable at Gangtok. The Tender Document is not transferable to any other bidder.

The tender document can also be downloaded from the website [www.sikkimhrdd.org](http://www.sikkimhrdd.org) the cost of tender document must be deposited in such cases along with submission of such Bid documents in the mode as aforesaid.

### **1.4. Proposal Preparation Cost**

The bidder is responsible for all costs incurred in connection with participation in this process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in meetings/discussions/presentations, preparation of proposal, in providing any additional information required by GoS to facilitate the evaluation process, and in negotiating a definitive Service Agreement or all such activities related to the bid process. This BID/TENDER does not commit the Government of Sikkim to award a contract or to engage in negotiations. Further, no reimbursable cost may be incurred in anticipation of award.

### **1.5. BID/TENDER Document**

Bidder is expected to examine all instructions, forms, terms, specifications, and other information in the BID/TENDER document. Failure to furnish all information required by the BID/TENDER document or to submit a Bid not substantially responsive to the BID/TENDER document in every respect will be at Bidder's risk and may result in the rejection of its Bid.



## **1.6. Clarification on BID/TENDER Document and Pre Bid Conference**

The bidder or its official representative is invited to attend a pre-bid meeting to be held on \_\_\_\_\_ 2012 at the Office of the Director/Technical Education, HRDD. The purpose of the meeting will be to clarify issues and to address clarifications sought by the bidders in this context. The bidder is requested to submit their Request for Clarifications through fax or email only to reach the Office of the Joint Director/IT, HRDD, GoS at least 3 days before the pre bid meeting. The responses for the clarifications sought by the bidders will be distributed to all the bidders. Any modifications in the bidding documents, which may become necessary as a result of the pre-bid meeting, shall be made by GoS exclusively through the issue of a corrigendum. The decision of GoS on the need for any modification shall be final and binding on all.

However, it is not binding on GoS to hold a pre-bid meeting or restrict itself to holding only one such meeting. If it feels, that the clarifications sought by the bidders do not warrant a pre-bid meeting, it can cancel the meeting and send the replies to the bidders by email

The prospective bidder those participating in the pre-bid conference have to submit the cost of Tender Document at the time of pre-bid conference or before.

## **1.7. Amendment to Bid/Tender Document**

1. At any time prior to the deadline (or as extended by GoS) for submission of bids, GoS, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the BID/TENDER document by issuing amendment(s)
2. All bidders will be notified of the amendment(s) by publishing on the websites, and these will be binding on them.
3. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, GoS, at its discretion, may extend the deadline for the submission of bids.

## **1.8. Language of BID**

The bid prepared by the bidder, as well as all correspondence and documents relating to the Bid exchanged between the bidder and the GoS shall be in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation by GoS certified / approved translator of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

## **1.9. Period of Validity of Bids**

1. The bid shall remain valid for 180 days from the date of Technical Bid Opening being specified. Bidder should ensure that in all circumstances, its Bid fulfills the validity condition. Any bid valid for a shorter period shall be rejected as non-responsive.
2. In exceptional circumstances, GoS may solicit bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or by Fax. Bid Security shall also be suitably extended. A bidder granting the request is neither required nor permitted to modify the bid.

## **1.10. Format and Signing of Bids**

1. The bidder shall prepare required number of copies (original plus two copies) of the bid and shall clearly mark each "Original Bid" or "Copy of Bid" as appropriate. In the event of any discrepancy between them, the original shall govern.
2. The original and all copies of the bid shall be typed or written in indelible ink and shall be signed and sealed by the bidder or a person duly authorized to bind the bidder to the bid. The person(s) signing the bid shall initial all pages of the bid with company seal, except for un-amended printed literature.
3. The complete bid shall be without alteration or erasures, except those accorded with instructions issued by GoS or as necessary to correct errors made by the Bidder, in which case such corrections shall be initialed by the person or persons signing the bid.

### **1.11. Sealing, Marking and Submission of the BID**

Bidder shall submit their bids in Four PARTS, each in a separate sealed envelope super-scribed with the BID/TENDER document number, due date, time, Project name (ICT@Schools, Sikkim) and nature of bid (bid security, Organizational capability, Technical bid and Financial Bid)

PART-I: The Bid Security. Envelope needs to be super scribed as BID SECURITY & Cost of BID/TENDER document.

PART-II: Pre-Qualification Documents. Envelope needs to be super scribed as Pre-Qualification Document

PART-III: Original and 2 copies of TECHNICAL BID complete with all technical details. Envelope needs to be super scribed as "Technical Bid"- Do not open before 1500 hours on XXXX.

Note: Filling up prices in Part III will render the bidder disqualified.

PART-IV: Original and 2 copies of FINANCIAL BID with full price details. Envelope needs to be super scribed as "Commercial Bid" Do not open before 1500 hours on XXXX.

The envelopes containing Part-I, Part-II, Part-III and Part-IV of offer shall be enclosed in a larger envelope duly sealed and marked as Response to Request for Proposal (BID/TENDER) with title and reference number, and a statement "To be opened by addressee only" and the name and address of the Bidder.

Proposal covering letter must be signed with the Bidder's name and by a representative of the Bidder who is authorized to commit the bidder to contractual obligations. All obligations committed by such signatories must be fulfilled.

Any other information that is required to be submitted in the proposal process

All the 4 envelopes shall be put in an OUTER COVER along with the signed & Stamped copy of the BID/TENDER sealed and addressed to the Office of the Joint Director/IT, HRDD, GoS at the following address:

The Joint Director/IT  
Human Resource Development Department  
Tashiling  
Gangtok – 737101 SIKKIM

The bidder must also submit 1 soft copy each of the Technical and Commercial Bids in the 'PDF Format' only in separate CDs or pen drives, duly packed in the respective envelopes.

Please note that GoS will not be responsible for in case there is a discrepancy between the hard copy and the soft version of the bid submitted by the bidders.

The outer and inner envelopes shall indicate the name and address of the bidder to enable the bid to be returned unopened in the case it is declared "late" pursuant, and for similar purposes.

If the outer envelope is not sealed and marked as above, GoS will bear no responsibility for the misplacement or premature opening of the Bid.

Only detailed complete bids in the form indicated above received prior to the closing time and date of the bids shall be taken as valid.

Bids sent through Telex/Telegrams/Fax/e-mail will not be acceptable.

### **1.12. Bid Due Date**

The sealed tenders should reach Office of the Technical Director/HRDD, GoS and dropped in the Tender Box not later than the due date and time specified in the Important Dates Sheet.

The tenders received after the due date and time specified or unsealed or incomplete or by facsimile or email will be summarily rejected.

The Technical Committee, GoS may, in exceptional circumstances and at their discretion, extend the deadline for submission of proposals by issuing an Addendum or by intimating all bidders who have been provided the proposal documents, in writing or by facsimile or through email.

However, till such communication is received by the bidders in the above mentioned form, bidders may not assume any change in the schedule.

### **1.13. Modification and Withdrawal of BID**

1. The bidder may modify or withdraw its bid after submission, provided that written notice of the modification including substitution or withdrawal of the bids is received by GoS prior to the deadline prescribed for submission of bids.
2. The bidder's modification or withdrawal notice shall be prepared, sealed, marked and dispatched in a manner similar to the original bid.
3. No bid shall be modified subsequent to the deadline for submission of bids.
4. No bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified by the bidder on the Bid Form. Withdrawal of a Bid during this interval may result in the bidder's forfeiture of its Bid security.

### **1.14. Late Bid**

Any bid received by the GoS after the bid due date mentioned at the Important Information sheet will be treated as "Late Bid" and rejected

### **1.15. Opening of Bids at GoS**

1. GoS will open bids (Part-1, and Part-2) at the place and time mentioned at important Information sheet. Bidder's representatives (Maximum 2) may attend the opening, and those who are present shall sign a register evidencing their attendance.
2. The bidder's names, bid modifications or withdrawals and such other details as the GoS at its discretion, may consider appropriate, will be announced at the time of opening.
3. Technical Bid will be considered for those bidders whose bids shall meet all the eligibility criteria mentioned in the Pre-qualification documents. The place, date and time of opening of the Technical bids shall be notified separately through writing, mail or fax.

### **1.16. Evaluation Criteria**

## Part 1 (Bid Security)

Bidders who have submitted the valid bid security as per the format shall be considered for further evaluation. Similarly if the BID/TENDER document fee has not been deposited /submitted in case of downloaded forms the Bid shall be out rightly rejected.

### Opening and Evaluation of Technical Bids

The Evaluation Committee would evaluate the technical bids. Bidders should be ready to give the presentation on their proposed solution in front of the Evaluation Committee at a date, time and location determined by GoS, in 3-4 days' notice by GoS. They are expected to reply to all the queries from the Evaluation Committee during the presentation. The presentation would be part of technical evaluation process.

GoS may also undertake oral clarifications with the bidders. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents.

In order to facilitate the Technical Bid evaluation, the technical criteria laid down along with the assigned weights have been presented in (Annexure- 14). The marking scheme presented is an indication of the relative importance of the evaluation criteria.

Bidders securing a minimum of 75% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered from Commercial evaluation. Scores of technically qualified Bidders shall be weighed prorata on a scale of 70 and shall be carried forward for evaluation together with the scores of Commercial evaluation.

### Opening and Evaluation of Commercial Bids

After evaluating the Technical Bids, GoS shall notify the bidders who's Technical Bids were considered acceptable to GoS, indicating the date, time and place for opening of the Commercial Bids.

The following points may be noted for the evaluation of the Commercial Bid

1. Prices shall be written in both words and figures. In the event of difference, the price in words shall be valid and binding.
2. Arithmetical errors will be rectified on the following basis. If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, its bid will be rejected. If there is a discrepancy between words and figures, the amount in words will prevail.
3. Any discrepancy relating to prices quoted in the offer across different sections of the bid, only prices given in the prescribed format given at Annexure- 15 of this BID/TENDER shall prevail

Scores of the Commercial evaluation would be weighed prorata on a scale of 100 with the Bidder with the **lowest commercial quote** getting 100. These commercial scores would then be added up with the score of the technical evaluation and the Bidder getting the **maximum total score out of 100** would be considered as the successful bidder (i.e. L1 Bidder) and called for negotiations, if required.

#### Formula for Final Bid Evaluation is

$$B_m = .7 (T_M) + .3 (F_n)$$

$$F_n = (F_{min} / F_b) * 100$$

Where

Bm is total marks of the bidder in consideration  
TM is Technical Marks of the bidder in consideration  
Fn is Normalized financial score of the bidder in consideration  
Fb is Evaluated Cost of bidder under consideration  
Fmin is Minimum evaluated cost of any bidder

### **1.17. Bid Currency**

Prices for services offered shall be quoted in Indian National Rupees only.

### **1.18. Bid Security**

1. All bidders shall furnish, as part of its Technical Bid, an Earnest Money amounting to Rs.21,00,000 (Rs. Twenty One Lakhs Only). Bids without this bid security will be rejected.
2. The Bid Security shall be in Indian Rupees and shall be in the form of Demand Draft/Pay Order/Fixed Deposit Receipt/Term Deposit Receipt, issued by any Nationalized bank in India, drawn in favour of "Secretary/HRDD, Government of Sikkim" payable at Gangtok. Such negotiable instrument should be valid for at least sixty (60) days beyond the validity of the Bid.
3. Unsuccessful bidder's Bid security will be discharged or returned within sixty (60) days after the expiration of the period of Bid validity prescribed.
4. The successful bidder's Bid security will be discharged upon the bidder signing the Contract Agreement, and furnishing the Performance Security.

### **1.18. Forfeiture of BID Security**

The Bid security may be forfeited either in full or in part, at the discretion of GoS, on account of one or more of the following reasons:

1. The bidder withdraws his Bid during the period of Bid validity specified by him on the Bid Letter Form
2. The bidder fails to co-operate in the Bid evaluation process
3. If the bid or its submission is not in conformity with the instruction mentioned herein
4. If the bidder violates any of the provisions of the terms and conditions of the tender
5. In the case of a successful bidder fails to (a) accept award of work, (b) sign the Contract Agreement with GoS, after acceptance of communication on placement of award, (c) furnish performance security, (d) fails to sign the Contract Agreement in time, (e) or the bidder violates any of such important conditions of this tender document or indulges in any such activities as would jeopardize the interest of GoS in timely finalization of this tender. The decision of GoS regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default in such a case may involve black-listing of the bidder by GoS.

### **1.19. Award of Contract**

GoS will award the contract to successful bidder whose bid has been determined to be responsive and has been determined to be most competitive

### **1.20. Performance Security**

Within 7 (Seven) days of Notification of "Award of the Work" the company shall furnish Performance Bank Guarantee as Security to GoS @ 5% of the total value of quoted bid by way of irrevocable and unconditional Bank Guarantee in favor of GoS, payable at Gangtok for a period to be specified in the award of work. This Bank Guarantee should be of duration of 36 months. Depending on the project going

online the Bank guarantee may have to be extended from the date of “Go live”. The proceeds of the Performance Security shall be payable to GoS as compensation for any loss resulting from the Company’s failure to fulfill its obligations under the terms and conditions of the Work Order.

The Performance Security regarding commencement of job / task will be discharged by GoS and returned to the company not later than 30 (Thirty) days following the date of completion of the company’s performance, related obligations under the terms & conditions of the Work Order.

Failure of the successful bidder to comply with the requirements shall constitute sufficient ground for the annulment of the notification and forfeiture of the bid security in which event, the GoS may award the contract in accordance with its prescribed rules.

### **1.21. Contacting GoS**

1. Bidder shall not approach GoS officers beyond office hour and/ or outside GoS office premises, from the time of the Bid opening to the time of finalization of successful Bidder.
2. Any effort by a Bidder to influence GoS officers in the decisions on Bid evaluation, Bid comparison or finalization may result in rejection of the Bidder's offer. If the Bidder wishes to bring additional information to the notice of the GoS, it should do so in writing.

### **1.22. GoS’s Right to Accept Bid and to reject any or all Bids**

1. Prior to expiration of the period of Bid validity, GoS will notify the successful bidder in writing that its Bid has been accepted.
2. Within 7 days of receipt of such intimation, the successful bidder shall give its acceptance to the GoS
3. Upon the successful bidder's furnishing of Performance Security pursuant to Section 2.21 acceptance by successful Bidder, GoS will promptly notify all unsuccessful bidders and will discharge their Bid security
4. Effort will be made by the GoS to sign an agreement with the successful bidder within 15 days.

### **1.23. Lack of Information to Bidder**

The bidder shall be deemed to have carefully examined BID/TENDER document to his entire satisfaction. Any lack of information shall not in any way relieve the bidder of his responsibility to fulfill his obligation under the bid.

### **1.24. Fraudulent & 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 bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the GoS 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. GoS 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.

## **General Conditions**

### **2.1. Application**

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

## **2.2. Governing Language**

The Contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

## **2.3. Applicable Law**

The Contract shall be interpreted in accordance with the laws of the Union of India.

## **2.4. Assigning of Sub-Contracts**

The Vendor shall not assign anyone in whole or in parts, its obligations to perform under the Contract, except with the GoS's prior written consent.

## **2.5. Change orders**

1. The GoS may at any time, give written order to the Vendor to make changes for additional functionalities specifically required, but not falling within the general scope of the current BID/TENDER/Contract. If any such change causes an increase in the cost of, or the time required for, the vendor's performance of any provisions under the Contract, the vendor should notify GoS in terms of the person month efforts required for executing the change requests, GoS will examine the efforts estimate & agreed efforts will be compensated in terms of person month charges.
2. Any claims by the vendor for adjustment under this clause must be asserted within 6 working days from the date of the vendor's receipt of the GoS's change order.

## **2.6. Notices**

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

## **2.7. Patent Rights**

The Bidder shall indemnify the Tenderer against all third party claims of infringement of patent, trademark or industrial design and intellectual property rights arising from the use of equipments and services or any part thereof.

## **2.8. Taxes and Duties**

1. All payments will be subjected to tax payment/deduction at source as applicable/required at the prevailing tax rates.
2. Govt. of Sikkim shall not pay any increase in duties, taxes and surcharges and other charges on account of any revision, enactment during the period of validity of the Bids and also during the contract period. The decision of GoS in this regard will be final and binding and no disputes in this regard will be entertained.

## **2.9. Operation and Maintenance**



The vendor will post at-least one person at each district for three years to look after the maintenance of the application and hardware after formal go-live. The vendor will respond to any issue raised by the user within one working day of being notified by the authorized person.

## 2.10. Force Majeur

1. For the purpose of this Article, Force “Majeure” means any cause, which is beyond the control of the vendor or GoT as the case may be, which such party could not foresee or with a reasonable amount of diligence could not have foreseen, and which substantially affect the performance of the Contract, such as:-
  - War / hostilities
  - Riot or civil commotion
  - Earth Quake, Flood, Fire, Tempest, Epidemics, Lightning or other natural physical Disaster, Quarantine restricts and Freight embargoes
  - Restrictions imposed by the Government or other statutory bodies, which is beyond the control of the vendor, which prevent or delay the execution of the order by the vendor.
2. If a Force Majeure situation arises, the vendor is required to promptly notify GoT in writing of such condition and the cause thereof within a period of three (3) days from the date of happening of such an event requiring invocation of this force majeure article. Unless otherwise directed by GoT in writing, the vendor will continue to perform its obligations under this supply order as far as is reasonably practical and shall seek all reasonable alternative means for performances of this order.

## 2.11. Handing Over

1. At the end of the services period of 3 years, GoS may exercise its option to renew the contract with the existing vendor or may invite fresh bids for subsequent maintenance
2. If handover is required to any other vendor other than the implementation vendor, at the end of the existing contract or otherwise, the implementation vendor would be responsible for handing over the complete know-how documentation records/software logs and all such relevant items that may be necessary for the transition process

## 2.12. Termination

1. Termination for Default: If the bidder fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by GoS, without any valid reasons acceptable to GoS, GoS may terminate the contract after giving one month notice, and the decision of GoS on the matter shall be final and binding on the bidder. Upon termination of the contract, GoS shall be at liberty to get the work done at the risk and expense of the bidder through any other agency, and to recover from the bidder compensation or damages.
2. Termination for Insolvency: Government of Sikkim can terminate the contract if the bidder becomes bankrupt and/or losses the desired state of insolvency with a notice of 15 days. Sikkim Government, in such cases of termination, will not be responsible for any loss or financial damage to the service provider resulted due to the termination. The Government will also, in such cases have the right to recover any pending dues by invoking the performance bank guarantee or any such instrument available with the Government.

## 2.13. Resolution of Disputes and Arbitration

1. State and the selected 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.
2. If, after thirty (30) days from the commencement of such informal negotiations, State and the selected Bidder have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not



restricted to, conciliation mediated by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996.

3. All Arbitration proceedings shall be held at Gangtok, Sikkim, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

## **2.14. Acquaintance with local conditions**

1. Each Bidder is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.
2. The Bidder is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Intent/Award as described in the bidding documents. The Tenderer shall not entertain any request for clarification from the Bidder regarding such local conditions.
3. It is the Bidder's responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the Tenderer. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the Tenderer on account of failure of the Bidder to know the local laws / conditions.

## **2.15. Statutory and Regular Approvals**

The Bidder shall be responsible for obtaining approvals for any statutory and regulatory requirements from any of the authorities. Further, the Bidder shall be responsible to get required documentation completed for obtaining such approvals from time to time.

## **2.16. Confidentiality**

Any information pertaining to GoS or any other agency involved in the project, matters concerning GoS that comes to the knowledge of the vendor in connection with this contract, will be deemed to be confidential and the vendor will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The vendor shall ensure due secrecy of information and data not intended for public distribution.

## **2.17. Limitation of Liability**

The liability of the GoS for its obligations under the Contract shall in no case exceed the total value of the Contract.

## **2.18. Failure to Agree with the Terms and Conditions of the BID/TENDER**

Failure of the successful Bidder to agree with the Terms and Conditions of the BID/TENDER shall constitute sufficient grounds for the annulment of the award, in which event GoS may award the Contract to the next best value Bidder or call for new Bids.

### 3. Special Conditions

#### 3.1. Project Schedule

SI No:	Scope of Work Area	Time Frame
1.	Issue of Purchase Order (Signing of contract)	T1 (15 days)
2.	Requirement Study	T1+ 4 Weeks
3.	Hardware Delivery	T1+ 18Weeks
4.	Software Deployment	T1+ 20 Weeks
5.	User Training & User Acceptance Testing	T1+ 24Weeks
6.	Site Preparation	T1+ 16Weeks
7.	User Manuals	T1+ 24Weeks
8.	Maintenance & Support	Go-live+ 3 Years

It should be noted that suitable penalty, mentioned under 'Penalties' clause of this BID/TENDER would be charged to the selected vendor in case of delay from their end and would be finalized in the contract.

It may be noted that T1 is the event marking the Tenderer signing the Agreement with the successful bidder, who is also called the selected vendor. The selected vendor has to design and implement a very detailed plan of implementation that seeks to execute several activities in parallel, adopts Critical Path method and commits additional resources to activities falling behind schedule so as to keep up with the overall deadline.

It may be noted that the time schedule for each milestone shown in the table above would be enforced independently, even though some of them are inter-dependent. This would have a cascading effect of penalties for delays in all other milestones dependent on the precedent milestone. Therefore, the selected vendor will have to be extremely careful in establishing an excellent project management setup.

#### 3.2. Payment Terms

The payment will be milestone based. The selected vendor has to produce signoff documents/ work completion certificate with invoice for request for payment

Milestone	Payment Terms
Mobilization advance against PBG (Performance Bank Guarantee )	20% of the Total Project Cost
Hardware Delivery at Gangtok	20% of the Total Project Cost
Site Preparation after Sign-off	10% of the Total Project Cost
Hardware Deployment at sites after Sign-Off	20% of the Total Project Cost
Software Deployment	5% of the Total Project Cost
Training	5% of the Total Project Cost

Operational Cost	20% of the Total Project Cost on half yearly basis for 3 years
------------------	--

The Selected vendor shall make a payment request after the end of each milestone with the following supporting document:

- Approval letter from the GoS for the milestone achieved
- All supporting documents like the bills, invoices etc

*Note: Above prices should include all taxes as applicable*

### 3.3. Other Terms of Payment

1. Project is for implementation of software solution and provides necessary support for three years after go-live. Hence, basically the payment will be made only if milestones are achieved.
2. All the payments to the vendor will be made as per the Payment Schedule and Terms of Payment set out in this BID/TENDER, upon submission of invoices & verified by designated officials of Government of Sikkim, along with relevant Sign –Off.
3. In the event of premature termination of the agreement prior to the launch of the Project, the vendor shall not be eligible to receive any compensation or payment.

### 3.4. Penalties

#### a) Penalty for delay in execution of project:

If the installation and commissioning of the systems is not completed in full within the stipulated period as prescribed in the implementation schedule, a penalty of Rs.2500/- per day will be collected per School up to 30 days. Further, Rs.1000/- per day will be charged beyond 30 days up to 90 days. After 90 days penalty shall be 3500 per day per school subject to condition that contractor has completed 75 % work in earlier 90 days. If the installation and commissioning is not completed even within 90 days or 180 days as above, then contract will be liable for termination in part or whole at the discretion of Director of Technical Education Sikkim State, Gangtok 737101 at the risk and cost of the contractor

#### b) Penalty for failure of equipment(s):

No equipment(s) (like Desktop computers, access points/nodes, generator, UPS, Printer, LCD Projector, Web Camera, Multimedia speakers, internet modem, LAN equipment's) should be down for more than 10 Working days (Even if any equipment is down during part of a Working day, it will be counted as one Working day) over one month period. If any manufacturing or other technical defect is found during the Contract Period, the same will have to be rectified or systems/parts replaced free of cost by the Contractor within 10 working days. During the Contract Period, if any equipment(s)/system(s) is down or not restored in working condition within 10 working days, the Contractor shall be liable for a penalty of Rs.200/- per equipment(s)/system(s) down per day beyond 10 working days. Generally, there will be 10 host desktops connected with 01 server/high end desktop in each school.

#### c) Penalty for absence of faculty:

During the Contract Period, if the Instructor is not available continuously more than 10 working days without the prior intimation to the Principal/Headmaster the bidder will have to provide a temporary replacement in case of the Faculty in not available continuously more than 10 working days. If the bidder fails to do so he shall be liable for a penalty of Rs.200/- per day for every additional working day beyond faculty absence of 10 working days. The decision of the Principal/Headmaster in this regard as to the functioning of the center shall be final.

#### d) Termination of contract for default:

Without prejudice to any other remedy available for the department for levying penalty or any other remedy, Contract will be liable for termination in part or whole if contractor fails to fulfill its any of the obligations under the contract.

### 3.5. Project Management

Project **implementation** is complex and goes out of control unless all the stakeholders, especially the vendor designs and implements a comprehensive and effective project management methodology. The following requirements are therefore prescribed in this regard.

#### Work Programme

The Vendor should design a detailed Project Plan, which should include the following components.

- Project Organization and Management Plan
- Testing Plan and Methodology
- Training Plan, Methodology and Training details
- Any other relevant items related to the Programme Development

#### Programme Implementation

The Vendor shall:

- Assume responsibility of managing and monitoring the project as per the indicative Time schedule specified in this BID/TENDER
- Depute one Project Manager as a single point of contact for onsite project management during the Contract period. He/she should have relevant certification and should have appropriate authority to take decisions for smooth and early completion of work.

#### Reporting

The Project Manager shall conduct monthly review meeting with the concerned official of finance department. The Project Manager shall also submit the following reports to the officers identified for the project

- Monthly Status Reports
- Bi annual Attendance Report
- Results accomplished during the period
- Cumulative deviations to date from schedule of progress on milestones as specified in BID/TENDER ,read with the agreed and finalized project plan
- Corrective actions to be taken to return to planned schedule of progress
- Proposed revisions to Planned Schedule
- Other issues and outstanding problems, and actions proposed to be taken
- Feedback report from the participant of training program.

## 4. Scope of Work

The minimum specified Scope of Work that needs to be undertaken by the successful Bidder for implementation and maintenance of the application are given below and the work is to be performed as per the specifications and conditions mentioned in different parts of this document, any further amendments issued in this regard and the Contract is to be signed by the Bidder successfully.

### 4.1. Scope:

To Supply Computer Hardware and connected accessories (must be brand new & as per minimum specifications given in this Tender Document) for 3 desktop computer with 4 shared computing nodes each, and provide Textbook based Educational software, Computer Education software, additional educational software, Online M.I.S and computer education in the specified Government Higher Secondary Schools from Std V to Std X on BOOT Model as prescribed in the Tender Document for a contract period of 3 years.

To set up a computer lab in a Virtual Environment with 3 host desktops connected with 12 virtual Desktop (4 virtual desktops connected to each host desktops). (Specification provided in the Annexure).

OR

To set up a computer lab with 10 computers (9:1) where 1 computer is of higher configuration that can accommodate twenty students at any given time. High End Desktop Computer: Specification provided in the tender document).

OR

To set up a computer lab in a Virtual Environment with 3 Desktop with 4 virtual nodes each that can accommodate thirty students at any given time. Specification provided in the tender document.

To provide CBSE textbooks based educational software for Std V to Std. X of all subjects, hard-spots on P,C,M,B and provide, software on computer education, as per the course outline mentioned in this tender on all computer system/nodes .

To provide computer educational Software in each lab

To deploy and maintain at his own cost School Management Software provided by the department in each desktop computer in the lab to automate various aspects of a school.

To maintain the entire system in working condition during the contract period of 03 years

Soft copy of the syllabus and textbook will be provided by the Government.

To impart training to at least 1 (one) teacher per year per school for a period of five days on usage of Textbook based Educational software, computer education software and additional Educational Software, S.M.S software and Online M.I.S.

To provide one full-time instructor at each school with the minimum qualification of basic graduation with postgraduate diploma in computer applications / DOEACC \_A\_ Level / BCA or higher from reputed institutions. In case any relaxation is required due to non availability of qualified candidates, a committee constituted by the Government for the purpose may consider such request.

To make provision for Internet broadband of at least 512 kbps wherever available. At other places, Internet should be provided at least through dialup line. But the Bidder shall switch over to internet broad

band of minimum 512 kbps within 45 days of its availability in the school area. Service provider will be responsible for meeting all the expenses on this count.

To issue certificate in Computer Education to all the students at the end of every academic year for a period of three years

To maintain the hardware, software and connected accessories for a period of three years and ensure systems are functional all the time on all computer system.

To make provision for electricity by installing generator which will generate electricity for a period of 4 hours per day and meet running expenses there on.

Bidder will have to ensure safety & security in the school premises.

To maintain and Refill fire extinguishers yearly.

To provide computer education as per the prescribed syllabus for each standard.

To assist the school teachers to use computer aided technology for teaching other subjects by using approved educational software.

The bidder has to provide an Online MIS hosted on an internet server to make live information available on the Director of Education (Secondary & Higher Secondary). The Online MIS will have the modular approach towards workflow. The MIS at later stage will be hosted on Government server if required.

If the Government of India sanctions additional number of schools for ICT scheme, the same work may be allotted to bidder/operator with the discretion of the State Government.

To Provide 1 District Coordinator for each district and 1 project Manager for a region for project Management & Monitoring, This Project manager who shall be coordinating with Govt. of Sikkim.

The successful bidder shall put a "Name Board" of size 4"X3" on the outer facade of computer lab as per the sample layout printed copy provided by the D.T.E. /JD, I.T.

Help Desk Services: The bidder will provide help desk service which will serve as a single point of contact for all ICT related incidents and service requests. The service will provide a Single Point of Contact (SPOC) and also resolution of incidents. The scope of work includes:

- a. Help Desk facility for reporting issues / problems with the IT infrastructure.
- b. To provide a service desk facility and the set up all necessary channels for reporting issues to help desk. The incident reporting channels will be the following:
  - i. Specific E-Mail account
  - ii. Dedicated Phone Numbers / Fax
  - iii. Online MIS
- c. To implement an Online MIS system as mentioned in the scope of this tender.
- d. The Help Desk shall undertake the following activities:
  - i. Log issues / complaints related to IT at the school under the scope of work and issue an ID number against the issue / complaint.
  - ii. Assign severity level to each issue / complaint.
  - iii. Track each issue / complaint to resolution
  - iv. Escalate the issues / complaints, to department if necessary as per the escalation matrix defined in discussion with 'D.T.E.'
  - v. Provide feedback to 'D.T.E.'
  - vi. Analyze the issue / complaint statistics
  - vii. Creation of knowledge base on frequently asked questions (FAQs) to aid the users of this IT infrastructure

Operations and Maintenance: The Bidder shall provide the following services for Management of all computer training laboratories at designated schools. The Successful Bidder shall ensure that appropriate System and Processes are in place for delivering them.

- a. Configuration Management
- b. Problem Management
- c. Performance Management
- d. Change Management
- e. Help Desk Management
- f. Service Level Management

MIS Reports: The successful bidder shall provide the MIS reports for all the devices installed in the computer laboratories in all designated schools in the state in a prescribed format on a quarterly basis. Whenever required by 'D.T.E.', bidder should be able to provide additional reports in a pre-specified format.

#### **4.2. Warranty and Maintenance**

1. The warranty for the application software shall remain valid for a period of three years from the date of go-live/signing of contract.
2. This warranty should also cover adapting the software for any additional requirements that might come to the notice of Govt. of Sikkim at the time of actual use of the software. The changes in the application will be categorized as Minor and Major changes as defined in earlier.

#### **4.3. Reports to be submitted**

The following documents need to be submitted by the vendor

- Monthly Progress Reports summarizing results accomplished during the period
- Cumulative deviations to date from schedule of progress on milestones
- Corrective actions to be taken to return to planned schedule of progress
- Proposed revisions to planned schedule
- Other issues and outstanding problems, and actions proposed to be taken

## Annexure 1: Bidder Profile

BID/TENDER No. <BID/TENDER Number>

Name of the Project: ICT Sikkim

1	Name of the company	
2	Company registered office address Telephone number Fax number e-mail	
3	Correspondence/ contact address	
4	Details of contact person (Name, designation, address etc.) Telephone number Fax number e-mail	
5	Is the company a registered company? If yes, Submit documentary proof.  Year and place of the establishment of the company	
6	Former name of the company, if any.	
7	Is the company? -a Government/ Public Sector Undertaking? -a proprietary firm? -a partnership firm (if yes, give partnership deed)? - a limited company or limited corporation? -a member of a group of companies (if yes, give name and address, and description of other companies)? -a subsidiary of a large corporation (if yes give the name and address of the parent organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project? -joint venture consortia (if yes, give name and address of each partner)?	
8	Is the company registered with sales tax department? If yes, submit valid sales tax registration certificate.	
9	Attach the organizational chart showing the structure of the organization including the names of the directors and the position of the key officers. What is the total number of employees?	
10	Number of years in the relevant field	
11	Are the company registered with any Government/Department/Public Sector undertaking? (if yes, give details)	



12	How many years have your organization been in business under your present name? What were your fields when you established your organization? When did you add new fields (if any)?	
13	What type best describes your company? (Documentary proof to be submitted)  - System Integrator  - Consultant  - Service Provider (pl. specify details)  - Software Development  -Total solution provider (Design, Supply, Integration, etc)	
14	Number of offices / project locations in  India  Sikkim	
15	Do you have a local representation /office in Gangtok? If so, please give the address and the details of staff, infrastructure etc. in the office and no. of years of operation of the local office	
16	List the major clients with whom your organization has been/ is currently associated.	
17	What is the total year of experience of handling Government projects?	
18	Whether your organization has Bank's certificate of solvency. If yes, submit documentary proof.	
19	Have you ever been denied tendering facilities by any Government/ Department/ Public sector Undertaking? (Give details)	
20	Submit receipt of latest Income Tax Return filed with Income Tax Department and PAN no.	

Signature: -

Name of the Authorized signatory:

Company Seal: -

## Annexure 2: Format for Financial Information

BID/TENDER No. <BID/TENDER Number>

Name of the Project: ICT Sikkim

Name of the Bidder	Turn Over (Rs Crore)		
	08-09	09-10	10-11

Signature: -

Name of the Authorized signatory:

Company Seal: -

Note:

1. Submit the audited financial statement/ audited annual report of the last three financial years.
2. Bidder should have a positive Net worth. In this regard bidder should submit a certificate in original from a chartered account.

### Annexure 3: Format for Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No.            Date:

To

Technical Director  
HRDD  
Govt. of Sikkim

Dear Sir,

WHEREAS ..... (Name of Solution Provider) hereinafter called "the Service Provider" has undertaken, in pursuance of Contract dated ... 2012 (hereinafter referred to as "the Contract") to implement the ICT Sikkim Project, Government of Sikkim ("GoS").

AND WHEREAS it has been stipulated in the said Contract that the Service Provider shall furnish a Bank Guarantee ("the Guarantee") from a Nationalized bank for the project/performance of the Software solution as per the agreement

WHEREAS we ("the Bank", which expression shall be deemed to include its successors and permitted assigns) have agreed to give the Government of Sikkim ("GoS") the Guarantee:

THEREFORE the Bank hereby agrees and affirms as follows:

1. The Bank hereby irrevocably and unconditionally guarantees the payment of Rs. \_\_\_\_\_ (being 5 % of the sum of order value) to GoS under the terms of their Agreement dated on account of full or partial non-performance / non- implementation and/ or delayed and/ or defective performance / implementation. Provided, however, that the maximum liability of the Bank towards GoS under this Guarantee shall not, under any circumstances, exceed in aggregate.
2. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from GoS stating full or partial non-implementation and/ or delayed and or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to GoS any and all sums demanded by GoS under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from GoS to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address: Attention Mr. .
3. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 12 months from the date of its execution. However, the Guarantee shall, not less than 30 days, prior to its expiry, be extended by the Bank for a further period of 12 months. The Bank shall extend the Guarantee annually in the manner herein before provided for a period of three years from the date of issue of this Guarantee.
4. The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:
  - a. any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
  - b. any breach or non-compliance by the Solution Provider with any of the terms and conditions of any Agreements/credit arrangement, present or future, between Solution Provider and the Bank.
5. The BANK also agrees that GoS at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against SOLUTION

PROVIDER and notwithstanding any security or other guarantee that GoS may have in relation to the Solution Provider's liabilities.

6. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of GoS or any other indulgence shown by GoS or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.
7. This Guarantee shall be governed by the laws of India and only the courts of Gangtok, Sikkim shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this the ..... Day of .....2012

Witness

(Signature) (Signature) (Name) (Name)  
Bank Rubber Stamp

(Official Address) Designation with Bank

Stamp Plus Attorney as per Power of Attorney No.

Dated:

## Annexure 4: Format for Providing Citations

Sl. No.	Item	Guidelines	Attachment Ref.No. for details
1.	Name of the Project		
2.	Client Details	Name; Contact person's Name & No.	
3.	Domain/Sector	Please specify the domain such as which department etc.	
4.	No. of Locations	Please Specify Number of locations for implementation	
5.	Scope of Work	Provide Scope of Work; highlight Key Result Areas expected and achieved	
6.	Contract Value	Provide particulars on Contract Value assigned to each major phase and milestone	
7.	Complete Project Duration	Provide particulars on the total time taken for the completion of project including time details on various activities	

The Citations should be given in the above format. A separate copy of this format should be used for each citation and at least three citations should be provided.

Signature:

Name of the Authorized signatory: Company seal:

## Annexure 5: Format for Queries

Bidders requiring specific points of clarification may communicate with GoS during the specific period using the following format.

BID/TENDER No. <BID/TENDER Number>

Name of Project: ICT Sikkim

Name of the Bidder-

Contact Address of the Bidder-

SI No.	Section No.	Page No	Query

Signature:

Name of the Authorized signatory: Company seal:

Note: All the queries should be sent in this format to : [tashiongyal@gmail.com](mailto:tashiongyal@gmail.com)  
[sikphq@gmail.com](mailto:sikphq@gmail.com)

## Annexure 6: Technical Bid Particulars

1. Tender Number :.....
2. Name of the Bidder :.....
3. Full Address of the Bidder :.....
4. Name of the actual signatory :.....of the product(s)  
offered
5. Bidder's proposal number and date :.....
6. Name and Address of the officer:..... to whom all  
references shall be made regarding the tender

Telephone :

Fax : E-mail :

Bidder  
Signature -----  
Name -----  
Designation -----  
Company -----  
Date -----

## Annexure 7: Technical Bid letter

To,

Technical Director  
HRDD  
Govt. of Sikkim

Reference: BID/TENDER No. ....Dated.....

Sir,

We hereby declare

1. that we have domain knowledge in ICT projects for Government in Hardware Supply and deployment , Application Development, , generic report generation software, Training on Software
2. We are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Tender Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of GoS and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.
3. We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid at Annexure
4. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.
5. We enclose herewith the complete Technical Bid as required by you. This includes:
  - a) This Bid Letter
  - b) Bid Particulars
  - c) Statement of Technical Deviation(s)
  - d) Statement of deviations from tender terms and conditions
  - e) Details of the proposed solution, proposed Methodology & Timeline

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions. The deviations from the technical specification(s) are only those mentioned in Annexure and the deviations from the tender terms and conditions are only those mentioned in Annexure.

Certified that the Tenderer is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to Rs. 21, 00,000 (Rs. Twenty One Lakhs Only) is enclosed in the cover containing the letter for Pre-Qualifying requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this        Day of 2010

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of bidder



Witness Signature: Witness Name:

Witness Address:

## Annexure 8: Statement of Deviation from Technical Specification

To,

Technical Director  
HRDD  
Govt. of Sikkim

Reference. BID/TENDER No. ....Dated.....

Dear Sir,

Following are the deviations and variations from the Technical Specifications of tendered items. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your specifications and documents.

Sl. No.	Section No. & Page No.	Deviation in the Bid	Brief Reason
1.			
2.			
3.			

## **Annexure 9: Statement of Deviation from Tender Terms and Condition**

To,

Technical Director  
HRDD  
Govt. of Sikkim

Reference: BID/TENDER No. ....Dated.....

Dear Sir,

Following are the deviations and variations from the Terms and Conditions of the Tender. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your specifications and documents.

<b>Sl. No.</b>	<b>Section No. &amp; Page No.</b>	<b>Deviation in the Bid</b>	<b>Brief Reason</b>
1.			
2.			
3.			

## Annexure 10: Commercial Bid Particular

1. Tender Number :.....
2. Name of the Bidder :.....
3. Full Address of the Bidder :.....
4. Name of the actual signatory :.....of the product(s) offered
5. Bidder's proposal number and date :.....
6. Name and Address of the officer:..... to whom all references shall be made regarding the tender

Telephone :  
Fax :  
E-mail :

Bidder

Signature -----  
Name -----  
Designation -----  
Company -----  
Date -----

## Annexure 11: Commercial Bid Letter:

To,

Technical Director  
HRDD  
Govt. of Sikkim

Reference: BID/TENDER No. ....Dated.....

Sir,

We hereby declare

1. that we have domain knowledge in ICT projects for Government in Hardware Supply and deployment , Application Development, , generic report generation software, Training on Software.
2. We/our principals are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Tender Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of GoT and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.
3. We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid at Annexure
4. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.
5. We enclose herewith the complete Commercial Bid as required by you. This includes:
  - a. This Bid Letter(Annexure )
  - b. Bid Particulars (Annexure )
  - c. Statement of Deviations from Commercial Specifications (Annexure )

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions. The Commercial Deviations are only those mentioned in (Annexure).

Certified that the tenderer is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to Rs.21, 00,000 (Rs. Twenty One Lakhs Only) is enclosed in the cover containing the letter for eligibility requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this Day of 2012 (Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of: (Name and Address of Company)

Seal/Stamp of bidder

Witness Signature: Witness Name:

Witness Address:

## Annexure 12: Statement of Deviation from Commercial Specification

To,

Technical Director  
HRDD,  
XXXXX

Reference: BID/TENDER No. ....Dated.....

Dear Sir,

Following are the Commercial deviations and variations from the tendered items. These deviations and variations are exhaustive. Except these deviations and variations, the entire work shall be performed as per your specifications and documents.

Sl. No.	Section No. & Page No.	Deviation in the Bid	Brief Reason
1.			
2.			
3.			

## Annexure 13: Quantities required in one School

### Hardware:

Sl.No.	Description	Estimated Qty. per School	
		Option-1 (Client-Server)	Option-2 (Shared Computing)
1.		<b>Hardware</b>	
A.	Desktop Computer (High End)	1	3
B	Desktop Computer (Low End)	9	-
C	Access Point	-	12 (4 per desktop/ host PC)
D	Online UPS	1	
E	Generator Set	1	
F	All in One-Printer	1	
G	Web Camera	1	
2.		<b>Network</b>	
	Switch 24 Ports	1	
3.	<b>Internet</b>	1 connection per lab	
4.		<b>Lab Infrastructure</b>	
A	400 SQFT Area of Vnyl Flooring and Civil work for Exhaust Fan, Electrical Work for Tubelight, PC, Ceiling Fan, Lan for PC, 1100 SQFT for Painting		
B	Computer Tables	1 each per node/desktop	
C	Chairs	2 each per node/desktop	
D	Printer Table	1	
E	Ceiling Fan	1	
F	Exhaust fan	1	
G	Tube Light	2	
H	Instructor table	1	
I	Instructor chair	1	
J	Steel Cupboard	1	
K	Fire Extinguisher	1	
5.		<b>Operational - Annual / School</b>	
A	Paper @ 3 Ream	1	
B	CDs @ 20	1	
C	Internet 100 Hrs Pack	1	
D	Refilling of Printer Cartridge	2	
E	Additional Warranty for Systems, Printers and Switches	1	
F		<b>Operational - Monthly / School</b>	
G	Instructor	1	
H	Helpdesk	1	
I	Fuel Cost for @ 5hrs / Week		
J	Electricity Charges		

## Software:

Sl.no.	Item	Quantity
1	To provide Text book based Educational Software.	On all desktop/Node
2	To provide Computer Education Software.	On all desktop/Node
3	Additional educational Software as mentioned in spec.	On all desktop/Node
4	Installation of Antivirus for 3 years License.	1 License each per desktop /node
5	Microsoft Office 2010 Home & Student	1 License each per node/desktop
6	Open Office Software	1 License each per node/desktop



## Annexure 14: Technical Evaluation Criteria

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Section No. and Page No. in the Bidders Proposal
1	Past Experience of the Bidder			45	
a.	Implementation of ICT Project	No. of projects implemented in the field of Education/ Computer Education/software Development/on BOOT/BOO/BOT/Turnkey by the Bidder	Number of Projects >10 = 15 5 - 9 = 10 2 - 4 = 5 <1=0	15	
b.	Experience of working in Sikkim	All Completed/Ongoing System Integration in ICT / Experience in classroom teaching at Government Schools (having a minimum value of 2 crores each year) for the previous three Financial years to be looked i.e. 2010-11, 2009-10 and 2008-09	> 10 crores=15 6 – 9 crores = 10 2 – 5 crores = 5 < 2 crores = 0	15	
c.	Human Resource	Bidder Should possess at least 100+ work force with specialization in Training, Software Development and Implementation	<49 = 0 50 – 99 emp. = 5 100 – 150 emp. = 10 >150 = 15	15	
2	Financial Strength of the Prime Bidder			15	
a.	Turnover figure for Last three Years	Turnover of the bidder in last three years i.e. 2010-11, 2009-10 and 2008-09	Qualifying turnover should be at least Rs. 2 crores 2 – 5 crores = 5 5 – 8 crores = 10 >9 crores = 15	15	

SI No.	Criteria/Sub Criteria	Description	Point System	Max Criteria/ Sub Criteria Points	Section No. and Page No. in the Bidders Proposal
3	Technical Solution ,Training & Technical presentation for the Software by the Bidder			40	
a.	Proposed approach and Methodology	Description of the overall implementation methodology for implementing the Solution	Evaluation Committee will evaluate whether the implementation methodology is in line with the requirement.	10	
b	<b>Training</b>	Proposed Training and Change Management plan description to be looked into	Subjective Criteria:-The Evaluation Committee will evaluate on the basis of <ul style="list-style-type: none"> <li>• Proposed Training Schedule</li> <li>• Areas/domains covered</li> <li>• Number of personnel to be deployed for training with location of training</li> </ul>	10	
c.	<b>Technical Presentation</b>	Technical presentation to be looked into	The bidder's clarity of the total scope of work, approach and methodology and the solution and network architecture (centralized) etc. to be presented to the GoS.	20	
<b>Total Points</b>				100	

---

## Annexure 15: Commercial Bid Format

### Declaration of Financial Proposal – Client Server (Option 1)

To  
XXX  
YYYYY.

I/We hereby submit our Proposal for the supply of Computer Hardware, Educational Software's, School Automation Software and connected accessories and provision of computer education services as per the Scope of Work given in this Tender document within the time specified and in accordance with the special Terms and Conditions as well as Scope of work. The rates are quoted in the prescribed format given below:- Rate per school valid for the total 3 years (Contract Period).

<i>Details</i>	<b>Rate per school for Computer Hardware, Educational Software's, School Automation Software and connected accessories and provision of computer education services as per the Scope of Work for Client Server (Option 1)</b>
<i>In Figures (in Rs.)</i>	
<i>In Words</i>	

### Declaration of Financial Proposal – Shared Computing (Option 2)

To  
XXX  
YYYYY.

I/We hereby submit our Proposal for the supply of Computer Hardware, Educational Software's, School Automation Software and connected accessories and provision of computer education services as per the Scope of Work given in this Tender document within the time specified and in accordance with the special Terms and Conditions as well as Scope of work. The rates are quoted in the prescribed format given below:- Rate per school valid for the total 3 years (Contract Period).

---

<i>Details</i>	<b>Rate per school for Computer Hardware, Educational Software's, School Automation Software and connected accessories and provision of computer education services as per the Scope of Work for Client Server (Option 2)</b>
<i>In Figures (in Rs.)</i>	
<i>In Words</i>	

## Annexure 16: Specifications:

HARDWARE SETUP: Option A: INDEPENDENT DESKTOPS CONNECTED WITH SERVER (High End Computer) IN LOCAL AREA NETWORK as per the Network Diagram (N-I)

<b>Desktop Computer (High End)</b>	
<b>A. Key Specifications</b>	
Processor	Intel® Core i7 2100 / AMD FX 8150 or better
<b>B. Memory and Storage</b>	
RAM	4 GB expandable to 8 GB
Hard Drive Capacity	500 GB
Controller Interface Type	SATA
RAM Technology	DDR3 RAM
<b>C. Key Specifications</b>	
ON Board - LAN	10/100/1000 Mbps Gigabit Ethernet controller
I/O Ports	1 PS/2 Keyboard; 1 PS/2 Mouse ; 4 USB (with at least 2 in front); 1 LAN port; 1 VGA port; 1 DVD-D; 2PCI slot ; 1 PCI Express X16 slot ; 1 PCI express X1 slot; Audio ports for microphone and headphone in front
Key Board & Mouse	PS/2 Multimedia Keyboard and Optical Mouse with antistatic pad
Color Monitor	15" TFT TCO5 certified
Optical Drive	DVD RW (16x or Higher)
Chipset	IntelR P67 Express Chipset or AMD 990FX
Operating System	Windows 7 Starter Edition plus upgrade preloaded with Media, Windows Logo Certification and Linux
Pre loaded software	Norton, McAfee, E-Trust, K-7 Antivirus (Latest Version) for 3 years License
Cabinet	Mini tower
Power Management	Screen Blanking, Hard Disk and System Idle Mode in Power On, Set up Password, Power supply SMPS Surge protected

<b>Desktop Computer (Low End)</b>	
<b>A. Key Specifications</b>	
Processor	Intel® Core i5 / AMD Phenom II X6 1090T or better
<b>B. Memory and Storage</b>	
RAM	2 GB
Hard Drive Capacity	320 GB
Controller Interface Type	SATA
RAM Technology	DDR3 RAM
<b>C. Key Specifications</b>	
ON Board - LAN	10/100/1000 Mbps Gigabit Ethernet controller
I/O Ports	1 PS/2 Keyboard; 1 PS/2 Mouse ; 4 USB (with at least 2 in front); 1 LAN port; 1 VGA port; 1 DVD-D; 2PCI slot ; 1 PCI Express X16 slot ; 1PCI express X1 slot; Audio ports for microphone and headphone in front
Key Board & Mouse	PS/2 Multimedia Keyboard and Optical Mouse with antistatic pad
Color Monitor	15" TFT TCO5 certified
Optical Drive	DVD RW (16x or Higher)
Chipset	Intel Q 65 Chipset or better / AMD

Operating System	Windows 7 Starter Edition plus upgrade preloaded with Media, Windows Logo Certification.
Pre loaded software	Norton, McAfee, E-Trust, K-7 Antivirus (Latest Version) for 5 years License.
Cabinet	Mini tower
Power Management	Screen Blanking, Hard Disk and System Idle Mode in Power On, Set up Password, Power supply SMPS Surge protected

## LAN Diagram (N-I)



HARDWARE SETUP: Option B: Host Computers connected with Shared nodes IN LOCAL AREA NETWORK as per the Network Diagram (N-2)

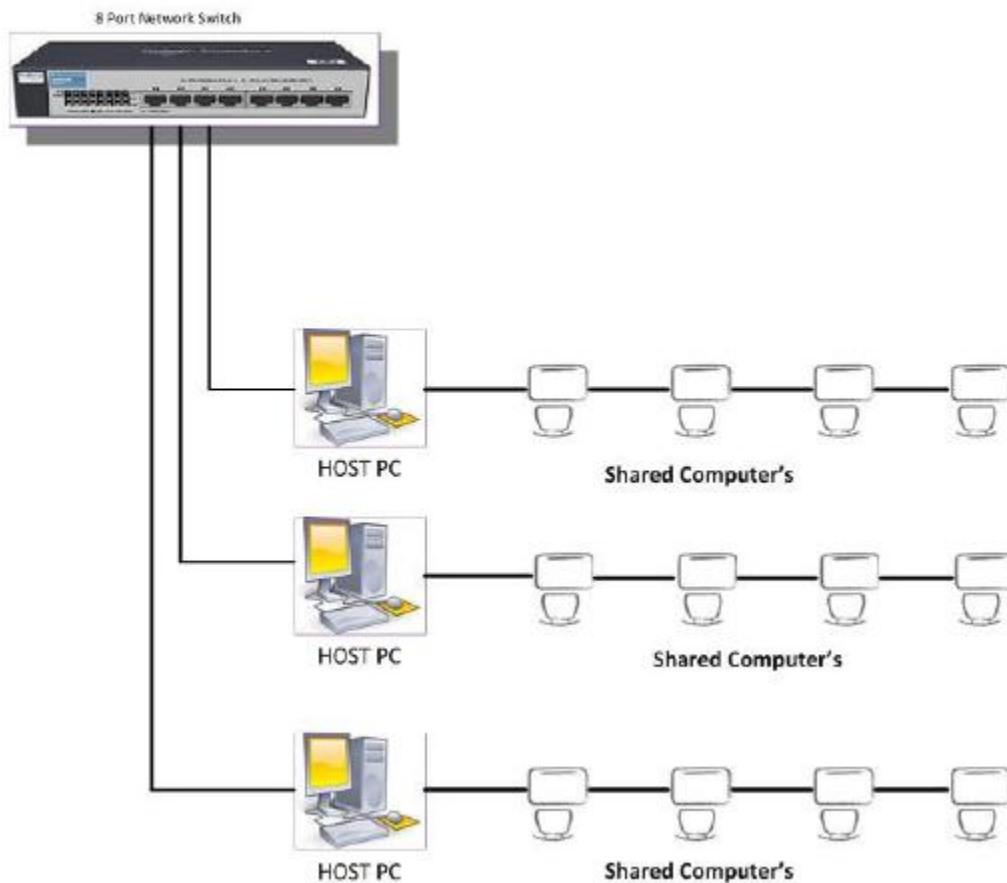
<b>Desktop Computer (Host Computer)</b>	
<b>A. Key Specifications</b>	
Processor	Intel® Core i7 2100 / AMD FX 8150 or better
<b>B. Memory and Storage</b>	
RAM	8 GB expandable to 32 GB
Hard Drive Capacity	500 GB
Controller Interface Type	SATA
RAM Technology	DDR3 RAM
<b>C. Key Specifications</b>	
ON Board - LAN	10/100/1000 Mbps Gigabit Ethernet controller
I/O Ports	1 PS/2 Keyboard; 1 PS/2 Mouse ; 4 USB (with at least 2 in front); 1 LAN port; 1 VGA port; 1 DVD-D; 2PCI slot ; 1 PCI Express X16 slot ; 1 PCI express X1 slot; Audio ports for microphone and headphone in front
Key Board & Mouse	PS/2 Multimedia Keyboard and Optical Mouse with antistatic pad
Color Monitor	18.5" TFT TCO5 certified
Optical Drive	DVD RW (16x or Higher)
Chipset	IntelR P67 Express Chipset or AMD 990FX
Operating System	Windows 7 Professional or higher 64 bit
Pre loaded software	Symantec, McAfee, E-Trust, K-7 Antivirus (Latest Version) for 3 years License
Cabinet	Should be able to support shared computing based on PCI technology (Full height PCI slot)
Power Management	Screen Blanking, Hard Disk and System Idle Mode in Power On, Set up Password, Power supply SMPS Surge protected.

<b>Shared Computing Access Point</b>	
Screen Resolution (Standard)	1280*1024 and above
Color Depth	16 bit and above
Mouse and Keyboard Ports	PS/2
Speaker Ports	Yes
Allow 4users to share a single host PC through a shared computing PC sharing kit (this includes 1 full height PCI Card, virtualization software, 4 Access points with speaker output, PS/2 mouse & PS/2 keyboard output, XVGA Monitor output and RJ45 connection port).	
Each Access point should be standalone equipment and not integrated with any peripheral like keyboard, monitor or mouse	
Each user should have his/her own display-18.5" monitor, PS/2 keyboard, PS/2 Mouse and audio output device (headphone).	
Each user should have its own desktop environment	
Solution should support Office suite, Internet and other educational applications as mentioned in the Tender document.	
User experience on virtual terminals should be substantially the same as on host PC (boot time, login experience, responsiveness, mouse, keyboard, application start up and execution), graphics/multimedia, and logout	
Power consumption of each access point should not exceed more than ½ watts.	
OS to be supported are Windows Server 2003, Windows Server 2008 R-2 and MS Multipoint Server	
Bidder to provide the shared computing PC Sharing kit separately from the Monitor, Keyboard, Mouse.	
Each access device should be capable to connect Monitor, Mouse & Keyboard independently	
Connectivity between host computer and Shared Computer should be through CAT6 SFTP cables.	

<b>Software</b>	
Anti-Virus	The Bidder is responsible to install and maintain this software on the desktops at no extra cost in all schools during the entire project period.
School Management Software	In continuation to earlier Phase 2, School Management Software would be provided by the Directorate at no cost to the Bidder. The Bidder would be responsible to install, maintain and support the SMS on the High End Desktops in all schools during the entire project period at his own cost.

### LAN Diagram (N-II)

## Network Diagram for required Setup



UPS:



S.No		Specifications
1	Manufacturer	ISO 9001 & ISO 14001 Certified
2	Technology	IGBT based PWM Technology
		Microprocessor controlled Digital Design
		Line Interactive
3	Overall Efficiency (AC-AC)	>=85%
4	Input Voltage & Range	230V 50Hz, Range 160V – 260V AC
5	Input Frequency Range	Range 40 to 70 Hz
6	Input Phase	Single Phase with ground
7	Input Power Factor	0.95 or better
8	Output Voltage	220VAC-230VAC
9	Voltage Regulation	+/-2% (or better)
10	Frequency	50 Hz +/- 0.1% (free Run Mode)
11	Harmonic Distortion (THD)	< 3% (linear load)
12	Output Waveform	Pure Sine wave
13	Crest Factor	3:01
14	Output Power Factor	0.8 lag or more
15	Battery Backup	Min 1 hour battery backup
16	Battery Type	Sealed Lead Maintenance Free VRLA type (Lead Calcium SMF batteries NOT acceptable)
17	DC Bus Voltage	As per OEM Architecture
18	Battery Capacity	Min. 960 VAH
19	Transfer Time	0 ms
20	Battery Enclosure	Powder Coated Cabinets matching with color of UPS, Made of Screw / NutBolt less for easy installation & Maintenance
21	Battery Brands	Reputed & Reliable brands like Exide, Panasonic, Rocket, Hitachi, Ouanta, CSB, EMERSON etc.
22	General Operating Temperature	0 to 40 Degree
23	Noise level	<55 dB @ 1 Meter
24	Alarms & Indications	All necessary alarms & indications essential for performance monitoring of UPS like mains fail, low battery & fault detection
25	Bypass	Automatic, Manual Bypass Switch
26	Compatibility	UPS to be compatible with DG Set supply
27	Communication Interface	
28	Standard	RS 232 port for software interface
29	Standard	SNMP interface support
30	Dimensions	Bidder to specify dimensions (H x W xD)
31	Certifications	For Safety & EMC as per international standards i.e. EMC Standard- EN50091 – 2

32	Isolation	In-built Isolation transformer or Transient Voltage Surge Suppressor
33	Transients	All critical source and sensitive loads should have protection from Transients
34	MCOV	The unit shall have a Maximum Continuous Operating Voltage (MCOV) rating of min 320Volt

Generator:

Engine Parameters	
Ignition system	TCI
Starting system	Recoil Starter/Electric starter
Fuel Tank Capacity(L) (Kerosene run)	9.1
Fuel Tank Capacity (L)(Petrol starting)	0.95
Continuous running hours	6.75 hours
Generator parameters	
Frequency (Hz)	50
Rated Output (VA)	1400VA
Maximum Output (VA)	1600VA
DC Output	Yes
Dry Weight (Kg)	76
L x W x H (mm)	890 x 431 x 686
Standard Features	
Fuel Cock	Plunger Type
Pilot Lamp	Yes
Oil Alert	Yes
Fuel Guage	Yes

**Laser Jet Printer, Scanner, Copier all in one Device**

Features	Specifications
Print speed	Up to 27 ppm letter
Resolution	<ul style="list-style-type: none"> <li>▪ Printing: upto 1200 x 1200 dpi</li> <li>▪ Copying: up to 600 x 600 dpi</li> <li>▪ Scanning: up to 1200 x 1200 dpi</li> </ul>
Printing Features	<ul style="list-style-type: none"> <li>▪ Manual duplex and booklet printing</li> <li>▪ N-up printing,</li> <li>▪ Collation,</li> </ul>

	<ul style="list-style-type: none"> <li>▪ Watermarks,</li> <li>▪ Economic mode for toner savings</li> </ul>
Copying Features	<ul style="list-style-type: none"> <li>▪ 1 to 99 multiple copies</li> <li>▪ reduce/enlarge from 25 to 400%</li> <li>▪ 2-up or 4-up allowing 2 or 4 pages to be copied onto 1 page</li> <li>▪ Contrast (lighter/darker),</li> <li>▪ resolution copy quality (draft, text, mixed)</li> </ul>
Scanning Features	<ul style="list-style-type: none"> <li>▪ Flatbed scanner up to letter, A4 size;</li> <li>▪ supported file types: JPEG, TIFF, PDF, GIF, and BMP</li> <li>▪ Should be able to scan Legal Documents</li> </ul>
Control panel	<ul style="list-style-type: none"> <li>▪ 2-line LCD text display,</li> <li>▪ Asian character support,</li> <li>▪ 16-character display,</li> <li>▪ menu and navigation buttons,</li> <li>▪ copy control buttons,</li> <li>▪ cancel button</li> </ul>
Memory	32 MB RAM
Paper Handling Tray	<ul style="list-style-type: none"> <li>▪ 10-sheet priority input tray,</li> <li>▪ 250-sheet multipurpose input tray,</li> <li>▪ 125-sheet output bin,</li> <li>▪ manual two-sided printing</li> </ul>
Paper Size	<ul style="list-style-type: none"> <li>▪ 76 x 127 mm (3 x 5 inches) to 216 x 356 mm (8.5 x 14 inches);</li> <li>▪ letter,</li> <li>▪ legal,</li> <li>▪ index cards,</li> <li>▪ postcards;</li> <li>▪ A4,</li> <li>▪ A5</li> </ul>

Interfaces	<ul style="list-style-type: none"> <li>▪ Hi-Speed USB 2.0 port,</li> <li>▪ Ethernet port</li> </ul>
operating systems support Required	Windows XP Home and Professional Edition ; Windows Vista, Linux
Power	220 to 240 volts (±10%), 50/60 Hz (±2 Hz) Input Power port with required English power chord

## WEB CAM:

i. Type: VGA CMOS webcam;
ii. Video capture: Up to 1024 x 768 pixels;
iii. Still image capture: Up to 1024 x 768 pixels;
iv. Frame rate: Up to 30 frames per second; 55° diagonal field of view ; 2MP video memory ; Imaging Feature: Automatic image adjustment with manual overwrite ;
v. Built-in: Microphone; Omni directional microphone;
vi. Misc.: USB 2.0 certified, Windows Hardware Quality Labs (WHQL); should comply with part 15 of the FCC rules, It may not cause harmful interference; USB Cable, Universal monitor Clip for LCD, CRT, or notebooks; Integrated Software (Complete/ Full with Latest version):One-click video e-mail software, Video broadcasting software, Web album creator software, Dashboard provides access to animated video special effect features and webcam controls; Web camera software etc with guide, Desktop and CRT universal attachment base/ Notebook and LCD universal attachment base.

## 24 Port Switch:

SI No.	Specifications
	<b>General Features</b>
1	∅ The switch should have minimum 24 x 10/100 Fast Ethernet Ports & 2 SFP based uplinks.
	<b>Performance</b>
2	∅ Minimum 16 Gbps switching fabric
3	∅ Minimum Wire-speed forwarding rate – 10 Mpps
4	∅ Configurable Minimum 600 MAC addresses Layer-2 Features
5	∅ IEEE 802.1Q VLAN encapsulation. Upto 255 VLANs should be supported.
6	∅ Support for Automatic Negotiation of Trunking Protocol, to help minimize the configuration & errors.

7	Ø Support for Centralized VLAN Management.
8	Ø Spanning-tree Enhancements for fast convergence
9	Ø IEEE 802.1d, 802.1s, 802.1w, 802.3ad
10	Ø Spanning-tree feature to prevent other edge switches becoming the root bridge.
11	Ø IGMP snooping v3, Support for upto 255 IGMP Groups.
12	Ø Link Aggregation Protocol (LACP)
13	Ø Support for Detection of Unidirectional Links (in case of fiber cut) and to disable them to avoid problems such as spanning-tree loops.
14	Ø The Switch should be able to discover the neighboring device of the same vendor giving the details about the platform, IP Address, Link connected through etc, thus helping in troubleshooting connectivity problems.
15	Ø Per-port broadcast, multicast, and storm control to prevent faulty end stations from degrading overall systems performance.
	<b>Network security features</b>
16	Support for mechanisms to improve the network's ability to automatically identify, prevent, and respond to security threats and also to enable the switches to collaborate with third-party solutions for security-policy compliance and enforcement before a host is permitted to access the network. Thus preventing the spread of Viruses & worms.
17	Ø IEEE 802.1x to allow dynamic, port-based security, providing user authentication.
18	Ø Port-based ACLs for Layer 2 interfaces to allow application of security policies on individual switch ports.
19	Ø SSHv2 and SNMPv3 to provide network security by encrypting administrator traffic during Telnet and SNMP sessions.
20	Ø RADIUS authentication to enable centralized control of the switch and restrict unauthorized users from altering the configuration.
21	Ø MAC address notification to allow administrators to be notified of users added to or removed from the network.
22	Ø DHCP snooping to allow administrators to ensure consistent mapping of IP to MAC addresses. This can be used to prevent attacks that attempt to poison the DHCP binding database, and to rate-limit the amount of DHCP traffic that enters a switch port.
23	Ø Port security to secure the access to an access or trunk port based on MAC address.
24	Ø Multilevel security on console access to prevent unauthorized users from altering the switch configuration using local database or through an external AAA Server.
25	Ø Feature to shut down Spanning Tree Protocol fast interfaces when BPDU's are received to avoid accidental topology loops.
26	Ø Up to 512 ACL entries should be supported.
	<b>Quality of Service (QoS) &amp; Control</b>
27	Ø Standard 802.1p CoS and DSCP

---

28	Ø Control- and Data-plane QoS ACLs
29	Four egress queues per port to enable differentiated management of up to four traffic types across the stack.
30	Ø mechanism to provide congestion avoidance
31	Ø There should not be any performance penalty for highly granular QoS functions.
	<b>Management</b>
32	Ø Superior manageability Features
33	Ø Command Line Interface (CLI) support for configuration & troubleshooting purposes.
34	Ø For enhanced traffic management, monitoring, and analysis, upto four RMON groups (history, statistics, alarms, and events) must be supported.
35	Ø Layer 2 trace route to ease troubleshooting by identifying the physical path that a packet takes from source to destination.
36	Ø Domain Name System (DNS) support to provide IP address resolution with user-defined device names.
37	Ø Trivial File Transfer Protocol (TFTP) to reduce the cost of administering software upgrades by downloading from a centralized location.
38	Ø SNMP v1/v2c/ v3 and Telnet interface support delivers comprehensive in-band management, and a CLI-based management console provides detailed out-of-band management.

---

**Software:****1. Text Book based Educational Software:**

Text Book based Educational Software for Std. V to X on all subject.

- Software should run on Windows Desktop/Server OS or higher version.
- Software should be on a learning approach and thus can be learned in observe of teachers by a peer group.
- Lessons are interactive, with proper animations and illustrations.
- Voice over text/accenuation is with local accent.
- Exploration of concept/tools is there using audio/video/graphics/with complete streaming.
- The software incorporates assessment scheme/exercise on self evaluation for every chapter of the subject.
- The lessons based on modular approach with at least 3 levels.
- Educational software should be based on Textbook & Syllabus for Std. V to Std. X.
- Should be able to have a single interface to select a particular class.
- Should be able to have a simple Icon based navigation for ease of use.
- Should be able to have ease of medium of language selection for a particular module.
- The package must be operational in a virtual/shared computing lab environment.

**2. Computer Education Software:**

Complete package should have at least 40 hours sitting time.

- Package should be 100% interactive with appropriate animations.
- The Package must be in Hindi/English languages separately.
- The product should cover educational contents on:
  - a) Computer Fundamentals,
  - b) Windows 7 Operating System,
  - c) MS Word 2010 Processing,
  - d) MS Excel 2010 Spreadsheet,
  - e) MS PowerPoint 2010 Presentation,
  - f) MS Outlook
  - g) Internet & Browsing.
- The narration and interaction should be in the same language the package is offered and should have inbuilt transcript support apart from audio in the language it is offered.
- Package should cover the topics in extensive details for all possible options under each head.
- Package should have self assessment quiz for each lesson covered in the modules.
- The package must be operational on Windows Desktop/Server or higher versions and it should not require a live Internet connection to use it.
- The package must be operational in a virtual/shared computing lab environment.
- Package should have hands-on exercises with real time scenario and real time environment experience through out to explain the concepts.
- Package should allow user specific bookmarks to be saved.
- Package should be allow creating multiple users on a single PC
- Package should have an inbuilt feature to track the total usage of the learner and generate report accordingly.
- Should be able to have a single interface to select a particular class.
- Should be able to have a simple Icon based navigation for ease of use.

**Antivirus:** - Norton, McAfee, E-Trust, K7 Antivirus (Latest Version) for 3 years License.

**Office Automation:** - Open Office Software

**Lab Infrastructure:**

<b>A. Computer Table</b>
600mm x 450mm x 725mm with Sunmica Top having facility for keeping CPU, Monitor and Keyboard (pull out). Monitor should be fixed under the glass tabletop to facilitate the students with good classroom environment as well as to avoid damage.
<b>B. Computer Chair</b>
PVC/Plastic molded without arms rest
<b>C. Printer Table</b>
600mm x 450mm x 725mm with Sunmica Top
<b>D. Instructor Table</b>
600mm x 450mm x 725mm with Sunmica Top
<b>E. Instructor Chair</b>
PVC / Plastic molded with Arm rest
<b>F. Ceiling Fan</b>
ISI & Branded with 48" blades with regulator
<b>G. Tube Lights</b>
ISI & Branded 4ft open type/bracket with electronic choke
<b>H. Exhaust Fan</b>
ISI & Branded Standard size
<b>I. Vinyl Flooring</b>
Vinyl Flooring 1.5mm thick 400 sq. ft. area.
<b>J. Steel cupboard</b>
minimum size 4 ft X 3 Ft X 1.5 Ft
<b>K. Painting</b>
Painting with Distemper (5' X 4' area of wall adjacent to black board should be very smooth and painted with white paint that will be used as projection screen) approximate 1100 sq. ft. area.

**Electrical Fittings:**

As per specs and actual for connecting 3 nos. of PCs and 10 nos of , monitors, printers, projectors, UPS and generator and other electrical fittings to run the 10 computer lab as mention in tender document. Through PVC conduit with copper cable for mains feeder including distribution box and socket boxes (6 Amp and 16Amp). Feeder provided with Isolators and MCBs. Electric Sub-meter-10/20 amps, 1 phase/3phase electronic/Analog Approved by Power Dept, Govt. of Sikkim. Electrical wiring with 1 main MCB before or after Energy meter.
Earthing: Earthing provided with copper plate, and electrode with copper wire with main switch. The copper plate has been buried at a depth of 8 ft. in the soil, along with required quantity of salt, sand, and charcoal filling, after necessary excavation
The conditioning of electrical power is the sole responsibility of the Bidder wherever required
All equipment/appliances/fittings should be ISI/ISO certified.



## Annexure 17: List of the Schools:

S.No	School Name	Locality	District
1	ASSAM LINGZEY GOVERNMENT SENIOR SECONDARY SCHOOL	ASSAM LINGZEY	East
2	BARIKHOP GOVERNMENT SENIOR SECONDARY SCHOOL	BARIKHOP, W/SIKKIM	West
3	BERMIOK TOKAL GOVERNMENT SENIOR SECONDARY SCHOOL	TOKAL BERMIOK	South
4	BIRASPATI PARSAI GOVERNMENT SENIOR SECONDARY SCHOOL	MARCHAK RANIPOOL	East
5	CENTRAL PENDAM GOVERNMENT SENIOR SECONDARY SCHOOL	CENTRA PENDAM	East
6	CHAKUNG GOVERNMENT SENIOR SECONDARY SCHOOL	CHAKUNG	West
7	CHUJACHEN GOVERNMENT SENIOR SECONDARY SCHOOL	CHUJACHEN	East
8	DENATM GOVERNMENT SENIOR SECONDARY SCHOOL	DENTAM	West
9	DEORALI GIRLS GOVERNMENT SENIOR SECONDARY SCHOOL	DEORALI	East
10	DIKLING GOVERNMENT SENIOR SECONDARY SCHOOL	DIKLING	East
11	ENCHEY GOVERNMENT SENIOR SECONDARY SCHOOL	ENCHEY	East
12	HEE-GYATHANG GOVERNMENT SENIOR SECONDARY SCHOOL	HEE-GYATHANG	North
13	HEE-YANGTHANG GOVERNMENT SENIOR SECONDARY SCHOOL	HEE-YANGTHANG	West
14	JORETHANG GOVERNMENT SENIOR SECONDARY SCHOOL	JORETHANG	South
15	KALUK GOVERNMENT SENIOR SECONDARY SCHOOL	KALUK	West
16	KHAMDONG SONAMATI MEMORIAL GOVERNMENT SENIOR SECONDARY SCHOOL	KHAMDONG	East
17	KYONGSA GIRLS GOVERNMENT SENIOR SECONDARY SCHOOL	GAYALSHING KYONGSA	West
18	LINGDOK GOVERNMENT SENIOR SECONDARY SCHOOL	LINGDOK NAMPONG	East
19	LINGMOO-KOLTHANG GOVERNMENT SENIOR SECONDARY SCHOOL	LINGMOO-KOLTHANG	South
20	MACHONG GOVERNMENT SENIOR SECONDARY SCHOOL	MACHONG	East
21	MAMRING GOVERNMENT SENIOR SECONDARY SCHOOL	MAMRING	East
22	MANGALBARIA GOVERNMENT SENIOR SECONDARY SCHOOL	TAKHUTHANG	West
23	MANGAN GOVERNMENT SENIOR SECONDARY SCHOOL	RINGHIM NAMPTAM	North
24	NAMCHI GIRLS GOVERNMENT	NAMCHI	South

	SENIOR SECONDARY SCHOOL		
25	NAMCHI GOVERNMENT SENIOR SECONDARY SCHOOL	NAMCHI BAZAR	South
26	NAMTHANG GOVERNMENT SENIOR SECONDARY SCHOOL	NAMTHANG	South
27	PELLING GOVERNMENT SENIOR SECONDARY SCHOOL	PELLING	West
28	PHODONG GOVERNMENT SENIOR SECONDARY SCHOOL	RURAL	North
29	RANKA GOVERNMENT SENIOR SECONDARY SCHOOL	RANKA	East
30	RHENOCK GOVERNMENT SENIOR SECONDARY SCHOOL	ARITAR GPU	East
31	RUMTEK GOVERNMENT SENIOR SECONDARY SCHOOL	RAWTEY, RUMTEK	East
32	SADAM GOVERNMENT SENIOR SECONDARY SCHOOL	SADAM	South
33	SAMDONG GOVERNMENT SENIOR SECONDARY SCHOOL	SAMDONG	East
34	SANG GOVERNMENT SENIOR SECONDARY SCHOOL	SANG	East
35	SINGTAM GOVERNMENT SENIOR SECONDARY SCHOOL	SINGTAM	East
36	SIR TASHI NAMGYAL GOVERNMENT SENIOR SECONDARY SCHOOL	DEVELOPMENT AREA, GANGTOK	East
37	SOMBAREY GOVERNMENT SENIOR SECONDARY SCHOOL	SOMBARIA, UPPER THANMBONG	West
38	SORENG GOVERNMENT SENIOR SECONDARY SCHOOL	SORENG WEST-SIKKIM	West
39	TADONG GOVERNMENT SENIOR SECONDARY SCHOOL	TADONG	East
40	TASHIDING GOVERNMENT SENIOR SECONDARY SCHOOL	TASHIDING	West
41	TEMI GOVERNMENT SENIOR SECONDARY SCHOOL	TEMI	South
42	VCGL RAVANGLA GOVERNMENT SENIOR SECONDARY SCHOOL	RABONG SANGMOO	South
43	WEST PINT GOVERNMENT SENIOR SECONDARY SCHOOL	TATHANGCHEN	East
44	YANGYANG GOVERNMENT SENIOR SECONDARY SCHOOL	YANGYANG	South

## **Annexure 18: Syllabus:**

### **Syllabus – V to X Textbook based Syllabus**

#### **Class V Topic List**

##### **V Mathematics**

Chapter-1 Numbers

Chapter-2 Operations on Numbers: Addition and Subtraction

Chapter-3 Operations on Numbers: Multiplication and Division

Chapter-5 Divisibility

Chapter-6 Profit and Loss

Chapter-8 Equivalent Fractions

Chapter-9 Addition and Subtraction of Fractions

Chapter-10 Multiplication and Division of Fractions

Chapter-11 Geometry: Basic Concepts

Chapter-12 Angle and Triangle

Chapter-13 Roman Numerals

Chapter-14 Decimal Fractions: Introduction

Chapter-15 Decimal Fractions: Addition, Subtraction, Multiplication

Chapter-17 Segment: Measurement and Construction

Chapter-18 Properties and Rectangles and Squares

Chapter-19 Circle

Chapter-20 Perimeter

Chapter-21 Area

Chapter-22 Statistical Data

##### **V Science**

Chapter-1 The Human Body - Some Internal Organs

Chapter-2 Digestion of Food

Chapter-3 Food and Diet

Chapter-4 Germs and the Spread of Disease

Chapter-5 Prevention of Disease

Chapter-6 First Aid

Chapter-7 Natural Resources

Chapter-8 Soil Erosion

Chapter-9 The Particle Form of Substances

Chapter-10 Some Properties of Substances

Chapter-11 Type of Changes

Chapter-12 Physical Changes

Chapter-13 Chemical Changes

##### **V Civics**

Chapter-18 Our Democracy

Chapter-21 Our Duties

##### **V Geography**

Chapter-2 Locating a Place on the Earth

Chapter-5 The Atmosphere

Chapter-6 Climate

Chapter-7 The Biosphere

Chapter-11 India : Climate

Chapter-12 India : Water Resources and Marine Wealth

Chapter-13 India : Forest Wealth and Wildlife

Chapter-14 India : Mineral Wealth and Energy Resources

Chapter-15 India : Population and Life of the People

Chapter-16 India : Occupations of the People

Chapter-17 India : Industries

Chapter-18 India : Transport, Communication and Trade

Chapter-19 India : Cities and their Development

Chapter-20 India : Tourism  
Chapter-21 India : The Problem of Pollution

**V English**

Chapter-1 Alphabetical Order  
Chapter-2 Prepositions  
Chapter-3 Sentences  
Chapter-4 Passive/Active  
Chapter-5 Adjectives  
Chapter-6 Verbs – Transitive/Direct and Indirect Object  
Chapter-7 Use of A, An, The  
Chapter-8 Use of When  
Chapter-9 Adverbs of Manner, Time Frequency, Duration,Place  
Chapter-10 Pronoun  
Chapter-11 Adverbial Clause-Before,After,Till  
Chapter-12 Reported Speech  
Chapter-13 Conditionals  
Chapter-14 Punctuation  
Chapter-15 Verbs  
Chapter-16 Commands

**Class VI Topic List**

**Vlth Mathematics**

**Part – I**

Chapter-1 Divisibility  
Chapter-2 Order of Operations and the Use of Brackets  
Chapter-4 Points, Line, Plane  
Chapter-5 Angle  
Chapter-7 Natural Numbers and Whole Numbers  
Chapter-8 Indices  
Chapter-10 Decimal Fractions - Divisions  
Chapter-11 Ratio and Proportion  
Chapter-13 Perimeter

**Part - II**

Chapter-14 Integers  
Chapter-15 Algebraic Expressions  
Chapter-16 Addition and Subtraction of Algebraic Expressions  
Chapter-17 Equations with One Variable  
Chapter-20 Triangles and Types of Triangles  
Chapter-21 Properties of Triangles  
Chapter-22 Geometric Constructions  
Chapter-23 Bar Graphs  
Chapter-24 Area

**VI Science**

Chapter-1 Characteristics of Living Things  
Chapter-2 Classification of Living Things  
Chapter-3 Parts of Plants and their Structure  
Chapter-4 Measurement  
Chapter-5 Estimates of Measurements  
Chapter-6 Force  
Chapter-7 Motion and Types of Motion  
Chapter-8 Simple Machines  
Chapter-9 Work and Energy  
Chapter-10 Methods of Separating Substances  
Chapter-11 Organ Systems  
Chapter-12 Our Earth and its Special Features  
Chapter-13 Our Environment  
Chapter-14 Social Environment

## **VI History**

- Chapter-1 The Need of History
- Chapter-2 Source of History
- Chapter-3 The Life of the Ancient Man
- Chapter-11 Ancient Kingdoms of the North
- Chapter-12 Ancient Kingdoms of the South

## **VI Civics**

- Chapter-1 Our Social Life
- Chapter-2 The Gram Panchayat
- Chapter-3 The Panchayat Samiti
- Chapter-4 The Zilla Parishad
- Chapter-5 The Municipal Council
- Chapter-6 The Municipal Corporation
- Chapter-7 Importance of Local Government Bodies
- Chapter-8 Our Participation

## **VI Geography**

- Chapter-1 The Solar System
- Chapter-2 Motions of the Earth and their Effects
- Chapter-3 Seasons
- Chapter-4 Local Time and International Date Line
- Chapter-5 Scale of a Map and Field Visit
- Chapter-6 Air Temperature
- Chapter-7 Air Pressure
- Chapter-8 Winds
- Chapter-9 Rain
- Chapter-10 Biosphere
- Chapter-11 Natural Regions
- Chapter-12 The World - An Introduction

## **VI English**

- Chapter-1 Preposition
- Chapter-2 Simple Present Tense
- Chapter-3 Pronouns
- Chapter-4 Simple Past Tense
- Chapter-5 Use of A, An, The(Articles)
- Chapter-6 Synonyms
- Chapter-7 Question Words
- Chapter-8 Use of Commas
- Chapter-9 Adjectives
- Chapter-10 Use of Passives
- Chapter-11 Adverbs
- Chapter-12 Prepositions
- Chapter-13 The Use of Am/Is/Are
- Chapter-14 Conditions
- Chapter-15 Imperlatives
- Chapter-16 Modals

## **VII Mathematics**

### **PART - ONE**

- Chapter-1 Properties of Triangles
- Chapter-3 Indices
- Chapter-8 Construction of Triangles
- Chapter-9 Quadrilaterals
- Chapter-10 Equations in One Variable
- Chapter-11 Simple Interest
- Chapter-12 Rational Numbers (Miscellaneous Problems : Set 1)

### **PART - TWO**

- Chapter-13 Operations on Rational Numbers
-

Chapter-14 Profit and Loss  
Chapter-15 Congruence  
Chapter-17 Area  
Chapter-18 Identity  
Chapter-20 Joint Bar Graphs

**VII Science**

Chapter-1 Natural Resources  
Chapter-2 Water - A Natural Resources  
Chapter-3 Propagation of Light  
Chapter-4 Transmission of Heat  
Chapter-5 Effects of Heat  
Chapter-6 The Organization of Living Things  
Chapter-7 Reproduction in Living Things  
Chapter-8 Circulation of Blood  
Chapter-9 Classification of Substances  
Chapter-10 Sound - Production of Sound  
Chapter-11 Propagation of Sound  
Chapter-12 Electric Charge  
Chapter-13 Food and Nutrition  
Chapter-14 Food and Protection of Food  
Chapter-15 Health and Disease  
Chapter-16 Control and Co-ordination  
Chapter-17 Acids, Bases and Salts  
Chapter-18 Properties of Water

**VII History**

Chapter-4 The Sultanate of Delhi  
Chapter-7 The Foundations and Expansion of the Mughal Power  
Chapter-8 The Expansion of the Mughal Power  
Chapter-9 The Creation of the New Centres of Power  
Chapter-10 Social Life during the Mughal Period  
Chapter-11 Maharashtra before the Times of Shivaji Maharaj  
Chapter-12 The Foundation of the Swaraj  
Chapter-13 Conflict with the Mughals  
Chapter-14 The Administration of the Swaraj  
Chapter-15 A People's King

**VII Civics**

Chapter-3 Fundamental Rights and Duties of Citizens  
Chapter-8 The State Government

**VII Geography**

Chapter-5 Hydrosphere  
Chapter-6 Ocean Floor Relief and Oceanic Oozes  
Chapter-7 Temperature and Salinity of Ocean Waters  
Chapter-8 Movements of Ocean Water  
Chapter-9 Human Occupations  
Chapter-10 Population  
Chapter-11 The Continent of Africa  
Chapter-12 The Continent of North America  
Chapter-13 The Continent of South America (Lesson for Self-Study)  
Chapter-14 United States of America  
Chapter-15 Brazil  
Chapter-16 Egypt  
Chapter-17 Tanzania  
Chapter-18 South Africa (Lesson for Self-Study)

**VII English**

Chapter-1 Conditional  
Chapter-2 Progressive and Simple Present

Chapter-3 Indirect Speech  
Chapter-4 Present Perfect  
Chapter-5 Indirect Speech  
Chapter-6 Relative Clause  
Chapter-7 How Much - How Many  
Chapter-8 Modals  
Chapter-9 Present Perfect  
Chapter-10 Indirect Speech  
Chapter-11 Passives  
Chapter-12 Future Time  
Chapter-13 Tag Questions  
Chapter-14 Modals  
Chapter-15 Used to Modals  
Chapter-16 Modals

**Class VIII Topic List**

**VIII Mathematics**

**Part - I**

Chapter-1 Squares and Square Roots  
Chapter-4 Quadrilaterals  
Chapter-6 Area  
Chapter-8 Statistics  
Chapter-9 Variation and Proportion  
Chapter-11 Equations in One Variable (Miscellaneous Exercise 1)

**Part - II**

Chapter-12 Cubes and Cube Roots  
Chapter-13 Indices  
Chapter-14 Construction of Quadrilaterals  
Chapter-15 The Arc of a Circle  
Chapter-16 Joint Bar Graphs  
Chapter-17 Compound Interest  
Chapter-18 Polynomials  
Chapter-19 Discount and Commission  
Chapter-20 Volume and Surface Area  
Chapter-21 Division of Polynomials  
Chapter-22 Factors of Polynomials (Miscellaneous Exercise 2)

**VIII Science**

Chapter-1 Stars and Our Solar System  
Chapter-2 Biological Diversity  
Chapter-3 Atmospheric Pressure  
Chapter-4 Magnetism  
Chapter-5 The structure of an atom  
Chapter-6 Chemical reactions and their types  
Chapter-7 The structure of a cell and microorganism  
Chapter-8 Diseases  
Chapter-9 Reflection of light  
Chapter-10 Sources of Energy  
Chapter-11 Electric Current  
Chapter-12 Properties of substances  
Chapter-13 Metals and Non Metals  
Chapter-14 Carbon and Carbon compounds  
Chapter-15 Air  
Chapter-16 Soil  
Chapter-17 Agriculture  
Chapter-18 Animal Husbandry

**VIII History**

Chapter-5 The National uprising of 1857

- Chapter-6 Renaissance in India
- Chapter-7 Laying the foundation of the freedom Struggle
- Chapter-12 The revolutionary movement
- Chapter-13 Indian national army
- Chapter-14 The struggle for social equality
- Chapter-15 India wins Independence

**VIII Civics**

- Chapter-1 Foreign Policy
- Chapter-2 India`s Foreign Policy
- Chapter-3 India`s Defense System
- Chapter-4 United Nations
- Chapter-5 The Functions of United Nations
- Chapter-6 International co-operation and Development
- Chapter-7 Human Rights

**VIII Geography**

- Chapter-1 Soaring into Space
- Chapter-2 Practical Geography
- Chapter-3 Field Visit and Report Writing
- Chapter-4 Interior of the Earth
- Chapter-5 Slow Earth Movements
- Chapter-6 Rapid Earth Movements
- Chapter-7 Rocks and Rocks Types
- Chapter-8 Weathering and Soils
- Chapter-9 Agents of Erosion - 1
- Chapter-10 Agents of Erosion - 2
- Chapter-11 Man and Natural Environment
- Chapter-12 Human Settlements
- Chapter-13 Primary Occupations
- Chapter-14 Secondary and Tertiary Occupations
- Chapter-15 The Continent of Antarctica
- Chapter-16 The Continent of Australia
- Chapter-17 The Continent of Europe (A Lesson for Self-Study)
- Chapter-18 Germany
- Chapter-19 Italy

**VIII English**

- Chapter-1 Nouns
- Chapter-2 Adverbs
- Chapter-3 Collective Nouns
- Chapter-4 Conjunctions
- Chapter-5 Verbs
- Chapter-6 Pronouns
- Chapter-7 Simple Present Tense
- Chapter-8 Infinitive and Gerund
- Chapter-9 Simple Past Tense
- Chapter-10 Articles
- Chapter-11 Question Words
- Chapter-12 Active - Passive Voice
- Chapter-13 Adjectives
- Chapter-14 Degree of Comparison
- Chapter-15 Comparison of Adjectives
- Chapter-16 Remove Too
- Chapter-17 Prepositions

**Class IX Topic List**

**IX Algebra**

- Chapter-1 Sets
- Chapter-2 Real Numbers



Chapter-3 Algebraic Expressions  
Chapter-4 Linear Equations in Two Variables  
Chapter-5 Graphs  
Chapter-6 Ratio, Proportion and variation  
Chapter-7 Statistics

**IX Geometry**

Chapter-1 Line & Angles  
Chapter-2 Triangles  
Chapter-3 Congruence of Triangles  
Chapter-4 Circle  
Chapter-5 Quadrilaterals  
Chapter-6 Co-ordinate Geometry  
Chapter-7 Geometric Construction  
Chapter-8 Trigonometry  
Chapter-9 Mensuration

**IX Science**

Chapter-1 World of Matter  
Chapter-2 Understanding Matter  
Chapter-3 Inside the Atom  
Chapter-4 Counting Matter  
Chapter-5 Cell: The unit of life  
Chapter-6 Life : Simplex & Complex  
Chapter-7 Life around you  
Chapter-8 Highway to health  
Chapter-9 Quality food, Quality Life  
Chapter-10 Moving Objects  
Chapter-11 The law of motions  
Chapter-12 The pull of the earth  
Chapter-13 Why Bodies Float  
Chapter-14 Energy: The Driving Force  
Chapter-15 The Music Of Sound

**IX History**

Chapter-1 Pre-historic Period  
Chapter-2 Egyptian Civilization  
Chapter-3 Ancient Indian Civilization  
Chapter-4 Greek Civilization  
Chapter-5 Contribution of Arabs  
Chapter-6 Feudalism in Medieval Europe  
Chapter-7 Europe During the Medieval Age  
Chapter-8 The Geographical Discoveries  
Chapter-9 The Reformation  
Chapter-10 The Renaissance

**IX Civics**

Chapter-1 Civics  
Chapter-2 Citizenship  
Chapter-3 Fundamental rights and duties  
Chapter-4 Directive principles of state policy  
Chapter-5 Democracy

**IX Geography**

Chapter-1 India : Location and Extent  
Chapter-2 Physiographic Divisions  
Chapter-3 River Systems  
Chapter-4 Ocean and Lakes  
Chapter-5 Climate  
Chapter-6 Soils  
Chapter-7 Natural Vegetation, Wild Animals and Birds

### **Class X Topic List**

#### **X Algebra**

- Chapter 1 Arithmetic Progression and Geometric Progression
- Chapter 2 Quadratic Equation
- Chapter 3 Linear Equations in two variables
- Chapter 4 Probability
- Chapter 5 Statistics – I
- Chapter 6 Statistics – II

#### **X Geometry**

- Chapter 1 Similarity
- Chapter 2 Circle
- Chapter 3 Geometric Constructions
- Chapter 4 Trigonometry
- Chapter 5 Co-ordinate Geometry
- Chapter 6 Mensuration

#### **X Science**

- Chapter 1 School of Elements
- Chapter 2 The magic of Chemical Reactions
- Chapter 3 The Acid Base Chemistry
- Chapter 4 The Electric Spark
- Chapter 5 All about Electromagnetism
- Chapter 6 Wonders of Light - Part I
- Chapter 7 Wonders of Light – Part II
- Chapter 8 Understanding Metals and Non-metals
- Chapter 9 Amazing World of Carbon Compounds
- Chapter 10 Life's Internal Secrets
- Chapter 11 The Regulators of Life
- Chapter 12 The Life Cycle
- Chapter 13 Mapping our Genes

#### **X History**

- Chapter 1 American war of independence
- Chapter 2 French Revolution
- Chapter 3 Industrial Revolution
- Chapter 4 Western Imperialism
- Chapter 5 World War I
- Chapter 6 Russian Revolution
- Chapter 7 Rise of Dictatorship in Europe
- Chapter 8 World War II
- Chapter 9 Emancipation of Asia and Africa
- Chapter 10 International Organizations
- Chapter 11 World after World War II

#### **X Civics**

- Chapter 1 Union Legislature
- Chapter 2 Union Executive
- Chapter 3 Judiciary
- Chapter 4 Urban Local Government
- Chapter 5 Rural Local Government : Panchayati Raj

#### **X Geography**

- Chapter 1 India : Resources
- Chapter 2 Human Resources
- Chapter 3 Water Resources
- Chapter 4 Forest Resources
- Chapter 5 Land Resources : Land Use
- Chapter 6 Characteristics of Agriculture
- Chapter 7 Animal Resources

Chapter 8 Mineral Resources  
Chapter 9 Energy Resources  
Chapter 10 Industries  
Chapter 11 (A) Transport Routes  
Chapter 11 (B) Communication and Trade  
Chapter 12 Practical Geography

**X Environmental Science**

Chapter 1 Pollution : Sources and Types  
Chapter 2 Effects of Pollution  
Chapter 3 Abatement and Control of Pollution  
Chapter 4 Resettlement and Rehabilitation  
Chapter 5 Natural Resources : Productivity, its Decline and Impacts  
Chapter 6 Energy : Sources and Crisis  
Chapter 7 Conservation : Water and Soil  
Chapter 8 Grasslands, Forests and Wildlife  
Chapter 9 Conservation : Ocean Resources  
Chapter 10 Technology, Sustainable Use of Resources and Conservation  
Chapter 11 Communities and Conservation

**X Economics**

Chapter 1 Economic Development  
Chapter 2 Meaning and Cause of Inflation  
Chapter 3 Effects, Trends and Control of Inflation  
Chapter 4 Consumer Protection  
Chapter 5 Public Distribution System  
Chapter 6 New Economic Policy  
Chapter 7 World Trade Organization

**X English**

Chapter 1 The Sentence - Questions  
Chapter 2 Prepositions  
Chapter 3 The Sentence - Imperatives  
Chapter 4 Reported Speech  
Chapter 5 The Sentence — Exclamations  
Chapter 6 Passive Voice  
Chapter 7 Present Perfect Tense  
Chapter 8 Modal Auxiliaries  
Chapter 9 Present Perfect Continuous Tense  
Chapter 10 Non-finites  
Chapter 11 Simple Future Tense  
Chapter 12 Degrees of Comparison  
Chapter 13 Future Continuous Tense  
Chapter 14 Word Formation  
Chapter 15 Articles  
Chapter 16 Punctuation

**Syllabus – Computer Education & Additional Educational Softwares**

**Computer Basics Tutor**

Chapter 1  
Introduction to Computer  
Topic 1: What is a Computer?  
Topic 2: History of Computer  
Topic 3: Classification of Computers  
Topic 4: Human brain vs. Computer  
Chapter 2  
Basic parts of a Computer

Topic 1: Computer Hardware  
Topic 2: Computer Software  
Topic 3: Central Processing Unit  
Topic 4: RAM  
Topic 5: ROM  
Topic 6: Input Devices  
Topic 7: Output Devices

#### Chapter 3

##### Computer Memory

Topic 1: What is a Memory?  
Topic 2: Memory Measurement  
Topic 3: Storage Devices

#### Chapter 4

##### Types of Software

Topic 1: Booting Process  
Topic 2: System Software  
Topic 3: Application Software  
Topic 4: Operating System  
Topic 5: Program & Programming  
Topic 6: Programming Languages  
Topic 7: Various Application Software

#### **MS Word**

##### Chapter 1

##### Introduction to MS-Word 2010

Topic 1: Understanding Word Processor Basics  
Topic 2: About Office Genuine Advantage (OGA)  
Topic 3: Getting Started with MS-Word 2010  
Topic 4: What is new in Word 2010?  
Topic 5: Components of Work Area  
Topic 6: Using help

##### Chapter 2

##### Working with Documents

Topic 1: Opening a blank and existing document  
Topic 2: Entering and editing text  
Topic 3: Saving and closing a document  
Topic 4: Using the Clipboard  
Topic 5: Working with Fonts  
Topic 6: Using the mini tool bar  
Topic 7: Paragraph Alignment and Line Spacing  
Topic 8: Paragraph Borders and Shading  
Topic 9: Working with Hyperlinks  
Topic 10: Finding and Replacing Text  
Topic 11: Printing a document

##### Chapter 3

##### Formatting a Document

Topic 1: Styling a Document  
Topic 2: Bullets and Numbering  
Topic 3: Inserting Headers and Footers  
Topic 4: Adding Graphics to a Document  
Topic 5: Working with Tables  
Topic 6: Defining Document Setting  
Topic 7: Document Views

##### Chapter 4

##### Advanced Formatting Techniques

Topic 1: Using the Font Dialog Box  
Topic 2: Creating New Styles

Topic 3: Object Grouping and Rotation  
Topic 4: Creating Multilevel Lists  
Topic 5: Setting Tab Stops  
Topic 6: Applying Water Mark  
Topic 7: Page Colors and Borders  
Topic 8: Header and Footer Toolbar  
Chapter 5  
Publishing Documents  
Topic 1: Creating Table of Contents  
Topic 2: Setting up Notes  
Topic 3: Creating Citation and Bibliography  
Topic 4: Adding Captions and Table of Figures  
Topic 5: Cross References and Index  
Topic 6: Adding Table of Authorities  
Topic 7: Reviewing Documents  
Topic 8: Protecting Documents

#### Chapter 6

Advanced

Features

Topic 1: Creating a Blog Page  
Topic 2: Mail Merge  
Topic 3: Working with Forms  
Topic 4: Working with Macros

### **Safe Use of Internet**

#### **Chapter 1**

##### **Basic of Internet**

Topic 1: Introduction to Internet  
Topic 2: How Internet works?  
Topic 3: Benefits of internet

#### **Chapter 2**

##### **Uses of Internets**

Topic 1: Information Search  
Topic 2: Net Banking  
Topic 3: Email  
Topic 4: Paying Bills  
Topic 5: Online booking

#### **Chapter 3:**

##### **Hacking and Internet Crimes**

Topic 1: Introduction.  
Topic 2: Cyber-safety Threats  
Topic 3: What is hacking?  
Topic 4: Types of Hackers  
Topic 5: Misuse of internet  
Topic 6: How Virus/ hackers attacks your system

#### **Chapter 4**

##### **Safe uses**

Topic 1: Antivirus  
Topic 2: Firewall security  
Topic 3: E-mail, Bank account password protection  
Topic 4: Staying Safe while Browsing

### **Spoken English Tutor Syllabus**

#### **Chapter 1**

##### **Very Easy Talk & Very Easy Vocabulary**

Topic 1: Meeting People  
Topic 2: Getting to Know People

Topic 3: Daily Routine  
Topic 4: Invitation & Request  
Topic 5: Going to Town  
Topic 6: Making a Journey  
Topic 7: Describing a Place  
Topic 8: Describing People  
Topic 9: How People Feel

## **Chapter 2**

### **Easy Talk**

Topic 1: Saying Hello  
Topic 2: Going to the City  
Topic 3: Bare Necessities  
Topic 4: Telephoning  
Topic 5: But's and If's  
Topic 6: Making Plans  
Topic 7: Being Sorry  
Topic 8: Inquiring & Complaining

## **Chapter 3**

### **Extempore Questions**

Topic 1: Hatch, Match & Detach  
Topic 2: What Makes a House, a Home?  
Topic 3: Education and Culture  
Topic 4: Friends, Mobile, and Canteen  
Topic 5: Taking a Break  
Topic 6: Goals and Dreams  
Topic 7: We Are What We Think  
Topic 8: The Rich, The Poor, and The Ugly  
Topic 9: Driving Home a Point  
Topic 10: Annoy/ Scare the Hell Out of Me

## **Chapter 4**

### **Business Communication**

Topic 1: Formal and Social Introduction  
Topic 2: Group Discussion  
Topic 3: Interview Skills  
Topic 4: Presentation Skills  
Topic 5: BPO and Call Centre  
Topic 6: Body Language  
Topic 7: Gentleman

## **Chapter 5**

### **Mastering Grammar**

Topic 1: Word Order and Sentences  
Topic 2: Parts of Speech  
Topic 3: Noun  
Topic 4: Adjective  
Topic 5: Pronoun  
Topic 6: Verb  
Topic 7: Active and Passive Voice  
Topic 8: Adverb  
Topic 9: Preposition  
Topic 10: Conjunction  
Topic 11: Interjection  
Topic 12: Question Tag

### **Cyberlaws Tutor Syllabus**

#### **Chapter 1**

Introduction to Cyber Crime  
Topic 1: What is a Cyber Crime?

Topic 2: Types of Cyber Crimes  
Topic 3: General Tips while using the Internet  
Chapter 2  
Introduction to Cyber Laws  
Topic 1: Emergence of Cyber Space  
Topic 2: What are Cyber Laws  
Topic 3: Importance of cyber law  
Topic 4: Advantages of Cyber Laws  
Chapter 3  
Legal Aspects of Cyber Laws  
Topic 1: Models for Jurisdictional Analysis  
Topic 2: Cyber Ethics  
Topic 3: Digital Signatures  
Topic 4: Electronic Governance  
Topic 5: Penalties and Adjudication  
Topic 6: Piracy