



Surat Smart City Development Ltd. (SSCDL)

Tender For
"Supply of Tablet PC with 3 years Comprehensive Warranty"
[SSCDL-Tablet-2017-01]

Online Bid Start Date

April 17, 2017

Online Pre-Bid Conference

April 21, 2017

Online Bid End Date

(Last Date of Downloading & Online Submission of Bids)

April 27, 2017

Last Date of Physical Submission of the Technical Bid



May 03, 2017

Surat Smart City Development Limited
115, Smart City Cell, Surat Municipal Corporation,
Muglisara, Main Road, Surat - 395003, Gujarat.

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1. Notice Inviting Bid

	<p align="center">Surat Smart City Development Limited (SSCDL) 115, Smart City Cell, Surat Municipal Corporation - HQ, Muglisara, Main Road, Surat - 395003, Gujarat. Notice Inviting Bid "Supply of Tablet PC with 3 years Comprehensive Warranty" [SSCDL-Tablet-2017-01]</p>	
<p>Bid for Supply of Tablet PC with 3 years Comprehensive Warranty is being published by the Surat Smart City Development Ltd (SSCDL) on https://smc.nprocure.com from the bidder meeting the basic eligibility criteria as stated in the bid document.</p>		
<p>Bid Fee (Non-refundable)</p>	<ul style="list-style-type: none"> Rs. 2,400/- (by DD or Banker's Cheque only) 	
<p>EMD</p>	<ul style="list-style-type: none"> Rs. 65,000/- (by DD or Banker's Cheque only) 	
<p>Online Bid Start Date</p>	<ul style="list-style-type: none"> 17/04/2017 	
<p>Online Pre-bid Conference to Bidders</p>	<ul style="list-style-type: none"> Bidders shall have to post queries by email to it@suratsmartcity.com on or before 21/04/2017, 16:00 hrs. 	
<p>Online Bid End Date (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)</p>	<ul style="list-style-type: none"> 27/04/2017 upto 18:00 hrs. 	
<p>Submission (in Hard Copy) of Bid Fee and EMD</p>	<ul style="list-style-type: none"> In sealed envelope strictly by RPAD/Postal Speed Post on or before 03/05/2017 upto 18:00 hrs. to the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat. 	
<p>The right to accept/reject any or all bid(s) received is reserved without assigning any reason thereof.</p>		
<p align="right">GM (IT) Surat Smart City Development Ltd</p>		

2. Introduction & Background

2.1. About Surat

Located in western part of India in the state of Gujarat, Surat is referred as the silk city and the diamond city. It has the most vibrant present and an equally varied heritage of the past. Surat is also known as economic capital of Gujarat and is having one of the highest growth rates amongst Asian cities. As per the Census 2011, it is the eighth largest city in the country with population of 4.48 million population. On the scale of population growth, Surat is the fastest growing city in Asia and holds 4th rank in the world. On the economic front, Surat holds top position with highest per house-hold income in the country

Surat has been selected as one of twenty Indian cities (in the first round of selection) to be developed as a smart city under Smart Cities Mission.

2.2. About Surat Municipal Corporation

The Surat Municipal Corporation (SMC) has responded to the challenges of fastest population growth and high speed economic development by adopting the best urban management practices. The administration of SMC with the help of the people and elected members of the city has transformed Surat to one of the cleanest cities of India. SMC has taken all necessary steps to make the city a better place to live with all amenities. SMC has taken up many path breaking initiatives and these efforts have been acknowledged at national and international level.

Utilization of Information Technology (e-Governance)

SMC had harnessed the power of IT before it became ubiquitous and a necessity for organizations of its nature and size. SMC is one of the few local self-government to adopt computerization in its early phases and use it for better governance, improving operational efficiency and increasing ease of interaction with citizens. SMC has initiated various e-Governance and m-Governance projects. The same have been recognized at national/international level. Following is the list of awards received in recent past:

1. Express IT Award 2015 (Bronze) For SMC Mobile App
2. Vodafone – Mobile for Good Award 2014 to Citizen’s Connect – SMC Mobile App
3. Skoch Order-of-Merit to Citizen’s Connect – SMC Mobile App
4. mBillionth Award South Asia 2014 to Citizen’s Connect – SMC Mobile App
5. HUDCO Award for Best Practices to Improve the Living Environment 2013-14 for Mobile App & Virtual Civic Center (Online Services)
6. Skoch Gold Award & Order-of-Merit for Use of e-Governance for Improved Service Delivery
7. The Janaagraha G2C Award 2012 for Best website under the category “Transparency and Accountability”
8. City Civic Centre won the National Award for e-Governance 2007-08 (Bronze) for Outstanding Performance in Citizen Centric Service Delivery

9. Golden Jubilee Memorial Trust Awards 2007-08 for Outstanding Utilisation of Communication & Information Technology from Southern Gujarat Chamber of Commerce
10. The Grievance Redressal System awarded the Best Practice Award by CMAG & FIRE[D]
11. Certificate of Merit by NIUA – FIRE(D) for the best website in the year 2001

3. Key Events & Dates

Event	Target Date
Notice Inviting Tender	SSCDL-Tablet-2017-01
Bid Availability	Start from 17/04/2017 upto 27/04/2017 upto 18:00 hrs.
Bid Fee	Bid Fee of Rs. 2,400/- (Twenty Four Hundred Only) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
EMD	Rs. 65,000/-(Sixty Five Thousand Only) by Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Municipal Corporation.
Online Pre-bid Conference to Bidders	Bidders shall have to post queries by email to it@suratsmartcity.com on or before 21/04/2017, 16:00 hrs.
Online Bid End Date (Last Date of Online Submission of Bids with all necessary documents as per tender document requirement in soft copy)	On or before 27/04/2017 upto 18:00 hrs.
Submission (in Hard Copy) of Bid Fee and EMD	In sealed envelope strictly by RPAD/Postal Speed Post on or before 03/05/2017 upto 18:00 hrs. To the Chief Accountant, Surat Municipal Corporation, Muglisara, Surat – 395003, Gujarat.
Opening of Technical Bids	Probably on date 04/05/2017 at 16:00 hrs.
Opening of Price Bids	To be decided and communicated later

4. Eligibility Criteria

The bidder interested in being considered for "Supply of Tablet PC with 3 years Comprehensive Warranty" at SSCDL/SMC should fulfill the following minimum criteria:

- 4.1.** The Bidder should be manufacturer/OEM of the Tablet. In the case the bidder is not manufacturer, the bidder should be duly authorized by the manufacturer/OEM to supply the goods by submitting Manufacturer's Authorization as per Section 10 Annexure C.
- 4.2.** The bidder should have an average annual turnover of Rs. 25 lakhs in each of the last three financial years i.e. 2013-14, 2014-15, 2015-16. The copies of Audited Annual Accounts for last three years shall be uploaded along with the bid. i.e. Financial Years of 2013-14, 2014-15, 2015-16.

4.3. The bidder shall have successfully completed the supply

- at least 80% of the tender quantity (480 nos.) of Tablet PCs in one financial year during last three years out of which one order shall be of 50% of the tender quantity (300 nos.).

OR

- at least 60% of the tender quantity (360 nos.) of Tablet PCs in each of two financial year during last three years out of which two order shall be of 33% of the tender quantity (198 nos.).

4.4. The bidder must have at least one service center in Surat, please attach documentary evidence. In case the bidder is OEM and is providing after sales support through Franchisee and/or Service Provider, the Franchisee and/or Service Provider must have at least one service center in Surat. The undertaking in hard copy duly signed by the bidder OEM & the franchisee and/or Service Provider shall also be attached with the bid for after sales support.

4.5. The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.

4.6. The bidder should furnish Bid Fee and an Earnest Money Deposit (EMD) as per Clause No. 5.4 and the bidder should furnish Solvency Certificate amounting minimum 20% of the consideration of the Contract from a scheduled/nationalized bank.

Note:

Bidders who wish to participate in this bid will have to register on <https://smc.nprocure.com> Further bidders who wish to participate in online bids will have to procure Digital Certificate as per Information Technology Act 2000 using which they can sign their electronic bids. Bidders can procure the same from (n) code solutions – a division of GNFC Ltd., or any other agency licensed by Controller of Certifying Authority, Govt. of India. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.

5. Instructions for the Bidder

5.1. Availing Bid Documents

Blank bid documents can be downloaded from the web site <https://smc.nprocure.com> up to the date and time mentioned in the Online Bid Invitation Notice SSCDL-Tablet-2017-01.

5.2. Pre-bid Queries

A prospective Bidder requiring any clarification on the RFP Document may submit his queries, via email, to the following e-mail id on or before **21/04/2017 upto 16:00 hrs.** Email Id for submission of queries: **it@suratsmartcity.com**

The queries must be submitted in the following format:

Bidder's Request for Clarification			
Name and Address of the Organization submitting request		Name and Position of Person submitting request	Contact Details of the Organization / Authorized Representative
			Tel: Mobile: Fax: Email:
Sr. No	Bid Reference(s) (Section, Page)	Content of Bid requiring clarification	Points of clarification required
1			
2			

5.3. Addenda & Corrigenda

If required the Addenda and Corrigenda will be issued pursuant to the pre-bid queries and the same will **form the part of the original bid documents** and shall override any contradicting effects in the original bid document.

5.4. Bid Fee & Earnest Money Deposit (EMD)

- The bidder should pay non-refundable **Bid Fee of Rs. 2,400/-** (Rupees Twenty Four Hundred Only) and **EMD of Rs. 65,000/-** (Sixty Five Thousand Only) by separate Demand Draft or Banker's Cheque of any scheduled/nationalized bank payable at Surat in favour of Surat Smart City Development Limited.
- Failure to submit Bid Fee and EMD as required shall lead to the bid being rejected summarily.

5.5. The bid should be filled in legibly, clearly indicating the figures and its value in words too.

5.6. The bidder will be bound by the details furnished to SSCDL/SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the bidder is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.

5.7. Online Submission of the Technical Bid:

The bidder will be required to upload the duly **signed, stamped and notarized colour scanned copy** of below mentioned documents in the same order of sequence online on smc.nprocure.com during e-tendering process.

- 1) Scan copy of Tender (Bid) Fee
- 2) Scan copy of EMD
- 3) Scan copy of Solvency certificate
- 4) Scan copy of work order / Completion certificate / Contract clearly indicating years in operation as well as quantity and value
- 5) Scan copy of Proof of address for Service Center in Surat
- 6) Scanned copy of Bid Format given in Section – 10, Annexure to Technical Bid
 - A. Bidder's Details (signed & stamped page no. 25, 26 & 27)
 - B. Information of Authorized Signatory / Contact Person (signed & stamped page no. 28)
 - C. Authorization Letter from OEM – Form A (on OEM's letterhead duly signed by its Authorized signatory, Page No. 29)
 - D. Self-Declaration – Form B (on Bidder's letterhead duly signed by Authorized signatory, Page No. 30)
- 7) Scan copy of PAN card
- 8) Scan copy of company registration with local body and state government/central government
- 9) Scan copy of duly signed addendum & Corrigendum, if any.
- 10) Scan copy of any other document not mentioned above but mentioned in the tender documents or additional document attached by tenderer (Optional).
- 11) Authorization Letter as per Clause-5.25 (mandatory in case tender signatory is other than Owner/Partner/MD/ Director/Company Secretary)

5.8. Demand Draft for E.M.D. & Tender (Bid) fee shall be submitted in electronic format through online mode (by scanning) while uploading the bid. This submission shall mean that E.M.D. & tender fee are received for purpose of opening of the bid. Accordingly offer of those shall be opened whose E.M.D. & tender (bid) fee is received electronically. However, for the purpose of realization of D.D. bidder shall send the D.D. in original through RPAD / Speed post as per Clause-5.4 below so as to reach to Chief Accountant, SMC within 7 days from the last date of online submission of the bid as per tender notice. Penaltative action for not submitting D.D. in original to shall be initiated and action shall be taken for abeyance of registration and cancellation of E-tendering code for one year. Any documents in supporting of bid shall be in electronic format only through online (by scanning) & hard copy will not be accepted separately.

5.9. All documents must be coloured scanned to be seen as original. Scanning in black and white or gray shall not be acceptable.

5.10. All documents must be notarized with clearly-displaying stamp, number and name of the notary.

5.11. Sealing, marking and submission of the bid:

TECHNICAL BID

The “Technical Bid” shall be put in a large envelop having two **separate envelopes containing**

- 1) Bid documents, Addenda & Corrigendum if any, duly filled Technical Bid along with all necessary supporting bid documents including solvency certificate and super scribed as **“Technical Bid”**.
- 2) Bid Fee and Earnest Money Deposit (EMD) and shall be super scribed as **“Bid Fee & EMD”**

The large envelope / outer envelope containing above envelopes must be sealed and super scribed and must be sent as under: z

Details to be mentioned exactly on sealed envelop	
<p>TENDER DETAILS</p> <ul style="list-style-type: none"> • Notice No.: SSCDL-Tablet-2017-01 • Technical Bid for Supply of Tablet PC with 3 years Comprehensive Warranty • Last Submission Date: 06/05/2017 upto 18:00 hrs. 	<p>To, The Chief Accountant, Surat Municipal Corporation, Mahanagar Seva Sadan, Gordhandas Chokhawala Marg, Muglisara, Surat - 395 003, Gujarat, INDIA.</p>

The bid documents must be sent **strictly by Postal Speed Post or Registered Post AD** only so as to reach on or before **03/05/2017 upto 18:00 hrs. Bids received in any other manner or mode (like courier, in person, etc.) will not be considered. SSCDL/SMC won't be responsible for postal delays.**

PRICE BID

The price bid must be submitted online on <https://smc.nprocure.com>. It should not to be sent physically, if submitted physically the bid shall be rejected.

5.12. Late Bids: Bids not reaching on or before the specified time limit will not be accepted.

5.13. Conditional Bids: All the terms and conditions mentioned herein must be strictly adhered to by all the bidder. Conditional tenders shall not be accepted on any ground and shall be subject to rejection without assigning any reason.

5.14. Withdrawal of Bids

Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture.

5.15. Period of Validity

The offer should be valid for acceptance for a minimum period of **120 days** from the date of opening of the Price Bid. If required, SSCDL/SMC may request the bidder to have it extended for a further period.

5.16. Language of Bids

The bids prepared by the bidder shall be in the English language. The supporting documents in language other than English/Hindi/Gujarati must have its English translation (which is to be duly attested by the bidder), for purposes of interpretation of the bid, the English translation shall govern.

5.17. Right To Accept or Reject Any Bid or All Bids

SSCDL/SMC reserves the right to accept or reject any bid and annul the bidding process and reject all bids at any time prior to award of contract, without thereby incurring any liability to the affected bidder or bidders or any obligation to inform the affected bidder or bidders of the ground for SSCDL/SMC's action.

5.18. Firm Prices & Bid Currency

Prices quoted must be firm and final and shall not be subject to any upward modifications, on any account whatsoever. Prices shall be expressed in Indian Rupees (INR) only.

5.19. Costs to be Borne by Bidder

All costs and expenses (whether in terms of time or money) incurred by the bidder in any way associated with the development, preparation and submission of the bid, including but not limited to attendance at meetings, discussions, demonstrations, etc. and providing any additional information required by SSCDL/SMC, will be borne entirely and exclusively by the bidder.

5.20. Acceptance of Terms & Conditions

The bidder will, by taking participation in the bidding process and submitting the bid documents, be deemed to have thoroughly read, studied and understood the bid documents including scope of work, the terms and conditions, instructions, etc. referred there in and the same are acceptable to the bidder.

5.21. All entries in the bid form should be legible and filled clearly. If the space for furnishing information is insufficient, a separate sheet duly signed by the authorized signatory may be attached. However, the interlineations, erasures or overwriting, if any, in the Technical Bid Application must be attested by the person authorized to sign the bids.

5.22. It is to be ensured that the complete information as required by this office may be furnished by the bidders in the prescribed format. Formats submitted with incomplete information and not conforming to the requirements are liable to be rejected.

5.23. The agency will be bound by the details furnished by him/her to SSCDL/SMC, while submitting the bid or at subsequent stage. In case, any of such documents furnished by the agency is found to be false at any stage, it would be deemed to be a breach of terms of contract making him/her liable to legal action besides termination of contract.

5.24. The participation in the online tendering process implies that the bidder have thoroughly read, studied and understood the instructions of the Bid documents, Scope of work, formats as well as the terms and conditions referred there in and the same are acceptable to the bidder.

5.25. Authorized Signatory

For the purpose of submission of the bid, the bidder may be represented by either the Principal Officer (Owner/MD/Director/Company Secretary) or his duly Authorized Representative, in which case he/she shall submit a certificate of authority along with the technical bid. All certificates and documents (including any clarifications sought and any subsequent correspondences) received hereby, shall, as far as possible, be furnished and signed by the authorized representative or the principal officer.

5.26. 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 supplier 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.

5.27. Disqualifications: A Bidder shall be disqualified and Bids will not be considered if

- a) Each of the envelopes does not show on it the reference of bid number and description as denoted and thus gets opened before due date(s) of opening specified in Notice Inviting Bids.
- b) The Price Bid is submitted physically along with Technical Bid which leads to revelation of prices before the due date of opening of the Price Bid.
- c) The Earnest Money Deposit (EMD) & Bid fee is not deposited in the manner specified above.
- d) The Bid documents are not in a language as per Clause.
- e) The Bid documents are not signed affixing stamp by the authorized signatory.
- f) The Bid documents submitted are incomplete and/or ambiguous in any respect.
- g) Non-compliance of provisions and requirements of the Bid documents.
- h) Any or all correction(s) or pasted slip(s) is/are not initialled, authenticated by the Bidder.
- i) The Bid documents are not submitted in the manner specified in the bid document.
- j) Eligibility criteria are not met with.
- k) Any form of canvassing/lobbying/influence/query regarding short listing, status, etc. will result in a disqualification.

6. Indicative list of Documents to be submitted

Following documents shall be submitted in soft copy online on <https://smc.nprocure.com> by the bidder so as to ascertain the claims made. Following is the indicative list of documents that are to be submitted.

#	Description of Requirement	Proof Required to be Submitted
1.	The Bidder should be manufacturer/OEM of the Tablet. In the case the bidder is not manufacturer, the bidder should be duly authorized by the manufacturer/OEM to supply the goods by submitting Manufacturer's Authorization as per Section 10 Annexure C.	Manufacturer's Authorization Form document to be submitted for Tablet. (As per Section 10 Annexure C)
2.	The bidder should have an average annual turnover of Rs. 25 lakhs in each of the last three financial years i.e. 2013-14, 2014-15, 2015-16. The copies of Audited Annual Accounts for last three years shall be uploaded along with the bid. i.e. Financial Years of 2013-14, 2014-15, 2015-16.	Copies of Audited Annual Accounts for last three years
3.	The bidder shall have successfully completed the supply <ul style="list-style-type: none"> • at least 80% of the tender quantity (480 nos.) of Tablet PCs in one financial year during last three years out of which one order shall be of 50% of the tender quantity (300 nos.). <p style="text-align: center;">OR</p> <ul style="list-style-type: none"> • at least 60% of the tender quantity (360 nos.) of Tablet PCs in each of two financial year during last three years out of which two order shall be of 33% of the tender quantity (198 nos.). 	Copy of work order / Completion certificate / Contract clearly indicating quantity
4.	The bidder must have at least one service center in Surat, please attach documentary evidence. In case the bidder is OEM and is providing after sales support through Franchisee and/or Service Provider, the Franchisee and/or Service Provider must have at least one service center in Surat. The undertaking in hard copy duly signed by the bidder OEM & the franchisee and/or Service Provider shall also be attached with the bid for after sales support.	Proof of address for Service Center in Surat
5.	The bidder should not be black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender.	Self-declaration / Undertaking by bidder as per Annexure-D "Form-B"
6.	The bidder should furnish Bid Fee and an Earnest Money Deposit (EMD) as per Clause No. 5.4 and the bidder should furnish Solvency Certificate amounting minimum 20% of the consideration of the Contract from a scheduled/nationalized bank.	<ul style="list-style-type: none"> - EMD & Bid Fee as per clause 5.4 - Solvency Certificate as per Clause No. 8.11
7.	Acceptance of terms and conditions	Signed copy of this Bid Document with Addenda Corrigendum (if any)

8.	Product literature	Technical details/brochures / specification sheet of bided products
9.	Undertaking letter as per Form 'A'	On OEM's letter head as per Section- 10
10.	The compliance letter as per Form 'B'	On Bidder's letter had as per Section- 10
11.	Sales Tax Registration Nos.	Copy of the Sales Tax Registration Certificate
* Note: Additional documents other than below if any, required for supporting the claims made by the bidder should be attached.		



**Surat Smart City Development Ltd.
(SSCDL)**

TECHNICAL BID

**Tender For "Supply of Tablet PC with 3 years
Comprehensive Warranty"
[SSCDL-Tablet-2017-01]**

Online Bid Start Date

April 17, 2017

Online Pre-Bid Conference

April 21, 2017

Online Bid End Date

(Last Date of Downloading & Online Submission of Bids)

April 27, 2017

Last Date of Physical Submission of the Technical Bid

May 03, 2017

**Surat Smart City Development Limited
115, Smart City Cell, Surat Municipal Corporation,
Muglisara, Main Road, Surat - 395003, Gujarat.**

Technical
Bid

TECHNICAL BID

7. Scope of Work

- 7.1. The bidder is required to supply Tablet PC with 3 years Comprehensive Onsite Warranty including one time complete accidental damage protection.
- 7.2. The bidder shall provide necessary support during the warranty period and ensure maximum uptime.
- 7.3. The bidder shall be required to carry out preventive and corrective maintenance of all hardware/peripherals supplied including replacement of defective parts, installation/reinstallation and configuration/reconfiguration of hardware, required device drivers and other tools during warranty period.
- 7.4. The bidder shall be required to repair the faulty component/equipment at the earliest or within the problem resolution time. However if any component/equipment gives continuous trouble, the bidder shall replace the same with the new compatible component/equipment of the same or higher configuration without any additional cost to SSCDL/SMC.
- 7.5. Warranty exclusion: All parts of the Tablet PC will be required to be covered under the warranty excluding the battery. The bidder will be required to provide **warranty for the battery for Six months.**
- 7.6. **Rooted Access:** Bidder will be required to provide Tablet PCs with Root Access for Operating System.
- 7.7. **Stock ROM:** The agency will be required to provide the Stock ROM image for the operating system. In case an upgrade to the operating system is available, the same should be provided to SSCDL/SMC at no additional cost.
- 7.8. In case of a failure of tablet storage, selected bidder will make all efforts to restore existing data, if possible, while making the equipment/ product/ system operational, at the site.
- 7.9. All device software released till date & future updates, for components / sub systems etc. shall be available on selected bidder's/ OEM's website.

8. Terms and Conditions

- 8.1.** Prices to be quoted should be inclusive of all Central/State taxes, levies, custom duties, Transportation, handling charges F.O.R. SSCDL/SMC premises packing, forwarding, transit losses, insurance, loading and unloading and all other breakage, leakage, losses shall be borne by the agency.
- 8.2. The prices/charges quoted should also include:**
- Cost of necessary charger, USB Cables, power cables, signal cables, connectors, convertors, controllers, mounting kit and necessary device drivers/software that are specified/not specified in this bid but necessary.
 - Three years on-site comprehensive back to back warranty with parts** covering all movable plastic and other parts of the equipment in warranty.
 - One time complete accidental damage protection for each device.
 - Delivery at installation site in SSCDL/SMC's main office or at any other office to be decided by the SSCDL/SMC, within Municipal limit.
 - Transit Insurance, Freight and loading, unloading charges up to SSCDL/SMC's site.
 - Installation & Commissioning of the software and the hardware.
- 8.3.** If the bidder is not the OEM, he will be required to submit "Authorization Letter from OEM" (as per **Form 'A'**) in hard copy on the OEM's Letter Head. An authorized signatory of the O.E.M. should sign this undertaking.
- 8.4.** The bidder has to submit the "Self-Declaration" as per the Performa of Compliance Letter (as per **Form 'B'**) in hard copy on its letter head duly signed by the authorized signatory.
- 8.5.** Bids for locally assembled or grey market products will not be entertained and will be summarily rejected. Only the products of Make and Model meeting or exceeding the specification specified in Section-9: Technical Specification against each item will be considered. In case, the make is not specified then only those products with well-known national/multinational brand will be considered for the particular item. In case, the model is not specified than the bidder may quote for any model matching the specifications. The technical specification of such products shall be furnished.
- 8.6.** The right to reject accepts any/all bid(s) without assigning any reason thereof is reserved.
- 8.7. Delivery schedule:**
The successful agency shall deliver, install, configure and integrate the goods as detailed in this Bid within 30 days from the date of the Work/Purchase order. A penalty of 0.2% of the consideration of contract for a particular item will be charged for delayed supply and installation for delay of each day thereafter.
- 8.8. Security Deposit**
The successful bidder will be required to place **Security Deposit at 5%** of the consideration of the Contract by Demand Draft or Banker's Cheque Payable at **Surat** in favour of **Surat Municipal Corporation** of any scheduled/nationalized bank within 15 days from the date of notice of award of contract, failing which a **penalty at 0.065%** of the amount of security deposit will be imposed for delay of each day. The EMD placed may be considered for conversion towards the security deposit and amount falling short of the required amount shall be payable.

8.9. Agreement and Undertaking

The Awardee i.e. the selected agency will have to enter into an Agreement and submit an Undertaking with SSCDL/SMC for supply of goods and its/their installation, Commissioning etc. on a Rs.100/- stamp paper (or of appropriate amount) of Government of Gujarat at the agency's own cost within 15 (fifteen) days period from the date of Notice of Award. No claims for payments will be entertained without completion of this process.

8.10. Solvency Certificate

Along with the technical bid documents, the bidder should submit Solvency Certificate amounting 20% of the consideration of the Contract from a scheduled/nationalized bank. The Solvency Certificate should valid and should not be older than one year from the bid start date.

- 8.11.** No interest shall be paid on **Earnest Money Deposit** and/ or **Security Deposit** placed.
- 8.12.** Any offer/bid not meeting the terms and conditions mentioned hereinabove will be liable for rejection without assigning any reason thereof.
- 8.13.** Bid once filled in, submitted shall not be allowed to be withdrawn till the validity of the bid remains in force or else the EMD shall be liable for forfeiture. The agency is expected to examine the Bid Document carefully. Failure to furnish all information required as per the Bid Document may result in the rejection of the bid
- 8.14.** In case if support is required during non-working days/ hours, the bidder shall attend the task(s) during this period at no extra payment.
- 8.15.** The bidder or its staff must work closely and coherently with other agencies working for SSCDL/SMC for IT related activities.
- 8.16.** The selected bidder shall provide User Manuals, Operational and Maintenance Manuals, etc.
- 8.17.** The liability as to any damages and/or loss otherwise to any movable or immovable properties, assets during loading, unloading or otherwise during the contract period, whether knowingly or unknowingly done or occurred shall be made good forthwith to the SSCDL/SMC by the Awardee agency upon a communication made therefore.
- 8.18.** The total penalty could be up to 10% of the Consideration of Contract and the decision of head of the Information Systems Department, SMC shall be treated as final in such cases.
- 8.19.** The bidder shall indemnify SSCDL/SMC from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Contract period out of:
- any negligence or wrongful act or omission by the bidder or any third party associated with bidder in connection with or incidental to this Contract; or
 - any breach of terms as stated in the bid document, the bidder's Bid and the Contract with the bidder
 - any infringement of patent, trademark/copyright or industrial design rights arising from the use of the supplied goods and related services or any part thereof.

8.20. Prices to be quoted in Indian Rupees and should be inclusive of all Central/State taxes, levies, Transportation, handling charges F.O.R. SSCDL/SMC premises packing, forwarding, transit losses, insurance, loading and unloading and all other breakage, leakage, losses shall be borne by the bidder.

Notes

- a) Surat Municipal Corporation does not hold "C" or "D" certificate under the Sales Tax laws.
- b) Surat Municipal Corporation is a "Local Self-Government" and the procurement of products, materials, goods, articles is going to be solely used, utilized for public amenities and purposes and also for relief to the poor through its various departments including public hospitals, health centers, dispensaries, maternity homes, pathological laboratory, filaria/malaria, chemical and bacteriological laboratories, Medical college and secondary and primary education schools. Hence, benefit of exemption, concession etc., if any, in Central/State taxes, levies etc. shall be passed on to the SSCDL/SMC.
- 8.21.** SSCDL/SMC may buy full/partial quantity from one/more bidder(s) and may split/ defer/ stagger the order(s)/ deliveries. The quantities shown in the tender are approximate and no claim shall be entertained for variation of quantities being less or more than those mentioned in the bid. The variations in the quantities shall not vitiate the contract. The selected bidder shall be bound to supply additional quantity up to 30% (thirty percent) of tender amount/quantity, in accordance to any instruction, which may be given to him in writing by SSCDL/SMC. The rates quoted by the bidder will be applicable on full / partial /additional quantity also.
- 8.22.** In case, the awardee i.e. the selected bidder fails to supply specified quantity and quality of goods in time or the performance of such supply/supplies are not found up to the mark or found of an inferior quality vis-à-vis specifications, the earnest money deposit and/or security deposit will be forfeited at once.
- 8.23.** All goods to be supplied shall be of specified or higher speed/technology/version. SSCDL/SMC or its representative shall have the right (if it so desires) to test the goods to ascertain their conformity to the specifications. SSCDL/SMC shall notify to the agency for this purpose and nature of tests that may be conducted (if found necessary) for bench-marking.
- 8.24.** In case the quoted Item is not available in the market, the bidder will have to supply Higher Version/replacement of that Item in the quoted cost in the same time duration with prior approval of SSCDL/SMC. **No "End of Life" product should be quoted** to minimize such instances till the bid validity (Make & Model quoted by the bidder should be available till the bid validity, duly supported for spares/OEM support for 3 years).

8.25. Terms of Payment

- 70% in 15 days of Full Supply
- 20% in 15 days of successful submission of the certificate from EQDC
- 5% on completion of 1st year of warranty

- 5% on completion of 2nd year of warranty
- 8.26.** It should be noted that the lowest rate(s)/price(s) will not be the sole criterion for accepting bid for any of the goods but emphasis will be given to the quality of the products and even the readiness to offer innovative technology thereof.
- 8.27. Response & Resolution Time:** The successful bidder on commissioning of the product shall ensure maximum uptime for the product/service during warranty period. **The call must be attended within 6 working hours and problem to be resolved within 8 working hours of reporting.** The problem requiring the **hardware parts replacement must be resolved within two working day.** Failing which will attract a **penalty of 0.2%** of the product cost and it will be deducted from the amount payable and/or security deposit for each day of downtime. If the hardware/software problem/issue is continuously observed, bidder will be required to replace the device.
- 8.28. Single Point of Contact:** Agency will nominate one senior person as the Single Point of Contact (SPOC) for the purpose of receiving the complaint and resolution of the same. The mobile no. of the same will be shared with the end users as well. The nominated SPOC must interact cordially with the end user. S/he will carry out necessary activities to resolve the problem as per the response and resolution time.
- 8.29.** Should the awarded bidder fail to deliver the scope of work in due time, SSCDL/SMC reserves the right to get the work done from third party at the bidder's risk and cost including the replacement of faulty components/equipment.
- 8.30.** The bidder shall extend all the benefits to the SSCDL/SMC such as free samples of products, materials, goods, articles including any kind of discount, rebate, commission, incentives normally offered to any other buyer in the form of gift or otherwise as part of the sales promotion scheme(s). If any sales promotion scheme(s) is/are launched after submission of bid or after the bidder is awarded with the contract by the SSCDL/SMC, all such benefits of the said sales promotion scheme(s) during the continuance of said scheme(s) shall have to be made available during the period of contract.
- 8.31.** The bidder shall provide relevant media for supporting software like device drivers, management software, Stock Rom of OS, Mobile Device Management Software etc.
- 8.32.** Only the products meeting or exceeding the technical specifications as specified in **Section-9** will be considered. The technical specification of such products shall be furnished.
- 8.33.** The contract shall be governed by the Laws in India and shall be subject to the jurisdiction of Surat.
- 8.34.** The bidder/ its personnel shall not divulge or disclose to any person, any details of office, operation process technical know-how, administrative/ organizational matters as all are confidential/secret in nature.
- 8.35. Back-office Support:** Additional support as and when needed shall be provided from offsite competent staff of the bidder for specialized repairs, maintenance, configuration and consultation with no extra cost.

8.36. Force Majeure: The bidder shall not be liable for any delay or failure of performance of any of its obligations under or arising out of this contract, if the failure or delay is the result of an event of Force Majeure. "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence, and not foreseeable. Such events may include, but are not restricted to, acts of the End customer in its sovereign capacity, wars or revolutions, riot or commotion, earthquake, fires, floods, epidemics, quarantine restrictions. The bidder shall continue to perform its obligations under the Contract as far as is reasonably practical and feasible.

8.37. Inspection & Testing: The bidder will have to offer the inspection at EQDC, Gandhinagar & in the manner as decided by SSCDL/SMC immediately after delivering the product to SSCDL/SMC. The cost of the same has to be borne by the supplier. Any deviation found in the specification of the produced goods or delivered goods after inspection from the tender specifications will lead to the cancellation of the order, forfeiture of EMD and prohibition in the participation in the future purchase of SSCDL/SMC. SSCDL/SMC will not be responsible for any time delay which may arise due to any deviation from the bid technical specification found at the time of inspection and the bidder has to deliver the ordered goods within prescribed time limit. At the time of inspection, bidder is required to produce OEM's confirmation on OEM's Letter head with Sr. nos. of Equipment supplied for back to back warranty support as per tender terms and conditions.

8.38. Laboratory Testing: SSCDL/SMC/EQDC will select the samples of Tablets randomly from all lots for testing purpose. All the charges to carry out laboratory testing shall be borne by the bidder. The visual inspection of technical specifications, performance & functionality testing of the Tablets will be done for at least 1% quantity. Any deviation found in the specification of the produced goods or delivered goods after inspection from the tender specifications will lead to the cancellation of the order and rejection of the supplied goods.

8.39. The details of the modalities and charges for Quality testing at EQDC

1. The quality testing of Tablets will be carried out by EQDC-Gandhinagar. The charges for the same are to be paid directly to EQDC by the supplier(s). The payment liabilities of SSCDL will start only after the successful testing by EQDC.
2. SSCDL/SMC/EQDC will select 2 No. of Units from the entire order.
3. In case, the ordered quantity varies from the tendered quantity, then the final sampling plan will be decided by SSCDL/SMC.
4. In case of rejection of the sample(s), the entire order of that item may be rejected and the equal nos. of sampling will be again taken from the new produced lot. The extra cost for the same has to be borne by the supplier.

Testing Parameters for Tablet
Inspection of Safety Requirements
Dielectric Strength/ IR Test
EMI-EMC Tests
Electrostatic Discharge , Level 4 as per IEC 61000-4-2

Electrical Fast Transient , Level 3 as per IEC 61000-4-4
Surge Immunity Test- Level 3 as per IEC 61000-4-5
Radiated Emission Test- Class B limits as per CISPR11
Radiated Susceptibility Test – 10 V/m
Conducted Emission Test – Class B limits
Inspection of Performance Requirements
Visual Examination
Performance Requirements
Hardware and software requirements
Battery storage time
Verification of Marking Requirements
Verification of Interface Requirements
Environment Test –
Cold Test – 10 °C for 4 hours – ON Condition
Dry Heat Test – 55 °C for 4 hours – ON Condition
Damp Heat Test - 40 °C/93 %RH – 4 hours – ON Condition

Declaration: I / We have thoroughly read, studied and understood the instructions of the bid documents, formats as well as the terms and conditions referred to hereinabove and the same are acceptable to me/us.

Place

Signature of Authorized Person

Date

Designation

Seal/ Stamp

Name

9. TECHNICAL SPECIFICATIONS

- The Bidder may participate in the bid by quoting for one, more or all the items depending on his techno-commercial capability to supply & support that range of products. Bidders are required to mention make & Model of the product (Do not write "OEM" against items except the items asked to be integrated with Tablet PCs).
- The bidder can quote more than one product/model of same or different brand for each item meeting or exceeding the below mentioned minimum specification. Separate sheet needs to be attached if more than one product is quoted.
- The bidder must clearly specify the features of the offered product vis-à-vis specification and deviation if any in the Column-C and Column-D respectively.
- The exact make and model of the product offered must be specified in the Column-E.
- The technical spec sheet and the product brochure of the product offered should also be submitted along with technical bid.
- In case the space provided is not sufficient then a separate paper as per the format below can be annexed to the bid. The same must be duly signed and stamped.

TECHNICAL (MINIMUM) SPECIFICATIONS

#	Minimum Specification		Matched? [Yes/No]	Deviation from Specification / Remarks if Any	Specify Make, Model
A	B		C	D	E
I. Tablet PC * Qty- 600 Nos * Delivery – 30 days					
1.	Form Factor	Slate Tablet			
2.	Weight	Less than 350 gms			
3.	Thickness	Less than 10 mm			
4.	CPU	Quad core 1.3 GHz or above, ARM Architecture, Qualcomm Snapdragon / Spreadtrum / Mediatek brands			
5.	Memory	2GB or higher RAM			
6.	Screen	Minimum 7 inches size, 600 x 1024 pixels, Capacitive, Multitouch, 16M colours, Pixel Density:165 ppi or above, Brightness 400 nit or above, TFT LCD or Super AMOLED or IPS LCD			
7.	Internal Storage	16GB or higher Flash Memory, Expandable up to 32 GB			

#	Minimum Specification		Matched? [Yes/No]	Deviation from Specification / Remarks if Any	Specify Make, Model
A	B		C	D	E
8.	Camera	Rear – 5MP or higher Front – 2MP or higher			
9.	Connectivity	Wi-fi support 802.11b/g/n Integrated Bluetooth 4.0 or higher			
10.	SIM Card Slot	Minimum one Sim Card Slot with support for 2G, 3G and 4G Network connectivity with voice calling facility			
11.	Battery	Minimum 4000 mAh Rechargeable battery			
12.	Accessories	Charger as per Indian electrical environment OEM supplied Hard Protection cover Standard USB Data Cable			
13.	SAR	As approved by Gol			
14.	Safety & standard Certification	CE/FCC & BIS			
15.	Software/OS	Android 5.0 or Higher			
16.	Unicode Support	The device Software/OS should support Gujarati Unicode fonts			
17.	Other features	GPRS, Edge, 3G, Mini USB, Audio out jack (3.5 mm), Accelerometer, GPS, Compass, Gyroscope, Stereo Speakers,			
18.	Warranty	3 year compressive warranty with one time complete accidental damage protection for each tablet pc			



**Surat Smart City Development Ltd.
(SSCDL)**

Annexure to Technical BID

**Tender For " Supply of Tablet PC with 3 years
Comprehensive Warranty"
[SSCDL-Tablet-2017-01]**

Online Bid Start Date

April 17, 2017

Online Pre-Bid Conference

April 21, 2017

Online Bid End Date

(Last Date of Downloading & Online Submission of Bids)

April 27, 2017

Last Date of Physical Submission of the Technical Bid

May 03, 2017

Annexure
to
Technical
Bid

**Surat Smart City Development Limited
115, Smart City Cell, Surat Municipal Corporation,
Muglisara, Main Road, Surat - 395003, Gujarat.**

10. ANNEXURES TO TECHNICAL BID

All the documents listed below shall be annexed to the bid in the prescribed formats along with the necessary supporting documents to ascertain the claims made by the bidder.

A. Bidder's Details

1	Details of responding firm/company		
a.	Name of the Bidder/Supplier		
b.	Address		
c.	Telephone		Fax:
d.	Website		
e.	Are you a Manufacturer / Authorized dealer / Sub dealer / Any other		
f.	Income Tax Number [PAN]		
g.	CST Number		
h.	GST Number		
i.	VAT Number		
2	Information about responding firm / Company		
a.	Address of Head Quarter/Head Office		
b.	Address of Registered Office		
c.	Main Office in Guajrat		
d.	Office in Surat		
e.	No. of years of operation in India		
f.		Yr.-1 (2013-14)	

	Turnover (figures as pre last three audited balance sheets are to be provided)	Yr.-2 (2014-15)		
		Yr.-3 (2015-16)		
3 Details of Contact Person				
a.	Name			
b.	Designation			
c.	Address			
d.	Telephone No.			
e.	Mobile No.			
f.	Fax No.			
g.	E-mail			
4 Details of Authorized Signatory				
a.	Name			
b.	Designation			
c.	Address			
d.	Telephone No.			
e.	Mobile No.			
f.	Fax No.			
g.	E-mail			
5 Forum of Business (Select appropriate option and provide the Registration Details along with attested copies of certificates)				
#	Forum of Business	Yes/No	Registration Details (submit attested copies of certificates)	Validity Date
h.	Sole Proprietor? (Registration Number under Shops and Establishment Act.)			
i.	Hindu Undivided Family?			
j.	Partnership Firm?			
k.	Public Limited Company under The Companies Act?			
l.	Private Limited Company under The Companies Act?			
m.	State Govt. owned Undertaking/ Corporation / Enterprise?			

n.	Central Govt. owned Undertaking/ Corporation / Enterprise?			
o.	Co-operative Society?			
p.	Association of Persons?			

B. Information of Authorized Signatory / Contact Person

Name		Recent Passport Size Photograph
Address		
Phone No.		Signature
Fax No.		
Mobile No.		
Email		Capacity/Designation
Web Address		

Name		Recent Passport Size Photograph
Address		
Phone No.		Signature
Fax No.		
Mobile No.		
Email		Capacity/Designation
Web Address		

C. Authorization Letter from OEM

FORM – A

(To be submitted physically on OEM's letterhead duly signed by its Authorized signatory)

Date:

To

**GM(IT), Surat Smart City Development Limited
115, Smart City Cell, Surat Municipal Corporation,
Muglisara, Main Road, Surat - 395003, Gujarat.**

Sub.: Authorization to a distributor/dealer/channel partner for Supply of Tablet PC with 3 years Comprehensive Warranty [SSCDL-Tablet-2017-01]

Dear Sir,

Please refer to your Notice Inviting Bid for Supply of Tablet PCs & Providing after Sales Support (Including Warranty) for 600 Tablet PCs.

<<**Name of the bidder**>>, who is our reliable authorized distributor/ dealer/ channel partner / implementation partner / Systems Integrator / Service Provider is hereby authorized to quote on our behalf for this bid. We undertake the following regarding the supply of Supply of Tablet PCs:

1. The tablet/equipment supplied in this bid shall be manufactured by us as per the specifications required by SSCDL/SMC. <<**Name of the bidder**>> shall not be allowed to do any hardware integration on our tablet/equipment.
2. It will be ensured that in the event of being awarded the contract the tablet will be delivered **(with 3 years comprehensive back-to-back warranty and 3 years parts availability guarantee)** and maintained by <<**Name of the bidder**>> properly as per the conditions of the contract. For this purpose, we will ensure and provide <<**Name of the bidder**>> necessary technical support including technical updates, & spares. If <<**Name of the bidder**>> fails to maintain the machines for any what-so-ever reason, we shall make alternative arrangements for proper maintenance of these machines during the warranty period.
3. If due to any reasons, the tie up between our company & <<Name of the bidder>> breaks down subsequently, we shall make necessary alternatives arrangements for honoring the terms of the contract.

Yours very truly,

Name: _____

Designation: _____

Company: _____

D. Self-Declaration**FORM – B****Performa of Compliance letter**

(To be submitted physically on Bidder's letterhead duly signed by Authorized signatory)

Date:

To

**GM(IT), Surat Smart City Development Limited
115, Smart City Cell, Surat Municipal Corporation,
Muglisara, Main Road, Surat - 395003, Gujarat.**

Sub: Compliance with the bid terms and conditions, specifications and Eligibility Criteria

Ref: Tender for Supply of Tablet PC with 3 years Comprehensive Warranty [SSCDL-Tablet-2017-01]

Dear Sir,

With reference to above referred bid, I, undersigned <<**Name of Signatory**>>, in the capacity of <<**Designation of Signatory**>>, is authorized to give the undertaking on behalf of <<**Name of the bidder**>>.

I/We the undersigned, hereby submit our proposal along with the necessary documents. The information/documents furnished along with the above application are true and authentic to the best of my/our knowledge and belief. I / we, am / are well aware of the fact that furnishing of any false information / fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

I/We have thoroughly & carefully read, studied and understood the Bid documents and Addenda and Corrigenda (if any) including the technical specification, terms and conditions, instructions, etc. referred there in and the same are acceptable to our company.

We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliant with specifications mentioned in the bid document, moreover the items bided are not end of life items. .

We hereby confirm that all the components/parts/assembly/software which we shall supply on award of contract shall be original new components /parts/assembly/software from respective OEMs of the products and that no refurbished/duplicate/ second hand components/parts/ assembly / software shall be used.

We also explicitly understand that all quoted items meet technical specification of the bid & that such technical specification overrides the brochures/standard literature if the same contradicts or is absent in brochures.

I/We also state that our company is not black-listed / debarred by any of the Government or Public Sector Units in India as on the date of the submission of the tender

Further, I/we agree to abide by all the terms and conditions as mentioned in the bid document without any condition(s). We have also noted that SSCDL/SMC reserves the right to consider/ reject any or all bids without assigning any reason thereof.

In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of SSCDL/SMC for disqualification will be accepted by us.

Thanking you,

For

<<Name of the bidder>>

<<Authorized Signatory>>

<<Stamp of the bidder>>



Surat Smart City Development Ltd. (SSCDL)

Price BID

**Tender for "Supply of Tablet PC with 3 years
Comprehensive Warranty"
[SSCDL-Tablet-2017-01]**

Online Bid Start Date

April 17, 2017

Online Pre-Bid Conference

April 21, 2017

Online Bid End Date

(Last Date of Downloading & Online Submission of Bids)

April 27, 2017

Last Date of Physical Submission of the Technical Bid

May 03, 2017

Price Bid

Surat Smart City Development Limited
115, Smart City Cell, Surat Municipal Corporation,
Muglisara, Main Road, Surat - 395003, Gujarat.

Price Bid [Part - A]

[Note: **Must be submitted online, not to be sent physically,**
more than one product/model of same or different brand can be quoted.]

PRICE BID

Item No.	Description	Make and Model	Delivery Period	Quantity	Unit Rate inclusive of all taxes	Amount inclusive of all taxes
A	B	C	D	E	F	G=E*F
I.	Tablet PCs with 3 years Comprehensive Onsite Warranty with one time complete accidental damage protection		30 Days	600		
II.	Tablet PCs with 3 years Comprehensive Onsite Warranty without one time complete accidental damage protection		30 Days	600		

Place :

Signature of Authorized Person :

Date :

Designation :

Company stamp :

Name :