

# **REQUEST FOR PROPOSAL (RFP)**

Field Force Automation and Centralized  
Reporting Solution

By Combining Internet and Tablet PC'S

**FOR**

**KBJNL**

*Released By*



**KRISHNA BHAGYA JALA NIGAM LIMITED**

**PWD ANNEXE BUILDING 3<sup>RD</sup> FLOOR**

**K.R.CIRCLE, BANGALORE**

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Forwarding letter

To,  
The Managing Director,  
KBJNL, PWD ANNEXUE,  
3RD FLOOR, BANGALORE 560001

No. KBJNL/GM (Admin)/FFA&CRS /2012-13  
Sub: Field Force Automation and Centralized Reporting Solution for KBJNL

I/We ..... have read the conditions of tender attached hereto and hereby I agree to abide by the said conditions. I/we also agree to keep this tender open for acceptance for a period of 180 days from the date fixed for opening the same and in default thereof, I / We will be liable for forfeiture of my/our 'Earnest Money'. I/We offer to do the work as set out in the Bid Document. I/We also agree to abide by the general condition of the contract and to carry out the work according to special conditions as laid down by the Managing Director, KBJNL for the execution of present contract.

2. A sum of Rs. 70000/- (Rupees seventy thousand only) has been enclosed as Earnest Money. The value of the earnest money shall stand forfeited without prejudice to any other rights or remedies if:

i) I/We do not execute the contract agreement within 15 days of issue of the acceptance letter by the Managing Director.

Or

ii) I/We do not commence the work within 7 days after receipt of orders to that effect.

3. Until a formal agreement is prepared and executed acceptance of this tender shall constitute a binding contract between us subject to the modification, as may be mutually agreed to, between us and indicated in the letter of acceptance or my/our offer for the work.

Signature of Tenderer

Tenderer's Address

Signature of Witness

## **SECTION 1**

### **Introduction**

Krishna Bhagya Jala Nigam Ltd (KBJNL) was incorporated on 19th August 1994 under the Companies Act, 1956 as a Company, wholly owned by the Government of Karnataka for implementation of the Upper Krishna Project (UKP) in the State of Karnataka.

The Company is responsible for planning, investigation, estimation, execution, operation and maintenance of all irrigation projects coming under the UKP. The Company is also responsible to obtain Government of India's clearance and execute the UKP. The Company is also entrusted with the responsibility of Rehabilitation and Resettlement of the people affected by the Project. The Company is authorised to sell water and recover revenues from individuals, groups of farmers including those in the Command Area Development Authority, towns, city municipalities and industries.

Large parts of Karnataka are located in the drought-prone rain shadow of the Western Ghats characterised by low and unreliable rainfall. UKP and other irrigation projects are being executed in the drought-prone northeastern part of Karnataka about 456 Kms from Bangalore in the districts of Gulbarga, Yadgir, Raichur, Bagalkot and Bijapur. It occupies a triangular area lying between the Krishna and Bheema rivers. The population in this area subsists mainly on agriculture. The area, though being subjected to vagaries of the monsoons, has highly fertile land. Making available water for irrigation, the economic picture of the area would be transformed contributing greatly to the development of the region in particular and Karnataka State in general.

As part of continuous process improvement, KBJNL has taken up several initiatives to automate and streamline end-to-end process of project planning, execution and tracking. In this connection, KBJNL is exploring the possibility of implementing an enterprise solution and field force automation solution by combining internet and tablet pieces. The company plans to procure 400 tablets that enables the department to plan, track, report and communicate in near-real time mode with all field teams and field offices of all their project works. This solution involves Field Force Automation Framework, Project Planning and Reporting, Online Portal, Unified communication framework, Management Dashboards.

## **SECTION 2**

### **SCOPE OF THE WORK**

#### **1. Scope of Work:**

The scope of this document to provide complete proposal for implementing field force automation solution for KBJNL which involves:

- a. Build and deploying an enterprise solution for Upper Krishna and other Projects of KBJNL that enables the department to plan, track, report and communicate in near-real time mode with all field teams and field offices of all their project works. This solution involves:
- b. Field Force Automation Framework – It is a framework where, people in the field are enabled with technology to do their day-to-day work effeciently and paper less. At any point in they will have access to corporate office and also central database. At the same time, central management can also track people in the field and access MIS information anytime anywhere.
- c. Project Planning and Reporting - This is similar what you have action reports. This application will help in creating action plans and allows people to update activities from anywhere. Management team can get access to these reports anytime.
- d. Online Portal - This is web interface, where people can access reports and activities using a standard web browser from any system.
- e. Unified communication framework - This is a communication framework, wherein people within the organization can use this communication tool to discuss/get information any team member any time. These messages can be automatically archived for later access.
- f. Management Dashboards - These are high level reports generated based on the information collected from the field for the purpose project review and high level management reporting. From these reports, they can drill down from any report to get to every detail. This solution should make use of latest mobile technologies like tablet computers, 3G/2G communication frameworks, digital cameras, cloud framework and the solution should be built using high availability architecture.

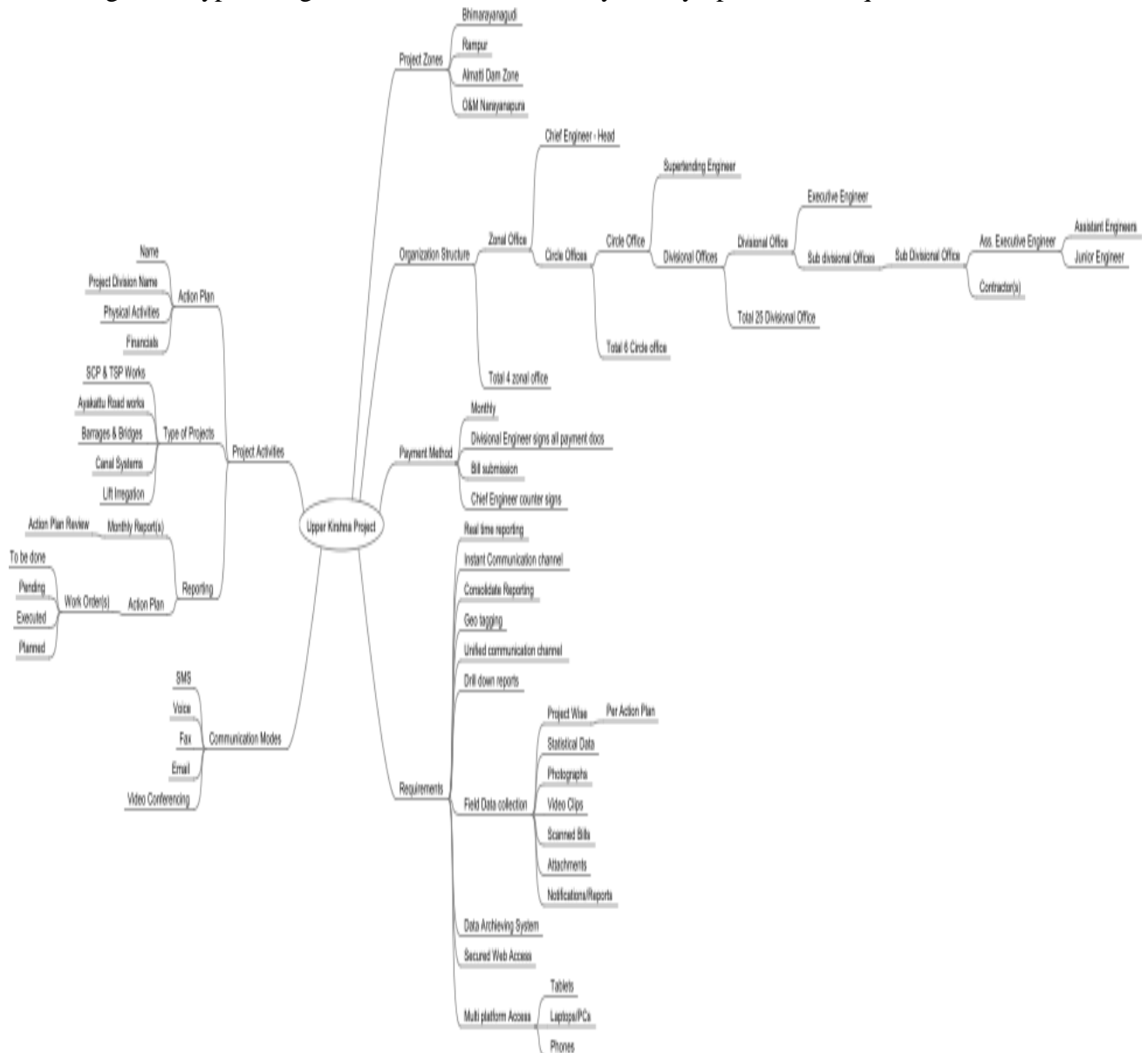
- g. To integrate enterprise solution with existing legacy networks and heterogeneous platforms like Windows, Linux, Android and any other handheld devices.
- h. To customize the hardware configuration and software configuration as per KBJNL specification without effecting the schedule.
- i. Should provide solutions for Database Server, Web Server, Messaging Server, Server Side Solution Framework and other applications as desired by KBJNL.
- j. The Vendor Should Supply 400 Tablet PCs as per the configuration mentioned in the tender at Annexure-1 with one year warranty on all the unit/ materials for all accessories and equipments in the technical configuration mentioned in the above chapter.
- k. Deliver the Tablet PCs as per the instruction given from time to time by KBJNL and the delivery should reach the mentioned location in Karnataka within 24 hours of placing the instructions. The delivery is in the limits of KBJNL comprising Bijapur, Gulbarga, Raichur, Bidar, Yadgir and Bagalkote district.
  - i. On site Comprehensive warranty on Tablet PCs unit/ materials for all accessories and equipments in the technical configuration mentioned in the above chapter for a period of three years.
  - ii. Provide all the materials/ accessories/ OS/ software etc required for the smooth operation of the tablet and ensure supply of the same for a period of 5 years.

# SECTION 3

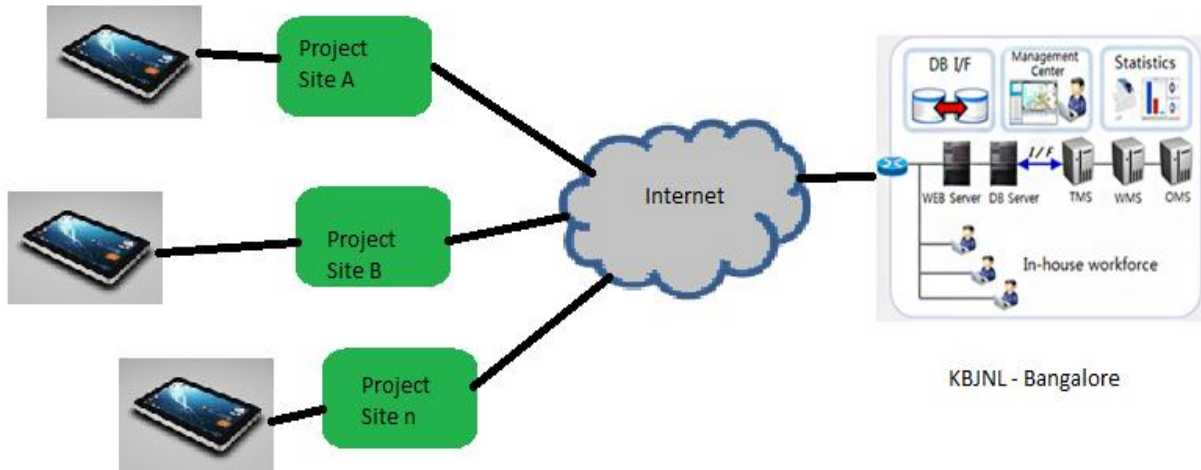
## PROJECT DESCRIPTION

The proposed solution should be based on cloud enabled enterprise solution for enabling effective field force automation and reporting system. The solution shall have three components and they are network setup, central data archiving sub system and front end data collection and reporting system. The solution should make use of Open Source Technologies like Linux, SQL, PHP and Android to implement this solution.

Following is the typical organization structure and day-to-day operational requirements.



## 1.1. Overall Architecture



### Backend Server Side Framework

The server shall be based on Windows, Linux, SQL and PHP framework. All the database aggregation, analytics and reporting shall be running on Linux servers. MySQL Server shall be used as a database and PHP shall be used the scripting language for developing all the web interfaces. For the purpose of data exchange/synchronization between various modules, Web Servers framework shall be used.

### End User (Tablet PC) Application

The end user application shall be developed based on Open Source technology (like Android platform) and it will be optimized to run on hand held mobile computer/tablet pc platform.

The client platform shall be having:

- Customized boot up sequence where it should branding aspects of KBJNL
- Easy to use user interface (UI) that are completely icon based and uses minimum touches (clicks) to access any function
- Ability to capture data in the form of text, audio, image and videos as part of regular data collection activities. The hardware platform should support media formats like MP3, JPEG, PNG, GIF, MP4, H.264
- Ability to synchronize data with the central repository during the process of daily project status updates and also any communications from the central server



- Ability to update project related forms and worksheets to be backend server with one click interface
- Ability to communicate with other project members over customized secure Instant Messaging (IM) system
- Ability to share document during an IM session with other project team members
- Ability to generate report and export them to various format like Excel, Word or XML to be able easily share and print
- Ability to connect the mobile tablet pc to projector or a flat screen monitor for sharing
- Ability to copy data from tablet internal memory to external storage device and external storage to internal memory
- Ability to embed KBJNL specific content and standard operational procedures in the internal memory of the system so that even during factory reset, nothing is lost
- Ability to connect external USB keyboard and mouse in order to enable users to key-in daily reports with ease
- Ability to upgrade application and upload statistics using Open source technologies
- Ability to use the tablet pc for at-least 8 hrs in the field
- Ability to use multi touch capabilities (minimum 5 touch point) without compromising on the touch response. It should be smooth
- Ability to manage the device which are behind the firewall remotely by using Broadband forums remote management specifications based framework (like TR069)
- Ability to provide complete content(information) protection for the data stored on the device and also on the server using enhanced encryption and data obfuscation techniques
- Ability to collect and report device/application usage to profile the users and generate MIS based on profile data.
- Ability to ensure connectivity at remote places in the districts mentioned.

## SECTION NO.4

### TECHNICAL CONFIGURATION

#### 4.1. Client Hardware Configuration

Processor	Cortex A9 Dual core 1.6 ghz or more
AC Power	Charging via power adapter and USB to computer system
Altitude	Maximum operating altitude: 10,000 feet (3000 m)
Audio	Built-in speaker. 3.5-mm stereo headphone minijack. Frequency response: 20Hz to 20,000Hz.Audio formats supported: MP3, AAC, and AAC+
Size	9.5" H x 7.31"W x0.34" D approximate
Operating System	Open Source Operating System
RAM	1 GB DDR3 or more
NAND Flash	8 GB or more
Camera	Front – 0.3mpx or more Back – 2 mpx with LED flash
Battery	8000 mAh or more. Built-in 25-watt-hour rechargeable lithium-polymer battery. Up to 10 hours of use.
Screen Size	9.7" with 4:3 aspect ratio
DISPLAY	Multi-Touch display with IPS technology 9.7-inch (diagonal) LED-backlit glossy widescreen 1024-by-768-pixel resolution at 132 pixels per inch (ppi) LED display, Ambient light sensor
WiFi	802.11 b/g/n
USB	USB 2.0 support
MicroSD	Micro SD port to support up to 32GB
HDMI	Mini HDMI or Full HDMI support with 1080p video playback
G-sensor	Min 3 Axis
Bluetooth	Bluetooth 2.1 for Audio, Keyboard, mouse connectivity
RJ45 support	RJ45 support (external dongle)
Applications	Word, Excel, PPT, PDF with wireless printing support.
Flash Video Support	Adobe Flash playback support
Support for GSM voice communication /SMS /MMS	Enable working of 2G and 3G connectivity
Support for 3G data cards	3G USB dongles should be supported

## **4.2. Data Base Server**

Quad core Intel server with 4 GB RAM, 1 TB Hard Drive space, 10/100/1G Ethernet port, raid-5 support.

## **4.3. Server Side Solution Framework**

Server side - Linux OS, MySQL Database, Apache/tomcat WebServer/Appserver.

Client Side - Android Java (Tablet clients)

Client side - JSP/Servlets (Web pages)

## **4.4. Client side application**

Profile based data collection and reporting functionality shall be provided by KBJNL

## **4.5 Network Connectivity**

The solution should make use of existing 2mbps data link that is available in all the nodal offices and KBJNL Bangalore site. In addition to this, in order to report real-time from the actual field location, the end users can make use of 2G or 3G data channel to communicate with central server.

**SECTION 5**  
**PROJECT DELIVERABLES**

**5.1. Backend Server Side Deliverables**

As part of the backend server side deliverables, following hardware and software should be delivered

1. One Database Server – To store complete database of the solution
2. One Webserver – This can be shared server along with Database. All the backend services shall be running on this server
3. One Messaging Server - This server is required for providing real-time messaging solution
4. One backup Server – This shall be hot-standby server where all the server component shall be installed and it can be turned on when the main server fails to come up. It should also include data storage facility, disaster management and cloud storage.

**5.2 End User (Client Side) Deliverables**

As part of end user deliverables, following hardware and software should be delivered

1. Four hundred (400) handheld tablet PC with latest version of respective Operating System
2. Each of these units should be pre-installed with following applications
  - a. Project Planning
  - b. Data Collection
  - c. Reporting
  - d. Synchronization
  - e. Authorization and Authentication
  - f. Unified Messaging Sever

**5.3.1 Generic Deliverables**

1. Solution provider shall take full responsibility of deploying the solution in totality in Bangalore and also other places in the state
2. Solution provider shall provide complete end-to-end training to KBJNL team on both server side components and also on end user (client side) components
3. Solution provider shall provide training in Bangalore, Bagalkot, Hubli, Bijapur, Gulbarga and other places as needed
4. Solution provider shall provide end-user training manuals, server side manuals and also standard operational procedures
5. All the installations should come with a Standard One year Warranty on the unit/materials for all accessories and equipment in the technical configurations mentioned in the above chapter. Warranty includes guarantee on the items and services as required.
6. All software should be supported for 5 years

**SECTION 6**  
**INTRODUCTION TO BIDDERS**

- 1.1 For Submission, Evaluation and Selection of Bidder/agency/firm to undertake above works “Single Stage, Two covers”, e-Tender subject to fulfilling the minimum eligibility criteria as mentioned in RFP document has been proposed.
- 1.2 The Technical proposal shall be opened and evaluated based on the eligibility criteria as given in RFP document on the date specified. The financial proposal shall be opened of those firms only which will fulfill minimum eligibility criteria in the Technical condition as mentioned in RFP document. Date for opening of Financial Bid will be as per the schedule and it will be only after evaluation of technical proposal. The Financial Bid of those bidders who does not qualify the eligibility criteria under Technical Bid will not be opened. The final selection of the Bidder/agency would be based as per the provision given in the terms and condition of the RFP subject to fulfilling the eligibility criteria and other terms and condition of RFP document. It is the discretionary of KBJNL to give the work order for the L1.
- 1.3 A Firm may apply individually as a OEM (Original Equipment Manufacturer) or as a part of a consortium, which has been created before the bidding. It is also brought to the notice of the Bidder firm that it is left to the discretionary of the Bidder firm that they can apply for the work as specified in 1.6. The work will be entrusted to those bidders who have applied as L1 (Lowest in the financial bid). It is discretion of KBJNL to award or reject the work.
- 1.4 The Tender is e-tender which will be published on the website of e-procurement of Government of Karnataka. Interested Bidders can download the RFP document from the e-portal and submit their proposal through online system. The Bid will be as follows

**2. TWO BID SYSTEM OFFER**

The offers (both Technical & Commercial) must be uploaded in the e-procurement website

**2.1 Technical Bid:**

The Technical Bid / Offer should be complete in all respects and contain all information asked for, except prices, as per Annexure. The Technical Offer should not contain any financial information that the firm is quoting for the work. The Technical offer should be complete to indicate that all the criteria are met. The Technical Bid will be rejected if the Commercial Offer is mentioned anywhere during the uploading of the Technical Bid

documents or any other attachments. The Technical bid should be signed with seal of the Head of the Organization. The bid without the authentication of the Head of the Organization will be rejected.

## **2.2 Commercial Bid:**

The Commercial Bid / Offer should give all relevant price information items wise which should contain the seal of the organization and sign of the authorized person and should not deviate from the Technical Offer in any manner. The Commercial bid should be authenticated with seal and signature of the organization/ authorized person separately and then uploaded as given in Annexure. The bid without the authentication of the Head of the Organization will be rejected

The tender should be submitted through on-line e-procurement portal only within the specified date and time in the schedule.

## **2.3 EARNEST MONEY DEPOSIT (EMD):**

All bids shall be accompanied by an EMD as mentioned in the tender notification and Tender Processing Fee as mentioned in e-Procurement portal and should be paid through any of the e-Payment modes of e-Procurement system. The EMD of the successful bidder will be retained in pooled EMD account of the e-governance department, Government of Karnataka. The EMD of unsuccessful bidders shall be returned after selecting the successful bidder.

Earnest money is liable to be forfeited in case of the following conditions:

- (a) On revocation of tender due to increase in rates by the agency/firm after opening of the tender but before validity of tender
- (b) On refusal to accept the work order after award of the contract.
- (c) If the work is not commenced on the stipulated date of start of the work awarded to the contractor.
- (d) On failure to keep in accordance with the terms and condition of RFP after getting written reply from the vendor.

## **2.4 Other Details:**

Bidders are advised to note the minimum eligibility criteria specified here under and other terms and conditions stipulated in RFP document.

### **2.4.1. Minimum Eligibility Criteria:**

Financial offer of only those Bidder/agencies/firms will be evaluated /considered for award of the contract that fulfill the following minimum eligibility criteria in addition to fulfilling the criteria as stipulated in the Sheet provided at annexure and other terms and conditions of RFP document.

- a) Should be a registered company in existence for minimum of 3 years.

- b) The Bidder should have an average turnover at least of Rs. 100.00 crores in each of two years in the last 3 years
- c) 100 crore eligibility should be in total for group(company)/ consortium/ or manufacturing facility/ factory in each of two years in the last 3 years.
  - a. Should have provided solution in Field Force Automation and Centralized Reporting Solution by Combining Internet and Tablet PC'S for two organization of having sold 1000 pieces where software and hardware designed and developed for one client , but not as off the shelf project.
- d) Should have the requisite Man Power mentioned in the RFP
- e) In support of these eligibility criteria, certificate from the employer/client is to be submitted covering all the required information. If any detail required information as per the Proforma is found missing, the offer of the Bidder will be rejected.
- f) For working out the total turnover received by the bidder/agency, following documents will be relied upon:
  - a. Certificate by the Chartered Accountant, OR
  - b. Work order confirming to have completed at least one order for 1000 pieces where software and hardware designed and developed for one client , but not as off the shelf project.

**2.4.2. Should have expertise in the following field.**

- Should be able to customize the hardware configuration and software configuration as per KBJNL specification without effecting the schedule
- Should be integrate enterprise solution with existing legacy networks and heterogeneous platforms with other handheld devices
- Solution Provider should have their Own App Store to deploy any New Applications from time to time on the customized solution provided
- Solution provider should demonstrate the experience of technologies involved and deployed for Remote Device Management Capability
- Solution provider should demonstrate the experience of developing Custom Made Digital Rights Management Framework For Secured Content Delivery of “Confidential Reports/Information”

- Solution provider should demonstrate enterprise solution capabilities in at least one of existing customer deployments. If
- Solution provider should provide Customer Support (Kannada; Hindi & English) in all the installations places in the District of Bijapura, Bagalkote, Gulbarga, Raichur, Yadgiri, Bidar in the state of Karnataka
  - Solution provider should have “Repair and Service Centre” Support should be made available in Bangalore/ Hubli/ Bijapura/ Gulbarga/Bagalkot in the state of Karnataka. To confirm with the same the solution provider should provide the list of all the service centers in the state with full address and contact details.

### 3. OTHER DOCUMENTS:

Apart from the documents in support of the fulfilling above eligibility criteria, the following documents should be submitted along with the tender:

Bidders should enclose the following documents:

- (i) Certificate of Registration / Trade License of the firm
- (ii) Attested copy of PAN card, Service Tax, CST/VAT registration papers
- (iii) Banker’s Solvency Certificate.
- (iv) Audited statement of accounts and IT returns for the last three years
- (v) Authorized Distributors/Vendors must submit appropriate authorization certificate and letter from their OEMs, for participation in the said tender.
- (vi) Name and address of past satisfactory supplies or minimum two clients to whom such items/stores have been supplied should be mentioned in the technical bid.
- (vii) Copy of mandatory test reports, national testing/reliability and endurance test reports etc., certified or conducted at the manufacturing site, granted by the bureaus/quality control departments/national testing laboratories.
- (viii) Copy of product literature, for which the prices have been quoted.
- (ix) A write up on service and maintenance capability, mitigation of risks or breakdown and replacement capability, with the escalation support matrix suggested for the Institute. Vendors must indicate their sales and support service centre in India and their plan to address issues about services, maintaining minimum service inventory etc.
- (x) Signed copy of the tender document, with company seal, agreeing to the terms & conditions and declaration.

**IMPORTANT** A bid submitted with false information will not only be rejected but also the OEM/vendor will be debarred / blacklisted from participation in future tendering process in any of the tender in the Government of Karnataka or its undertaking.

The OEMs/Vendors need to submit a certificate during uploading of technical bids that they are not currently debarred or blacklisted anywhere in India for any supplies, products or services, or at present in any national/state government organization/ department/ PSU/ private firms or educational institute/university.

In case of any dispute, the decision of the Managing Director, KBJNL shall be final and binding on the bidders.



**Note:** All the above documents have to be uploaded marked as annexure during the time of uploading the technical and financial bid should contain only bid amount. Only those bid wherein the above documents are attached will be taken into consideration. Bids with no supporting documents will be rejected.

4. **PRE-BID MEETING:** A Pre-bid meeting will be held on the designated date and time in the address mentioned below. The consulting firms are requested to attend the pre-bid meeting and put queries. Queries also can be sent through written request, e-mail (kbjnl123@yahoo.com) before the pre-bid meeting. Queries expressed orally will not be taken into consideration. All the queries will be answered in the pre-bid meeting and the queries raised along with the justification will be uploaded in the website of KBJNL (www.kbjnl.com)

**NOTE:**

1. **Bidder are to ensure that all the correct and relevant documents are uploaded as uploading limit for each work is 20 MB only.**
2. **Awarding of Technical marks will be based on the description of the previous assignments and documents attached by the Bidder.**

**ADDRESS FOR COMMUNICATION**

Offers should be addressed to the following officer at the address given below:

**THE MANAGING DIRECTOR,  
KRISHNA BHAGYA JALA NIGAM LTD,  
PWD OFFICES ANNEXE, 3<sup>RD</sup> FLOOR,  
K.R. CIRCLE,  
BANGALORE - 560 001.**

## SECTION 7 TENDER NOTICE

**Name of the work :** Field Force Automation and Centralized Reporting Solution by Combining Internet and Tablet PCs for KBJNL

Sl. No	Particulars	Details
1	Tender Reference	<b>No. KBJNL/ GM(Admin)/FFA&amp;CRS /2012-13</b>
2	Tender issuing Authority: Name & Address	The Managing Director, Krishna Bhagya Jala Nigam Limited, PWD ANNEXE Building, 3 <sup>RD</sup> FLOOR, K.R. Circle, Bangalore- 560 001.
3	Processing fee at E-Proc	As per e-procurement portal
4	Approximate amount put to tender	Rs.70 Lakhs ( Rupees Seventy lakhs only)
5	Period of Completion	4 weeks
6	Earnest Money Deposit	As per tender notification
7	Date from which tender document can be accessed	<b>24.12.2012</b>
8	Validity of Offer	180 days from the date of opening the tender
9.	Contact Person for clarification, Designation and address of the Office.	The General Manager (Admin), Krishna Bhagya Jala Nigam Limited, PWD ANNEXE Building, 3 <sup>RD</sup> FLOOR, K.R. Circle, Bangalore
10	Pre-bid meeting	<b>28.12.2012 AT 11.00 A.M.</b>
11	Last date for submission of bids	<b>8.01.2013 Up to 5.00 P.M.</b>
12	Opening of Technical bid	<b>11.01.2013 at 11.00 A.M.</b>
13	Opening of Commercial bid	<b>16.01.2013 at 11.00 A.M.</b>
15	Place of opening the tenders.	Krishna Bhagya Jala Nigam Limited, PWD ANNEXE, 3 <sup>RD</sup> FLOOR, K.R.Circle, Bangalore

**KRISHNA BHAGYA JALA NIGAMA LIMITED**

(Government of Karnataka undertaking)

**Office of the  
Managing Director, KBJNL,  
Ph. No. 080-22277393, 22244484**

**No.KBJNL/GM (Admin)/FFA&cRS/2012-13/**

**Dated:24/12/2012**

**:SHORT TERM NOTICE REQUESTING FOR PROPOSALS:  
(Through E-Procurement Portal Only)**

On behalf of the Managing Director, KBJNL, Bangalore/Almatti, the General Manager (Administration), requests for proposals from Bidder who fulfill Pre-qualification criteria for following. The scope of work is given in the terms of reference.

Sl No.	Name of the work	Amount put to tender (Rs in Lakhs)	EMD (in Rs.)	Tender processing Fee	Period of completion
1.	Field Force Automation and Centralized Reporting Solution	70	70000/	As per e-portal	4 weeks

2. The aspiring Bidder/firms/OEM/Organization/Company is required to submit and upload two separate sealed covers for the above two works. Cover-1 containing the Technical Bid requirements as mentioned under instructions to the bidders and Cover -2 containing financial bid details. The second cover containing the financial bid will be opened only if the bidder qualifies in the technical proposal. The bidders are advised to note the minimum qualification criteria specified in Clause 3.1.2 of the instructions to tenders to qualify for the award of the work.

**3. INSTRUCTION TO TENDERERS:**

**3.1. COVER-I – TECHNICAL BID REQUIREMENT:**

The Technical proposal shall be submitted in format given in Annexure (Section-5)

The financial proposal shall be submitted in format given in Annexure (Section-6)

**3.1.1. Opening of the Technical Bid:**

Technical proposals of all bidding Bidder who have paid the requisite EMD in e-cash shall be opened in the presence of the participating Bidder. The technical proposals are evaluated on the basis of the responsiveness to the terms of reference. Each responsive proposal will be given a technical score for each of the technical requirement as indicated below:

### **3.1.2. The Criteria & Weightage:**

#### **4. PRE-QUALIFICATION REQUIREMENTS:**

The following are the pre-qualification requirement for a established Firm/Company/OEM to participate. No marks will be awarded for a,b,c,d below requirements since it is a pre-requisite.

- a. Should be a registered company / in existence for **minimum of 3 years.**
- b. The Bidder should have an average turnover at least of **Rs. 100.00 crores.** 100 crore eligibility should be in total for group (company)/consortium / manufacturing facility / factory (asked from bidder) in each of two years in the last three years. The turnover out of that for tablets should be 10 crores.
- c. Bidder Should have Qualified Implementation Engineers and Test & Repair Centers. He should provide the details of address and the profile of the center.
- d. Should have expertise in the following field.
  - Should be able to customize the hardware configuration and software configuration as per KBJNL specification without effecting the schedule
  - Should be integrate enterprise solution with existing legacy networks and heterogeneous platforms like Windows, Linux and any other handheld devices
  - Solution Provider should have their Own App Store to deploy any New Applications from time to time on the customized solution provided
  - Solution provider should demonstrate the experience of technologies involved and deployed for Remote Device Management Capability
  - Solution provider should demonstrate the experience of developing Custom Made Digital Rights Management Framework For Secured Content Delivery of "Confidential Reports/Information"
  - Solution provider should demonstrate enterprise solution capabilities in at least one of existing customer deployments.

**Note: Important: The following items are given marks for technical evaluation. Hence the bidders/firm are requested to ensure that there is no mistake done and provide the details and documents correctly. Failure to upload the document or not filling the details completely will be the sole mistake of the firm/bidder. No communication in this regard will be entertained.**

Sl. No.	Description	Documents to be uploaded	(Marks)												
<b>I</b>	Should have provided solution in Field Force Automation and Centralized Reporting Solution by Combining Internet and Tablet PC'S for two organization of having sold 1000 pieces where software and hardware designed and developed for one client , but not as off the shelf project.	Letters of assignment and letter of completion from competent authority to be uploaded. If the above is not uploaded no marks will be given.	<b>30</b>												
<b>II</b>	<b>Man Power Personnel including Skills and competencies</b>		<b>40</b>												
	<p>OEM should have the following key personnel / man power for the assignment.</p> <p><b>Key Personnel</b></p> <table border="1" data-bbox="237 1089 1032 1745"> <thead> <tr> <th data-bbox="237 1089 444 1136">Position</th> <th data-bbox="449 1089 894 1136">Requirement</th> <th data-bbox="899 1089 1032 1136">Marks*</th> </tr> </thead> <tbody> <tr> <td data-bbox="237 1142 444 1383">Senior Computer Programmer/ Software Developer</td> <td data-bbox="449 1142 894 1383">A Post Graduate in Computer Science Engineering from a reputed University/ institution from India or abroad with minimum 15 years Experience in the field as mentioned in the technical qualification.</td> <td data-bbox="899 1142 1032 1383">(15)</td> </tr> <tr> <td data-bbox="237 1390 444 1598">System Administrator</td> <td data-bbox="449 1390 894 1598">A degree in Computer Science Engineering with 10 years experience in the relevant field as mentioned in the technical qualification</td> <td data-bbox="899 1390 1032 1598">(15)</td> </tr> <tr> <td data-bbox="237 1604 444 1745">Computer Analyst</td> <td data-bbox="449 1604 894 1745">A Graduate with minimum 5 years experience in the relevant field as mentioned in the technical qualification</td> <td data-bbox="899 1604 1032 1745">(10)</td> </tr> </tbody> </table>	Position	Requirement	Marks*	Senior Computer Programmer/ Software Developer	A Post Graduate in Computer Science Engineering from a reputed University/ institution from India or abroad with minimum 15 years Experience in the field as mentioned in the technical qualification.	(15)	System Administrator	A degree in Computer Science Engineering with 10 years experience in the relevant field as mentioned in the technical qualification	(15)	Computer Analyst	A Graduate with minimum 5 years experience in the relevant field as mentioned in the technical qualification	(10)	<p>The consent letters of manpower to be part of the above assignment should be enclosed. Non enclosing of consent letters will automatically result in non applying the Marks. It may be noted that, only the team members who are indicated in this column will be necessarily employed in the above work.</p> <p>Any non compliance noticed will result in forfeiture of the EMD and also blacklisting of the consultancy firm.</p> <p>In exceptional cases the change in name will be permitted with the prior consent of the General manager</p>	
Position	Requirement	Marks*													
Senior Computer Programmer/ Software Developer	A Post Graduate in Computer Science Engineering from a reputed University/ institution from India or abroad with minimum 15 years Experience in the field as mentioned in the technical qualification.	(15)													
System Administrator	A degree in Computer Science Engineering with 10 years experience in the relevant field as mentioned in the technical qualification	(15)													
Computer Analyst	A Graduate with minimum 5 years experience in the relevant field as mentioned in the technical qualification	(10)													

		(Administration). The equivalent shall be of the same grade and experience as per replacement will be approved.	
<b>iii</b>	<b>Service Centers in Karnataka</b>		
	Solution provider should have “Repair and Service Centre” Support should be made available in Bangalore/ Hubli/Bijapura/ Gulbarga/Bagalkot in the state of Karnataka. To confirm with the same the solution provider should provide the list of all the service centers in the state with full address and contact details.	The solution provider should upload all the details of Repair and Service Centre in Bangalore/ Bijapura Hubli/ Gulbarga/ Bagalkot	<b>20</b>
<b>IV</b>	<b>Description of Methodology</b>		<b>10</b>
	<b>Total Technical marks</b>		<b>100</b>

### 1.1 MINIMUM TECHNICAL SCORE:

A proposal scoring the minimum technical score of 60 out of the total of 100 will be deemed to be technically responsive.

### 2. OPENING OF FINANCIAL PROPOSALS:

Financial Proposals of all the technically responsive bids determined as per para 1.1. will be opened for evaluation..

### 2.1 EVALUATION OF FINANCIAL BIDS:

The financial bids of only the firms / consortiums who have scored minimum marks of 60 out of 100 marks as per pre-para 1.1 above will be opened. The L1 bidder will be called for negotiations, before awarding the project order. It is the option of the KBJNL to award the tender to the L1.

### 1. Tendering by the following conditions:

- (a) The bidder should be a OEM manufactures or a consortium
- (b) The necessary certificates / documents in support of pre-qualification criteria fulfilling as stipulated shall be scanned and attached to e-tender document. Scanned signature of the bidder / Bidder / authorized representatives of the bidder shall be attached while uploading the bid document.

- (c) Employees Provident Fund Registration Certificate OR the recognition certificate of the EPF trust of the lead Bidder shall be up loaded

### **1.5 PRICE COMPARISON**

The KBJNL will consider the Financial Proposal for the purpose of price comparisons as follows:

The total amount quoted in the Schedule B for all the items will be taken of all the eligible bidders who qualify in the technical evaluation. The bidders should have to quote the amount both in figures and words. Any discrepancy between the both the amount quoted in words will be taken into consideration. All amount quoted should be in Indian rupees.

The AMC rates will not be taken into consideration during the evaluation of financial bid. It is the sole discretion of the KBJNL to award the work for AMC also. The award of AMC will be made after the warranty period for the Tablet PCs and other accessories and items included in the scope of work is over.

KBJNL reserves the right to give AMC during the letter of award. It may accept or reject the entire financial bid without assigning any reason thereof.

### **6. Issue and submission of e-tender documents:**

All the Bidder will have to compulsorily give an email ID which shall be considered as primary means of communication. Any communication sent by email from KBJNL email ID (kbjnl123@yahoo.com) shall be considered as final.

- 6.1 E-Tendering:** Aspiring bidders who wish to undergo training on e-tendering at the Centre for e-Governance, M.S. Building, Bangalore.
- 6.2** The Bidder can request for e-tendering document from **24.12.2012** to **8.1.2013** in the **web site <http://eproc.karnataka.gov.in/e-portal/index>** **seam link e-tender** document on payment (non refundable) as per e-portal towards transaction fees. While applying the Bidder can pay the transaction fee in the e-procurement portal using payment modes- credit cards/direct debit/National electronic fund transfer (**NEFT**)/ over the counter (**OTC**) on or before **8.1.2013** during before **5.00** PM.
- 6.3** Completed e-tendering documents can be submitted from **24.12.2012** to **08-01-2013** up to **5.00 P.M.**
- 6.4 Pre-bid meeting will be held on 28.12.2012 at 11.00 A.M.**
- 6.5 Cover-I** (Technical bid) will be opened in the Office of the Managing Director, KBJNL, Regd. Office Bangalore on **11.01.2013 @11.00** AM.
- 6.6 Cover-II** (Financial bid) of qualified bidder will be opened in the Office of the Managing Director, KBJNL, Regd. Office Bangalore on **16.01.2013 @11.00** AM.

- 6.7** The Bidder should pay Earnest Money Deposit (**EMD**) in e-procurement portal in any of payment modes such as a Credit card/Direct debit/National electronic fund transfer (**NIFT**) /over the counter (**OTC**). The **EMD** amount accepted in the form of electronic cash only (and not through Demand Draft or Bank Guarantee) will be maintained in the Government Central Pooling Account at Axis Bank /Other Banks nominated by the Department of e- governance, until the contract is closed.
- 6.8** The entire **EMD** amount of a particular tender is to be paid in a single transaction. For more details on e-payment services refer to e-procurement portal.
- 6.9** Further information about electronic tendering can be obtained at website <http://eproc.karnatak.gov.in> /e- portal lines **Seam links**.
- 6.10** During the time of technical evaluation, if KBJNL finds that any certification/ information furnished is false, such bidders will be disqualified and barred from participating in the bid.
- 6.11** If any bidder fails to satisfy the conditions mentioned above, such bids shall be rejected

**7. Conditions:**

- a.** The Bidder/authorized signatory should attach his/her signature to the Schedule "B" before uploading the documents.
- b.** If any of the dates mentioned above happened to be a general holidays, the next working day holds good.
- c.** Conditional tenders are liable to be rejected. The officer competent to accept the tender shall have the right to reject any or all the tenders without assigning any reason whatsoever.
- d.** Corrigendum will be published in the web site [www.kbjnl.com](http://www.kbjnl.com) / for all modifications/corrections if any.
- e.** It is brought to the notice of the bidders that they should not wait till the last day of the tender and are requested to upload the tender early.
- f.** It is brought to the notice of the bidders that the maximum upload capacity permitted is 20Mb. Hence the bidders should ensure that the documents uploaded are according to the RFP.

**NOTE:**

- 1. Awarding of Technical marks will be based on the description of the previous assignments and documents attached by the Bidder.**

Further information can be obtained from the undersigned during office hours Ph. No **080-22277393, 22244484**

**General Manager (Admin),  
KBJNL, Bangalore.**



**Copy submitted for kind information to:**

- a) The Managing Director, KBJNL, Water Resources Department, PWD Annexe Building, III<sup>rd</sup> floor, K.R. Circle, Bangalore/Almatti.
- b) The state Tender Bulletin officer, office of the Secretary, Water Resources Department, Vikas Soudha Bangalore with a request to publish the notification in state tender bulletin

## **SECTION 8**

### **Terms and Conditions**

#### **1. TECHNICAL INSPECTION AND PERFORMANCE EVALUATION**

The KBJNL reserves its right to carry out a technical inspection and performance evaluation of Field Force Automation and Centralized Solution offered by qualified & short-listed vendors.

#### **2. PAYMENT TERMS**

The KBJNL will make payment as follows:

- 50% of the tender amount will be paid on delivery of each complete set of equipment against a Bank Guarantee produced by the vendor from nationalized bank .
- 40% of the order value will be paid after installation along with installation certificates under working conditions and finalizing all the procedures including installation of software/hardware and training. During this payment, all the units should be in working conditions to be certified by an authority nominated by Managing Director, KBJNL
- The KBJNL will make this payment at Head Office, Bangalore within 15 working days from the date of receipt of claim from the vendor along with necessary proof of Installation Certificate duly acknowledged by the Users / Officials as stated above.
- Balance of 10% will be paid against submission of Performance Bank Guarantee (as per the format prescribed by the KBJNL) for the equivalent amount valid for the warranty period with a claim period of one year.

**All the documents evidencing delivery & installation of Equipment shall be in original.**

#### **3. DELIVERY, INSTALLATION**

The Vendor shall be responsible for delivery and installation ordered at all the sites and for making them fully functional at no additional charge within **4 weeks** of receiving the award of work. The Vendor shall be responsible for immediate commencement of delivery & installation on receipt of work orders from KBJNL.

Appropriate insurance to cover all items for the transit period and till the time of its acceptance by the KBJNL at the respective site is to be taken by the vendor. At the discretion of KBJNL, there will be an acceptance test conducted by the vendor in presence of the KBJNL officials after installation of complete solution. In case of serious discrepancy, the KBJNL may cancel the entire purchase order and return them back to

the vendor at vendor's costs and risks. The KBJNL will not arrange for any Road Permit/Sales Tax clearance for delivery of the equipments / items to different locations and the Vendor is required to make its own arrangements for delivery of order items to the locations as per the list of locations/sites provided by the KBJNL. However, the KBJNL will provide letters/certificate/authority to the Vendor, wherever required.

### **Supply and Installation (location)**

**The Tablets PC's with client software** - Bangalore and All zonal offices (Bijapur, Yadgir, Gulbarga, Bidar, Bagalkot & Raichur district)

**Data Base server and Server side solution frame work** - Bangalore, Registered office.

***Note: the Quantity and the location of each zone will be provided at the time of awarding the purchase order to selected bidder.***

### **4. COMPLETENESS OF INSTALLATION**

The installation will be deemed as incomplete if any unit/solution as per the RFP document is not delivered or is delivered but not installed and/or not operational or not acceptable to the KBJNL or having damages in the materials provided, or having defects in the material provided, or any accessories, software, hardware and any other materials not working after acceptance testing/examination. In such an event, the supply & installation will be termed as incomplete and it will not be accepted and warranty period will not commence. The entire work will be accepted after complete installation of equipment and satisfactory working of the entire equipment for a minimum period of one month. The following certificates have to be given at the time of works

- a. Delivery report / challan for having provided all the items.
- b. Inspection reports jointly by the representative of the firm and Officers of KBJNL.
- c. Certificate for having conducted training programme to all the designated Officers.

### **5. ORDER CANCELLATION**

The KBJNL reserves its right to cancel the order in the event of one or more of the following situations:

1. Delay in delivery beyond the specified period for delivery.
2. Delay in installation beyond the specified period for installation.
3. Serious discrepancy in hardware/ software noticed during the installation & testing

In addition to the cancellation of purchase order, the KBJNL reserves the right to claim the damages from the vendor and/or foreclose the Bank Guarantee given by the supplier against such discrepancy

## **6. ACCEPTANCE TESTING**

At the discretion of the KBJNL, acceptance test will be conducted by the vendor at the site in the presence of the officials of the KBJNL and/or its nominated Bidder. **The tests will check for trouble-free operation for apart from physical verification and testing.** There shall not be any additional charges payable by the KBJNL for carrying out this acceptance test. The KBJNL will take over the system on successful completion of the above acceptance test.

## **7. SOFTWARE DRIVERS & MANUALS**

The Units will have to be supplied with the software drivers/ accessories/ materials and manuals as applicable. Failure to provide the above will be treated as incompleteness of the project.

## **8. WARRANTY**

The offer must include a one year warranty along with the unit/ materials for all accessories and equipments in the technical configuration mentioned in the above chapter.

The warranty includes 24x7 support from the date of successful installation and commissioning. Any defect in the unit (Tablet PCs) shall be attended and repaired within 24 hours from the date and time of complaint received from the user. In the event, any unit (Tablet PCs) is found defective or non operative, in terms of its components and features, then the machines should be replaced (with same technical specifications or higher) within 72 hours from the date and time of initial complaint from the user. This is applicable from the date of installation to the tenure of the warranty/guarantee period coming with the unit and accessories and all the items in the technical configuration mentioned in the above chapter.

In case the vendor fails to maintain the unit as per the warranty terms during the warranty period, the Performance Bank Guarantee will be invoked and the damages will be claimed from the vendor.

## **9. Annual Maintenance Charges**

The vendor should also quote separately for Annual Comprehensive Maintenance charges (inclusive of spare parts of all the equipments) at site for all active parts from the date of expiry of the warranty period (post-warranty) for a period of three years. It will be the discretion of KBJNL to give AMC post warranty period as mentioned above. Also, KBJNL reserves the rights to give the order on AMC on yearly basis.

## **10. SPARE PARTS**

Vendor will make the spare parts for the Field Force Automation and Centralized Reporting Solution by the KBJNL including the Tablet PCs available for a minimum period of **FIVE Years** from the time of acceptance of the system. Spares, which are not available or difficult to procure or the procurement is likely to be delayed for replacement if required, the replacement shall be carried out with state of the art technology equipment of equivalent capacity or higher capacity at no additional charges to the KBJNL.

## **11. PENALTY FOR DELAY**

For any delay in installation of the Field Force Automation and Centralized Reporting Solution by the KBJNL and providing the Tablet PCs Unit beyond 4 weeks [5 weeks in case of Road Permit Areas] from the date of delivery instruction by the KBJNL, the KBJNL will charge penalty @ 5% of the order value per week or part thereof from 5th week [6th weeks in case of Road Permit Areas] onwards, subject to a maximum of 20% of the order value. If the bidder fails to deliver the product within the stipulated time of 4 weeks + 4 weeks (penalty period) he will be liable for termination of the contract of award and forfeiture of the EMD/ amount beside blacklisting the bidder from participating in any of the future tenders regarding to the above scope of work.

## **12. PENALTY FOR DOWNTIME**

Any Field Force Automation and Centralized Reporting Solution by the KBJNL including the Tablet PCs that is reported to be down on a given date should be repaired by the next day. The downtime should not normally exceed 24 hours and in no case beyond 3 working days. The reporting will be through a telephonic message or any other mode as the KBJNL may decide. In case vendor fails to meet the above standard of maintenance, the KBJNL reserves the right to levy a penalty as below in Service Level Agreement. The vendor is requested to follow the Service Level Agreement strictly as given in para 23 below.

## **13. HARDWARE FAILURE**

If during the warranty period, any Field Force Automation and Centralized Reporting Solution by the KBJNL and the Tablet PCs Unit on four or more occasions in a quarter, it shall be replaced by equivalent new Field Force Automation and Centralized Reporting Solution by the KBJNL and providing the Tablet PCs Unit by the vendor at no cost to the KBJNL.

## **14. INDEMNITY**

Vendor shall indemnify, protect and save the KBJNL against all claims, losses, costs, damages, expenses, action suits and other proceedings, resulting from infringement of any patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the Field Force Automation and Centralized Reporting Solution by the KBJNL and providing the Tablet PCs Unit and the respective software supplied by Vendor.

## **15. PUBLICITY**

Any publicity by the vendor in which the name of the KBJNL is to be used should be done only with the explicit written permission of the KBJNL. The firm cannot use the name of KBJNL for its commercial activities or to promote their brand and name of the firm. If it is found that KBJNL name has been used the KBJNL can sue the company in the court of law.

## **16. GUARANTEES**

Vendor should guarantee that the equipments delivered to the KBJNL are brand new, including all components. In the case of software, the vendor should guarantee that the software supplied to the KBJNL is licensed and legally obtained. All hardware and software must be supplied with their original and complete printed documentation.

## **17. FORCE MAJEURE**

The parties shall not be liable for default or non-performance of the obligations under the contract, if such default or non-performance of the obligations under this contract is caused by any reason or circumstances or occurrences beyond the control of the parties, i.e. Force Majeure.

For the purpose of this clause, "Force Majeure" shall mean an event beyond the control of the parties, due to or as a result of or caused by acts of God, wars, insurrections, riots, earth quake and fire, events not foreseeable but does not include any fault or negligence or carelessness on the part of the parties, resulting in such a situation.

In the event of any such intervening Force Majeure, each party shall notify the other party in writing of such circumstances and the cause thereof immediately within five calendar days. Unless otherwise directed by the other party, the party pleading Force Majeure shall continue to perform/render/discharge other obligations as far as they can reasonably be attended/fulfilled and shall seek all reasonable alternative means for performance affected by the Event of Force Majeure. In such a case, the time for performance shall be extended by a period(s) not less than the duration of such delay. If the duration of delay continues beyond a period of three months, the parties shall hold consultations with each other in an endeavor to find a solution to the problem. Notwithstanding above, the decision of the KBJNL shall be final and binding on the Vendor.

## **18. RESOLUTION OF DISPUTES**

The disputes if any shall be referred to the Managing Director who shall resolve the same within 30 days from the date of such reference. The orders of the Managing Director shall be binding on both parties, any aggrieved party shall have access to Courts of Judicature in Bangalore.

## **19. LETTER OF UNDERTAKING OF AUTHENTICITY**

The OEM/ Firm must given an undertaking that all the components/ parts/ assembly /software used for the Field Force Automation and Centralized Reporting Solution by the KBJNL and providing the Tablet PCs Unit is original for components /parts /assembly /software only and that no refurbished/duplicate/second hand components /parts/ assembly /software are being used or shall be used.

## **20. NON-DISCLOSURE AGREEMENT**

The vendors undertake that they shall not disclose confidential data pertaining to the KBJNL and its customers' data, which is acquired by them during the course of implementing and providing services.

## **21. Installation and Commissioning:**

Free of cost at all the locations of KBJNL. The OEM must ensure timely installation of the Tablet pc with necessary support to the indenters, as per details and lists to be made available

## **22. Extra Features:**

If the bidder provides any other extra features on the Hardware or Software which are not mentioned in the tender product specifications, then that shall be highlighted in clear terms, with documentary evidence/literature. However no extra payments will be provided. The payment will be as per the Schedule-B.

**23. Service Level Agreement (SLA):** During the warranty period Service Level Agreement will be applicable as specified below:

Sl. No.	Services	Time limit and penalties
1	Service support should be available on all the working days of the Government	Sundays and General Holidays are exempted
2	Time limit for servicing/replacing the systems. The time taken for servicing/ replacement will be calculated from the time call is logged to the time the issue is resolved. Sundays and	Within 24 Hrs (Deducting any holidays)

	general holidays will be excluded	
3	Penalty clause for delay in service	(a) Upto seven days- Rs. 300/- per day/ticket (b) Next seven days (i.e. 8th day-14th day)- Rs. 500/day/ticket (c) Next seven days (i.e. 15th day to 21st day)- Rs. 1000/day/ticket (d) Also penalty for login at the rate of Rs 500/ per login.
5	If the vendor fails to service/replace the unit,	An amount equivalent to double the quoted/accepted price of the equipment will be charged to the vendor.
6	Vendor should submit the monthly problems reported and its status on or before 10th of every month immediately succeeding the month under report	Failing to submit will carry a penalty of Rs. 100/- for each day of delay
7	The penalties will be calculated on a quarterly basis and penalty order (if any) will be raised to vendors at the end of every quarter.	Vendors are required to pay the penalties within a period of 20 days from the day the order was raised, failing which KBJNL will deduct the amount from the Bank Guarantee. This will be done by forfeiting the bank guarantee

## 24. DELIVERY AND RECEIPT

- 24.1 Time and date specified for delivery in the supply order are deemed to be the essence of the contract and the tenderer shall arrange to supply the material within the stipulated time on receipt of firm order.
- 24.2 The date of receipt of materials at consignee or store/site shall be treated as date of supply for the purpose of reckoning the delivery period.
- 24.3 On receipt of supply order, the supplier shall inform the consignee regarding the time and place at which the deliveries shall be made for the materials being received and approved receipt (in duplicate) shall be obtained by him and no material shall be considered as delivered until it has been accepted and a proper receipt granted. The delivery shall not be considered as complete until the supplier shall have removed all rejected articles and materials and have supplied the full quantity of approved materials mentioned in the supply order.
- 24.4 Schedule of deliveries mentioned in the supply order shall be strictly adhered to. In exceptional circumstances, KBJNL may at its discretion,



revise the delivery schedule. The supplier shall however have no claim OR right to Alter the schedule. Failure to abide by the schedule shall render the supplier liable for penalties as per RFP.

## **25. TRANSIT INSURANCE**

`The loss / damage to the materials, whether insured or not, or any part thereof during transit shall be replaced / made good by the supplier/tenderer within the given time. If the supplier/tenderer fails to do the same, the consignee shall be free to make it good/obtain replacements at the supplier's/ tenderer's cost from any other source.

## **26. RISK OF STORES**

The stores and every constituent part thereof, whether in possession or control of the authorized person of the tenderer, his agents or with his servants, or with the carrier shall remain in every respect at the risk of the supplier's/tenderer till actual delivery (against proper receipt) to the consignee at the destination.

## **27. REPLACEMENT OF DEFECTIVE STORES**

If during the execution of the supply orders KBJNL or the purchaser or their representative shall notify in writing to the tender that the item/items being manufactured are in any way unsound or imperfect or that he has supplied any material inferior in quantity or quality to those specified, the supplier on receiving details of such defects or deficiencies, shall at his expenses within the specified time remove the deficiencies or replace such defective material. In case the supplier fails to do so, KBJNL or the purchasing department can proceed to remove the defective materials or items and/or replace all such materials at the cost of the supplier.

## **28. TESTING & INSPECTION**

28.1 Representatives of KBJNL or its authorized persons shall be provided all facilities in respect of inspection of raw material/materials OR articles during manufacturing process and finished goods stage by the tenderer. No claim or damage on account of the said inspection shall be payable.

28.2 The Inspecting Officer shall have the right to reject any materials or object to the process of manufacturer and suggest improvements, within the purview of accepted specification and the tenderer shall be bound by his advice.

- 28.3 Inspection by the officer shall not entitle the tenderer to claim approval of all the goods delivered to the department. Nor he shall be absolved for his obligations pertaining to quality specification. KBJNL shall have the right to reject any material not conforming to the specifications at the time of supply.
- 28.4 In such cases where materials are required to be inspected by KBJNL or any other agency appointed by KBJNL the unit shall inform KBJNL whether testing facility is available in the factory

## **29. PENALTY LIQUIDATED DAMAGE RISK PURCHASE**

In case of breach of any of the conditions of the agreement or delay in supply or failure to supply at its own quoted rates/contracted rates, KBJNL may at its option, take any or all of the actions detailed below:-

- 29.1 Recovery from the tenderer/supplier liquidated damages for delay / non supply @ 5% of the tendered amount per week or part thereof calculated on the price of stores not delivered in the stipulated time up to maximum of 20% of such price.
- 29.2 Purchase from elsewhere on tenderer's/supplier Risk or Account the entire or the remaining items.
- 29.3 Forfeiture either wholly or the part of the earnest money  
Deposit/service charges/ security deposits.
- 29.4 Cancellation of contract.
- 29.5 Debarring of the tenderer/supplier from getting marketing assistance for such period as may be decided at the sole discretion of KBJNL.
- 29.6 Taking of such other action against the tenderer/supplier including legal action for breach of contract.
- 29.7 Levy of such penalties or with-held payment of such extent as may be decided by KBJNL.

## **30. SAFE CUSTODY OF GOODS SUPPLIED**

KBJNL / Purchasing Department shall not be responsible for the safe custody of the materials rejected disapproved or supplied in excess.

## **31. TRANSPORTATION AND DAMAGE ETC.**

The supplier shall be responsible for proper packing of the materials as per the conditions of tender for transport by rail / road so as to prevent loss/damage due to handling.

### 32 **Packing**

The selected Bidder shall provide such packing as is required to prevent damage or deterioration of the goods during transit to their final destination as indicated in the RFP. The packing shall be sufficient to withstand, without limitations, rough handling during transit and exposure to extreme temperatures and precipitation during transit and open storage. The Vendor shall be responsible for any defect in packing.

The procured materials including the Tablet PCs should be Bubble Wrapped and then packed in the cardboard boxes of standard quality as followed by industry. The packing should contain the following:

- a. User Manual in Hindi, Kannada, Urdu and English
- b. Dos and Donts instruction and user manual in Hindi, Urdu and English
- c. Warranty card shall also contain
  - i. Serial number, month and year of Manufacturing
  - ii. Name, address and Telephone number of Service Centre
  - iii. Provision for writing the beneficiary name, address and date of issue.
- d. Tablet PCs along with bar code serial number and accessories packed in a bubble wrap and then placed inside the cardboard box
- e. The above Field Force Automation and Centralized Reporting Solution for KBJNL will be packed in cartons as per requirements

### 33 **Training & Demonstration**

The selected Bidder shall provide Training to at least 400 users. The training should be given at the Division Head Quarters of the concerned Executive Engineer. The Training shall be conducted in a batch of 10-15 officers/officials at the office of the respective Executive Engineer of the Division. The training shall be imparted in detail on conceptual aspects of the usage of Field Force Automation and Centralized Reporting Solution for KBJNL. All the training material shall be approved by KBJNL and should be provided by the Bidder.

The selected Bidder shall conduct a basic demonstration to all the Officers who are provided with Tablet PCs.

The following aspects shall be shown in the demonstration

- a. Overview of all components, software installed in the Field Force Automation and Centralized Reporting Solution for KBJNL
- b. Dos and Donts, safety operations
- c. Switch on and power down procedures
- d. Invoking and closing applications
- e. USB connection, DVD reading and safe removing
- f. Track pad usage
- g. Service centre details, procedure for the services
- h. Call centre access

Attendance Sheet for Training/Demonstration as specified in Annexure shall be maintained by the Bidder. The selected bidder shall complete the Training and Demonstration within 15 working days of Delivery of Tablet PCs to the Officers.

The selected Bidder shall get a final sign off receipt preferably within 3 days of the successful completion of Demonstration and Training to the Officers of KBJNL.

The selected Bidder shall give Division wise invoice to the concerned Executive Engineer by the respective Chief Engineer of the Zone.

The selected Bidder shall include a Final Acceptance checklist along with the following Documents signed by the concerned authorities.

- i. Invoice
- ii. Delivery Challan acknowledging the **Delivery** at the Zonal Office  
(Chief Engineer Office: Locations will be provided by KBJNL)
- iii. Quality Certificate
- iv. Insurance Certificate
- v. Service Centre operational Certificate
- vii. Post delivery Inspection Certificate
- viii. Certification of successful completion of Training

The selected Bidder shall produce a total of 4 copies for records mentioned above (i.e sl no 1 to 7), out of which one remains with the Bidder, one with the Executive Engineer of the Division, one with the Chief Engineer of the Zone and with the General Manager (Admin) of KBJNL.

**34      Miscellaneous:**

- a. KBJNL will make available space for supply and installation, of Tablet PCs.
- b. KBJNL will allow free entry and access to the authorized personnel of the successful bidder to carry out the work (i.e. supply, installation etc) specified in this tender during the working hours in the offices concerned.
- c. The successful bidder shall not sublet or assign or franchise the responsibility to any other agency either in whole or in part except the OEM/ consortium
- d. The successful bidder should be solely responsible for all acts of omission and commission occasioned by his personnel in carrying out the terms of the tender.
- e. The decision of KBJNL in the evaluation of the technical / pre-qualification bids and financial bids shall be final.
- f. The bidder should comply with such directions as KBJNL may issue from time to time for successful completion of the work.
- g. KBJNL may cancel the purchase order in the event of breach of any of the terms and conditions stipulated therein.
- h. After the purchase order has been issued, if it is proved that any of the information furnished by the bidder in the tender is false or that the bidder secured the contract through misrepresentation of facts in whatsoever manner the purchase order will be liable to be terminated forthwith and the Bank Guarantee shall be forfeited by KBJNL. The decision of KBJNL in this regard shall be final.

**SECTION 9**

**COMMERCIAL SUBMISSION FORM**

[Location, Date]

From (Name of Bidder)

To: (Name and Address of KBJN Ltd.)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Dear Sirs,

Sub: **Field Force Automation and Centralized Reporting Solution by combining internet and Tablet Pc's for KBJNL** -Financial Proposal

We, the undersigned, offer to provide Field Force Automation and Centralized Reporting Solution by combining internet and Tablet Pc's for KBJNL in accordance with your Request for Proposal dated [DD-MM-YY], and our Proposal [Technical and financial proposals]. Our attached financial proposal as per Schedule –B is for the sum of

\_\_\_\_\_

Our financial proposal shall be binding upon us subject to the modifications resulting from contract negotiations, up to expiry of the validity period of the Proposal, i.e., [DD-MM-YY].

We undertake that, in competing for (and, if the award is made to us, in executing) the above contract, we will strictly observe the laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988".

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorised Signature:  
Name and Title of Signatory:  
Name of the Bidder:  
Address:

## 6 2. SUMMARY OF COSTS

Sl. No.	Item Description	Quantity	Rate per unit Rs.	Estimated Amount Rs.																																														
1	2	3	4	5																																														
1	<p><b><u>Open source based Tablet PC</u></b></p> <table border="1"> <tr> <td>Processor</td> <td>Cortex A9 Dual core 1.6 ghz or more</td> </tr> <tr> <td>AC Power</td> <td>Charging via power adapter and USB to computer system</td> </tr> <tr> <td>Altitude</td> <td>Maximum operating altitude: 10,000 feet (3000 m)</td> </tr> <tr> <td>Audio</td> <td>Built-in speaker. 3.5-mm stereo headphone minijack. Frequency response: 20Hz to 20,000Hz. Audio formats supported: MP3, AAC, and AAC+</td> </tr> <tr> <td>Size</td> <td>9.5" H x 7.31"W x .34" D approximate</td> </tr> <tr> <td>Operating System</td> <td>Open Source Operating System</td> </tr> <tr> <td>RAM</td> <td>1 GB DDR3 or more</td> </tr> <tr> <td>NAND Flash</td> <td>8 GB or more</td> </tr> <tr> <td>Camera</td> <td>Front – 0.3mpx or more Back – 2 mpx with LED flash</td> </tr> <tr> <td>Battery</td> <td>8000 mAh or more. Built-in 25-watt-hour rechargeable lithium-polymer battery. Up to 10 hours of use.</td> </tr> <tr> <td>Screen Size</td> <td>9.7" with 4:3 aspect ratio</td> </tr> <tr> <td>DISPLAY</td> <td>Multi-Touch display with IPS technology 9.7-inch (diagonal) LED-backlit glossy widescreen 1024-by-768-pixel resolution at 132 pixels per inch (ppi) LED display, Ambient light sensor</td> </tr> <tr> <td>WiFi</td> <td>802.11 b/g/n</td> </tr> <tr> <td>USB</td> <td>USB 2.0 support</td> </tr> <tr> <td>MicroSD</td> <td>Micro SD port to support up to 32GB</td> </tr> <tr> <td>HDMI</td> <td>Mini HDMI or Full HDMI support with 1080p video playback</td> </tr> <tr> <td>G-sensor</td> <td>Min 3 Axis</td> </tr> <tr> <td>Bluetooth</td> <td>Bluetooth 2.1 for Audio, Keyboard, mouse connectivity</td> </tr> <tr> <td>RJ45 support</td> <td>RJ45 support (external dongle)</td> </tr> <tr> <td>Applications</td> <td>Word, Excel, PPT, PDF with wireless printing support.</td> </tr> <tr> <td>Flash Video Support</td> <td>Adobe Flash playback support</td> </tr> <tr> <td>Support for GSM voice communication /SMS /MMS</td> <td>Enable working of 2G and 3G connectivity</td> </tr> <tr> <td>Support for 3G data cards</td> <td>3G USB dongles should be supported</td> </tr> </table>	Processor	Cortex A9 Dual core 1.6 ghz or more	AC Power	Charging via power adapter and USB to computer system	Altitude	Maximum operating altitude: 10,000 feet (3000 m)	Audio	Built-in speaker. 3.5-mm stereo headphone minijack. Frequency response: 20Hz to 20,000Hz. Audio formats supported: MP3, AAC, and AAC+	Size	9.5" H x 7.31"W x .34" D approximate	Operating System	Open Source Operating System	RAM	1 GB DDR3 or more	NAND Flash	8 GB or more	Camera	Front – 0.3mpx or more Back – 2 mpx with LED flash	Battery	8000 mAh or more. Built-in 25-watt-hour rechargeable lithium-polymer battery. Up to 10 hours of use.	Screen Size	9.7" with 4:3 aspect ratio	DISPLAY	Multi-Touch display with IPS technology 9.7-inch (diagonal) LED-backlit glossy widescreen 1024-by-768-pixel resolution at 132 pixels per inch (ppi) LED display, Ambient light sensor	WiFi	802.11 b/g/n	USB	USB 2.0 support	MicroSD	Micro SD port to support up to 32GB	HDMI	Mini HDMI or Full HDMI support with 1080p video playback	G-sensor	Min 3 Axis	Bluetooth	Bluetooth 2.1 for Audio, Keyboard, mouse connectivity	RJ45 support	RJ45 support (external dongle)	Applications	Word, Excel, PPT, PDF with wireless printing support.	Flash Video Support	Adobe Flash playback support	Support for GSM voice communication /SMS /MMS	Enable working of 2G and 3G connectivity	Support for 3G data cards	3G USB dongles should be supported	400 No.		
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2	<p><b><u>Data Base Server</u></b> Quad core Intel Server with 4 GB RAM, 1 TB hard drive space, 10/100/1G Ethernet port, Raid-5 support.</p>	1 No.																																																
3	<p><b><u>Server Side Solution Frame Work</u></b> Linux OS, MySQL Database, Apache/ Tomat WebServer/Appserver Client Side - Android Java (Tablet clients) Client side - JSP/Serverlets (Web pages)</p>	1 No.																																																

4	<b>Client side application Frame Work</b> Profile based data collection and reporting functionality shall be provided by KBJNL	400 No		
	<b>Note: The prices quoted shall include all taxes, levies, duties etc., except service Tax which shall be borne by KBJNL as applicable at the time of billing</b>			
	<b>TOTAL Rs.</b>			
<b>Total Rs in words</b>				

I/We Sri.....Firm do hereby agree to execute the above work adhering to the full specification items of tender documents at Rupees \_\_\_\_\_ (in figures) \_\_\_\_\_ (in words). This amount is inclusive of Service Tax.

Service tax as applicable would be borne by KBJNL

The cost of the services as given above represents the full payment for the items and payments are to be made as agreed during negotiations.

It may be noted that all payments will be made in **Indian Rupees.**



# Annexure-A

## SCHEDULE "B" (Commercial format)

**Name of work:** BILL OF MATERIALS & COMMERCIAL BID FORMAT FOR Field Force Automation and Centralized Reporting Solution by combining internet and Tablet Pc's for KBJNL

Sl. No.	Item Description	Qty	Rate per unit Rs.	Estimated Amount Rs.																																														
1	2	3	4	5																																														
1	<p><b><u>Open source based Tablet PC</u></b></p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 30%;">Processor</td> <td>Cortex A9 Dual core 1.6 ghz or more</td> </tr> <tr> <td>AC Power</td> <td>Charging via power adapter and USB to computer system</td> </tr> <tr> <td>Altitude</td> <td>Maximum operating altitude: 10,000 feet (3000 m)</td> </tr> <tr> <td>Audio</td> <td>Built-in speaker. 3.5-mm stereo headphone minijack. Frequency response: 20Hz to 20,000Hz. Audio formats supported: MP3, AAC, and AAC+</td> </tr> <tr> <td>Size</td> <td>9.5" H x 7.31"W x .34" D approximate</td> </tr> <tr> <td>Operating System</td> <td>Open Source Operating System</td> </tr> <tr> <td>RAM</td> <td>1 GB DDR3 or more</td> </tr> <tr> <td>NAND Flash</td> <td>8 GB or more</td> </tr> <tr> <td>Camera</td> <td>Front – 0.3mpx or more Back – 2 mpx with LED flash</td> </tr> <tr> <td>Battery</td> <td>8000 mAh or more. Built-in 25-watt-hour rechargeable lithium-polymer battery. Up to 10 hours of use.</td> </tr> <tr> <td>Screen Size</td> <td>9.7" with 4:3 aspect ratio</td> </tr> <tr> <td>DISPLAY</td> <td>Multi-Touch display with IPS technology 9.7-inch (diagonal) LED-backlit glossy widescreen 1024-by-768-pixel resolution at 132 pixels per inch (ppi) LED display, Ambient light sensor</td> </tr> <tr> <td>WiFi</td> <td>802.11 b/g/n</td> </tr> <tr> <td>USB</td> <td>USB 2.0 support</td> </tr> <tr> <td>MicroSD</td> <td>Micro SD port to support up to 32GB</td> </tr> <tr> <td>HDMI</td> <td>Mini HDMI or Full HDMI support with 1080p video playback</td> </tr> <tr> <td>G-sensor</td> <td>Min 3 Axis</td> </tr> <tr> <td>Bluetooth</td> <td>Bluetooth 2.1 for Audio, Keyboard, mouse connectivity</td> </tr> <tr> <td>RJ45 support</td> <td>RJ45 support (external dongle)</td> </tr> <tr> <td>Applications</td> <td>Word, Excel, PPT, PDF with wireless printing support.</td> </tr> <tr> <td>Flash Video Support</td> <td>Adobe Flash playback support</td> </tr> <tr> <td>Support for GSM voice communication /SMS /MMS</td> <td>Enable working of 2G and 3G connectivity or latest version</td> </tr> <tr> <td>Support for 3G data cards</td> <td>3G USB dongles should be supported</td> </tr> </table>	Processor	Cortex A9 Dual core 1.6 ghz or more	AC Power	Charging via power adapter and USB to computer system	Altitude	Maximum operating altitude: 10,000 feet (3000 m)	Audio	Built-in speaker. 3.5-mm stereo headphone minijack. Frequency response: 20Hz to 20,000Hz. Audio formats supported: MP3, AAC, and AAC+	Size	9.5" H x 7.31"W x .34" D approximate	Operating System	Open Source Operating System	RAM	1 GB DDR3 or more	NAND Flash	8 GB or more	Camera	Front – 0.3mpx or more Back – 2 mpx with LED flash	Battery	8000 mAh or more. Built-in 25-watt-hour rechargeable lithium-polymer battery. Up to 10 hours of use.	Screen Size	9.7" with 4:3 aspect ratio	DISPLAY	Multi-Touch display with IPS technology 9.7-inch (diagonal) LED-backlit glossy widescreen 1024-by-768-pixel resolution at 132 pixels per inch (ppi) LED display, Ambient light sensor	WiFi	802.11 b/g/n	USB	USB 2.0 support	MicroSD	Micro SD port to support up to 32GB	HDMI	Mini HDMI or Full HDMI support with 1080p video playback	G-sensor	Min 3 Axis	Bluetooth	Bluetooth 2.1 for Audio, Keyboard, mouse connectivity	RJ45 support	RJ45 support (external dongle)	Applications	Word, Excel, PPT, PDF with wireless printing support.	Flash Video Support	Adobe Flash playback support	Support for GSM voice communication /SMS /MMS	Enable working of 2G and 3G connectivity or latest version	Support for 3G data cards	3G USB dongles should be supported	400 No.		
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3	<b><u>Server Side Solution Frame Work</u></b> Linux OS, MySQL Database, Apache/ Tomat WebServer/Appserver Client Side - Android Java (Tablet clients) Client side - JSP/Serverlets (Web pages)	1 No.		
4	<b><u>Client side application Frame Work</u></b> Profile based data collection and reporting functionality shall be provided by KBJNL	400 No		
	<b>TOTAL Rs.</b>			

**Note: Bidder should quote the total Amount in e-procurement portal in the slot given in financial bid offer.**

I/We Sri.....Firm do hereby agree to execute the above work adhering to the full specification items of tender documents at Rupees \_\_\_\_\_ (in figures) \_\_\_\_\_ (in words). This amount is exclusive of Service Tax.

Service tax as applicable would be borne by KBJNL

Note: Any discrepancies noticed in the amount mentioned in words and figures, the amount mentioned in figures will be taken as correct for evaluation of the financial bid.

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Business Address:

Seal:

Place: . . . . . Date:..

## Annexure-B

### POST WARRANTY ANNUAL MAINTENANCE CONTRACT (AMC) For The Maintenance & Support

Sl. No	Item Description	Charges (in Rs)	Service Tax (in Rs)	Any other Taxes/Duties (in Rs)	Total including Service Tax (in Rs)
1	FIRST YEAR				
2	SECOND YEAR				
3	THIRD YEAR				

Note: The charges quoted above should be only for AMC and should not include the charges of maintenance during the warranty period. The AMC period will start only after the end of the warranty period .

Total Amount (In Rs.) ----- ((In figures) including service tax

Total Amount (In Rs.) ----- ((In words) including service tax

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Business Address:

Seal:

Place: . . .

Date:

## **SECTION 10**

### **ANNEXURE I**

Performance Guarantee Bond Proforma

Ref No \_\_\_\_\_ Date \_\_\_\_\_

Bank guarantee number \_\_\_\_\_

To:

The Managing Director,  
Krishna Bhagya Jala Nigama,  
Registered Office, PWD Annexe,  
3rd Floor, K.R. Circle  
Bangalore 560001

Sir,

Against Contract vide Advance Acceptance of the Tender No. Dated \_\_\_\_\_ of KBJNL covering the procurement of Field Force Automation and Centralized Reporting Solution by the KBJNL and the Tablet PCs Unit to be implemented in the said locations (Hereinafter called The Said Contract") entered into between KBJNLI and the \_\_\_\_\_ (Hereinafter called the "The Bidder"), this is to certify that at the request of the Bidder we \_\_\_\_\_ Bank \_\_\_\_\_ are holding in trust in favor of the client, the amount \_\_\_\_\_ (write the sum here in words) to indemnify and keep indemnified KBJNL against any loss or damage that may be caused to or suffered by KBJNL by reason of the said Contract and / or in the Performance thereof. We agree that the decision of KBJNL, whether any breach of any of the terms and conditions of the said contract and / or in the Performance thereof has been committed by the Bidder and the amount of loss or damage that has been caused or suffered by KBJNL shall be final and binding on us and the amount of the said loss or damage shall be paid by us forthwith on demand and without demur to KBJNL. We \_\_\_\_\_ Bank further agree that the guarantee herein contained shall remain in full force and effect during the period that could be taken for satisfactory Performance and fulfillment in all respects of the said Contract by the Bidder i.e. till (viz. The date up to 24 months after the date of closure of the contract) hereinafter called the said date and that if any claim accrues or arises against us Bank by virtue of this guarantee before the said date, the same shall be enforce able against us Bank notwithstanding the fact that the same is enforced within six months after the said date, provided that the notice of any such claim has been given to

us \_\_\_\_\_ Bank by the purchaser before the said date. Payment under this letter of guarantee shall be made promptly upon our receipt of notice to that effect from KBJNL.

It is fully understood that this guarantee is effective from the date of the said Contract and that we \_\_\_\_\_ Bank undertake not to revoke this guarantee during its currency without the consent in writing of KBJNL

We undertake to pay KBJNL any money so demanded not withstanding any dispute or disputes raised by the Bidder in any suit or proceedings pending before any Court or Tribunal relation thereto our liability under this present bond being absolute and unequivocal.

The payment so made by us under this bond shall be a valid discharge of our liability for payment there under and the Bidder shall have no claim against us for making such payment.

We \_\_\_\_\_ Bank further agree that KBJNL shall have the fullest liberty, without affecting in any manner our obligation hereunder to vary any of the terms and conditions of the said Contract or to extend time of Performance by the Bidder from time to time or to postpone for any time or from time to time any of the powers exercisable by KBJNL against the said Bidder and to forebear or enforce any of the terms and conditions relating to the said Contract and we, \_\_\_\_\_ Bank shall not be released from our liability under these guarantee by reason of any such variations or extension being granted to the said forbearance and / or omission on the part of KBJNL or any other matter or thing whatsoever, which under the law relating to sureties, would but for this provisions have the effect of so releasing us from our liability under this guarantee.

The guarantee is for an amount of Rs (In figures Rs. \_\_\_\_\_ ).

This guarantee shall not be discharged due to the change in the constitution of the Bank or the Bidder.

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Business Address:

Seal:

Place: . . . . .Date:

WITNESS:

(BANK'S COMMON SEAL)

**Annexure II**

**Manufacturer's Authorization Form (MAF)**

No. \_\_\_\_\_

Dated:

TO

The Managing Director  
KBJNL ,PWD Offices Annexe, 3rd floor, KR Circle  
Bangalore- 560001  
Karnataka

Dear Sir,

Tender Reference No.

We \_\_\_\_\_ who are established and reputed manufactures of \_\_\_\_\_ having factories at \_\_\_\_\_ and \_\_\_\_\_ do hereby authorize M/s \_\_\_\_\_ (Name and address of Agent/Dealer) to offer their quotation for Field Force Automation and Centralized Reporting Solution by the KBJNL and the Tablet PCs Unit and to negotiate and conclude the contract with you against the above for tender offer.

We confirm that our company (as a single unit, not the group) had a turnover exceeding Rs \_\_\_\_\_ crores in last three financial years.

We hereby extend our full guarantee and warranty for our product as per terms and conditions of the tender and the contract for the equipment and services offered against this invitation for tender offer by the above firm.

Yours faithfully,  
(Name)

Authorized Signature [In full and initials]:

Name and Title of Signatory:

Name of Firm:

Business Address:

Seal:

Place: . . . . .Date:

Note: This letter of authority should be on the letterhead of the manufacturing concern and should be signed by a competent person of the manufacturer.

## DATA SHEET

Name of the employer: **Krishna Bhagya Jala Nigam Limited, Bangalore**

Address is:

**General Manager (Administration)  
Krishna Bhagya Jala Nigam Ltd,  
III floor, PWD Annex  
K.R.Circle, Bangalore**

**Name of contact person:**

**Mrs. Mohana Kumari  
Computer Programmer.**

**Mrs. Shashikaladevi  
Computer Analyst.  
Telephone no. 0802244484  
Fax no.08022219470  
e-mail ID- kbjnl123 @yahoo.com**

Any information, submission of proposal and/or all correspondence shall be sent to the above address.

1. Technical and Financial proposals are requested: Yes

The name, objectives and description of the Assignments are:

Name of assignment : Field Force Automation and Centralized Reporting Solution by Combining Internet and Tablet PCs for KBJNL

2. The aspiring bidder should pay the full EMD in e-procurement portal in any of the modes, such as, Credit card / direct debit / National electronic fund transfer (NIFT) /over the counter (OTC).
3. The Assignment is phased.
4. A pre bid conference will be held as per the calendar of events in the notice inviting the request for proposal.
5. The Clauses on fraud and corruption in the contract are Sub – Clause 2.7.1 of C.C (Also refer to KBJNL’s fraud prevention policy on it’s website [www.kbjnl.com](http://www.kbjnl.com))



**6.** Clarifications may be requested 5 working days prior to the submission date.

**`The address for requesting clarifications is**

General Manager (Administration),  
KBJNL, III Floor, PWD Annexe,  
K.R.Circle, Bangalore 560 001  
Telephone No: Phone: 22277393, 22244484  
Fax No 22219470 e-mail ID kbjnl123 @yahoo.com

Name of contact person  
Sri. K. Srinivas,  
General Manager (Admin)  
Phone: 22277393, 22244484  
Fax No 22219470 e-mail ID kbjnl123 @yahoo.com

- 7.** Proposal should be submitted in language: English
- 8.** Proposals must remain valid for 180 days from the date of submission.
- 9.** The proposal is to be up loaded in the e-tendering platform only.
- 10.** Proposal must be submitted on or before 08.01.2013 before 5.00 P.M.
- 11.** Financial bids of only the Bidder scoring a minimum of 60 marks and equal in the technical evaluation will be opened. The Technical evaluation will be done by a team constituted by KBJNL.
- 12.** The Bidder whose bid is L1 will be awarded the work order. It is the sole discretionary of KBJNL to award or reject the bid.
- 13.** The address for negotiations is as indicated above or such other place to be intimated to the bidders after selecting the successful bidder.
- 14.** The Bidder to quote costs in Indian Rupees (INR) only.

## **SECTION 11**

### **TECHNICAL PROPOSAL – SUBMITTALS REQUIRED**

- 11.1 a. Form for submission of Technical Proposal.
  - b. Checklist
  - c. Information to be provided by the Tenderer
  
- 11.2 DETAILS OF SERVICE CENTRE IN KARNATAKA
  
- 11.3 DESCRIPTION OF METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT (INCLUDING PERT CHART) (not more than one page)
  
- 11.4 Composition of the key team and task(s) of each team member
  
- 11.5 Curriculum vitae of proposed key and supporting professional staff
  
- 11.6 Details of infrastructure available
  
- 11.7 Compliance with specifications of Sample Field Force Automation and Centralized Reporting Solution for KBJNL
  
- 11.8 Format for information of the organization which has provided solution in Field Force Automation and Centralized Reporting Solution by Combining Internet and Tablet PC'S for two organization of having sold 1000 pieces where software and hardware designed and developed for one client , but not as off the shelf project.

**11.1.a. FORM FOR SUBMISSION TECHNICAL PROPOSAL**

[Location, Date]

From:

[Name and Address of the Bidder)

To:

**General Manager Administration,  
Krishna Bhagya Jala Nigam LTD,  
III Floor, PWD Annexe,  
K.R.Circle, Bangalore.**

Sir,

Sub: Field Force Automation and Centralized Reporting Solution By  
Combining Internet and Tablet PC'S **FOR KBJNL** -Technical Proposal

We, the undersigned, offer to procure the materials/ software/ hardware for the above in accordance with your Request for Proposal dated *[Date]*. We are hereby submitting our Proposal for the said work.

If negotiations are felt essential by KBJNL during the period of validity of the Proposal, i.e., before *[indicate Date]* we undertake to negotiate the over all/item wise prices .Our Proposal is binding upon us and subject to the modifications resulting from contract negotiations.

We understand you are not bound to accept any Proposal you receive.

We remain,

Yours sincerely,

Authorised Signature:

Name and Title of Signatory:

Name of Bidder:

Address:

**NAME OF THE WORK:** Field Force Automation and Centralized Reporting Solution By Combining Internet and Tablet PC'S **FOR KBJNL**

**11.1.b CHECKLIST FOR THE TENDER**

**Tablet PCs**

Sl. No.	Conditions stipulated as per the tender Notification	Name and address of the Bidder	Document attached (Each document shall be numbered from page 1 till end)	Whether complied or not (Yes or No)
(1)	(2)	(3)	(4)	(5)
1	The bidder should be the original equipment manufacturer (OEM) / consortium Proof of the same should be submitted along with the tender document.			
2	The bidder should be a registered dealer under the KVAT Act, 2003 or under the General Sales Tax Act of any State and proof of the same should be submitted along with the tender document.			
3	The bidder should submit a tax clearance certificate issued by the Sales Tax / Value Added Tax authority concerned till the end of the preceding financial year or upto date.			
4	If the bidder is manufacturer being sought to be supplied as per this tender process, then the annual turnover of the bidder shall not be less than Rs. 100 (One hundred) crores, or if the bidder is an authorized dealer of the manufacturer of the hardware that is sought to be supplied, then the annual turnover of such a hardware manufacturer			

	shall not be less than Rs.100 (One hundred) crores. Proof of the same should be furnished.			
5	The bidder or his authorized agent should have set up service center in Bengaluru/ Hubli/ Bagalkot/ Gulbarga/ Bijapur/ Raichur/ Yadgiri and other centers as per RFP for effective and efficient overall maintenance of the Tablet PC's supplied and installed and for carrying out repairs, replacement of parts etc. during the warranty period and thereafter. The particulars of such service centres like address, telephone numbers etc., should be furnished as per the Annexure.			
6	The bids should be unconditional and conditional bids will be summarily rejected.			
7	The first part in respect of the pre qualification /technical bid should contain the following:- (a)The pre-qualification / technical bid with all the required details referred to at RFP. (b)Documents required in terms of the stipulations contained at 1 to 7 above (c)Copies of audited balance sheets and IT returns that clearly show and confirm the figures (d) Certificate indicating that the bidder is an authorized dealer of the original equipment manufacturer			

8	(a)Must have company owned (OEM) or authorized service provider remote support centre. (b)Must have support escalation procedure and matrix details			
9	Whether the technical specifications offered by the bidder satisfy the technical specifications required as per Annexure			

**Signature of Proprietor/Partner/**

**Authorized Person**

**Seal of the Unit**

**11.1.c INFORMATION TO BE PROVIDED BY THE TENDERER**

**(To be filled online in Pre Qualification and Technical Stage)**

1. Name of the Organization \_\_\_\_\_
2. Year of establishment \_\_\_\_\_
3. Works address \_\_\_\_\_ Tel. No. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
4. Office addresses \_\_\_\_\_ Tel. No. \_\_\_\_\_  
City ..... State .....  
\_\_\_\_\_
5. Name of Director/Proprietor/Partner with address \_\_\_\_\_ Tel.No. \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_
6. Name of contact person with Telephone No./Cell No. & Address \_\_\_\_\_  
\_\_\_\_\_
7. Fax No. \_\_\_\_\_
8. Whether Company is Limited / Pvt. Ltd. /Partnership Firm/Proprietary Firm \_\_\_\_\_
9. Unit belonging to women/SC/ST entrepreneur \_\_\_\_\_
10. In case of Partnership/Public ltd. Unit then Power of Attorney \_\_\_\_\_
11. Registration No. if any \_\_\_\_\_
12. Certification recognition \_\_\_\_\_
14. Turn Over of the Company:      Year 2011-2012      \_\_\_\_\_  
  Year 2010-2011      \_\_\_\_\_  
  Year 2009-2010      \_\_\_\_\_
15. VAT Registration Number, if applicable
16. CST Registration Number
17. Income Tax Number (PAN)

18. Income Tax and Sale Tax/VAT Clearance Certificate (Enclose Details)/  
Undertaking
19. Valid Certificate or recognition Issued by competent authority.

**Signature of Proprietor/Partner/  
Authorized Person  
Seal of the Unit**



## ANNEXURE

### 11.2 DETAILS OF SERVICE CENTRE IN KARNATAKA

Sl.No	Name & Place of Service Centre	Address, Telephone / fax & Email	No. of service Engineer(s) with Name	Remark

**Signature of Proprietor/Partner/  
Authorized Person  
Seal of the Unit**

**11.3. DESCRIPTION OF METHODOLOGY AND WORK PLAN FOR PERFORMING THE ASSIGNMENT (INCLUDING PERT CHART) (not more than one page)**

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**BIDDER'S NAME:**

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Please structure this text in a manner corresponding to the Scope of Work, as given in the Terms of Reference.

**Signature of Proprietor/Partner/  
Authorized Person  
Seal of the Unit**

**11.4 COMPOSITION OF THE TEAM PERSONNEL, AND TASK(S) OF EACH TEAM MEMBER**

**1. Key professionals**

SI No	Name	Position	Task

**Signature of Proprietor/Partner/  
Authorized Person  
Seal of the Unit**

**11.5.FORMAT OF CURRICULUM VITAE (CV) FOR PROPOSED KEY PROFESSIONAL STAFF**

Proposed Position:

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Name of Firm:

---

Name of Staff:

---

Profession:

---

Date of Birth:

---

Years with Bidder/Entity: \_\_\_\_\_

Nationality: \_\_\_\_\_

Detailed Tasks Assigned: \_\_\_\_\_

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**Key Qualifications:**

*[ Give an outline of staff member's experience and training most pertinent to tender. Describe degree of responsibility held by staff member on relevant previous assignments and give dates and locations. Use about half a page]*

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**Education:**

*[Summarise college/university and other specialised education of staff member, giving names of schools, dates attended, and degrees obtained. Use about one quarter of a page.]*

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**Employment Record:**

*[Starting with present position, list in reverse order every employment held. List all positions held by staff member since graduation, giving dates, names of employing organisations, titles of positions held, and locations of assignments. For experience as specified in RFP, also give types of activities performed. Use about three-quarters of a page.]*

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**Certification:**

I, the undersigned, certify that to the best of my knowledge and belief, these data correctly describe me, my qualifications, and my experience.

\_\_\_\_\_ **Date:** \_\_\_\_\_

*[Signature of staff member]*

*Day / Month / Year*

**Full name of Authorised representative**

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I hereby give an undertaking to the effect that the above mentioned key personnel is working in the company.

\_\_\_\_\_ **Date:** \_\_\_\_\_

*[Signature of authorised representative of the Firm] Day / Month / Year*

**Full name of authorised representative**

**11.6. DETAILS OF INFRASTRUCTURE AVAILABLE (not more than one page)**

For possessing the necessary infrastructure, the Bidder shall furnish the details.

**Note: Separate sheet shall be enclosed**

### 11.7 Compliance with specifications of Sample Field Force Automation and Centralized Reporting Solution for KBJNL

Sl. No	Description	Speicification Required	Specification Offered by the Vendor	Compliance (Yes/ No)	Deviation if any from the specification of KBJNL
1	Processor	Cortex A9 Dual core 1.6 ghz or more			
2	AC Power	Charging via power adapter and USB to computer system			
3	Altitude	Maximum operating altitude: 10,000 feet (3000 m)			
4	Audio	Built-in speaker. 3.5-mm stereo headphone minijack.Frequency response: 20Hz to 20,000Hz.Audio formats supported: MP3,AAC,AAC+			
5	Size	9.5" H x 7.31"W x .34" D approximate			
6	Operating System	Open Source Operating System			
7	RAM	1 GB DDR3 or more			
8	NAND Flash	8 GB or more			
9	Camera	Front – 0.3 mpx or more Back – 2 mpx with LED flash			
10	Battery	8000 mAh or more. Built-in 25-watt-hour rechargeable lithium-polymer battery. Up to 10 hours of use.			
11	Screen Size	9.7" with 4:3 aspect ratio			
12	DISPLAY	Multi-Touch display with IPS technology			

		9.7-inch (diagonal) LED-backlit glossy widescreen 1024-by-768-pixel resolution at 132 pixels per inch (ppi) LED display, Ambient light sensor			
13	WiFi	802.11 b/g/n			
14	USB	USB 2.0 support			
15	MicroSD	Micro SD port to support up to 32GB			
16	HDMI	Mini HDMI or Full HDMI support with 1080p video playback			
17	G-sensor	Min 3 Axis			
18	Bluetooth	Bluetooth 2.1 for Audio, Keyboard, mouse connectivity			
19	RJ45 support	RJ45 support (external dongle)			
20	Applications	Word, Excel, PPT, PDF with wireless printing support			
21	Flash Video Support	Adobe Flash playback support			
22	Data Base Server	Quad core Intel server with 4 GB RAM, 1 TB Hard Drive space, 10/100/1G Ethernet port, raid-5 support			
23	Server Side Solution Frame work	Server side - Linux OS, MySQL Database, Apache/ tomcat WebServer /Appserver.  Client Side - Android Java (Tablet clients)  Client side - JSP/Server lets (Web pages)			



24	Provision for support for GSM voice communication, SMS, and MMS	Device to Support 2G/3G or latest version and support for GSM voice communication, SMS & MMS			
25	Support for 3G data cards	3G USB dongles should be supported			

**Signature of Proprietor/Partner/  
Authorized Person  
Seal of the Unit**

**Any deviation or non compliance to the specification specified by the KBJNL will lead to rejection of the technical evaluation.**

**11.8 Format for information of the organisation which has provided solution in Field Force Automation and Centralized Reporting Solution by Combining Internet and Tablet PC'S for two organization of having sold 1000 pieces where software and hardware designed and developed for one client , but not as off the shelf project.**

SI No	Description of work undertaken two organization	Total No of Solution provided including number of tablets pcs	Total value of the assignment	Start date of the project	Completed date of the project
1					
2					

Note: PI upload the appropriate documents showing the details as above. If the documents are not uploaded then no marks will be given in the technical evaluation.

**Signature of Proprietor/Partner/  
Authorized Person  
Seal of the Unit**

## **ANNEUXRE**

### **DECLARATION / UNDERTAKING**

I / We, M/s. \_\_\_\_\_ represented by its Proprietor / Managing Partner / Managing Director having as Registered Office at \_\_\_\_\_ and its factory premises at \_\_\_\_\_ do declare that I / We have carefully read all the conditions of tender in Ref. No. \_\_\_\_\_ for supply of ----- floated by the KBJNL and accepts all conditions of tender.

I / We agree that the Purchaser may forfeit the Bid security and or Performance Security Deposit and debarring / black listing me / us for a period of 2 years , if any information furnished by us proved to be found false, misleading, malafide at any time of inspection and not complying the tender conditions.

Signature:

Seal to be attested by the  
Notary:

Name & address:

**END**