

# **Open Competitive Bid (OCB)**

*for*

**Procurement of Computer Hardware & Other Items for various Schools (NPEGEL) under Rajiv Vidya Mission, School Education Department on Rate Contract Basis in all the 23 Districts of A.P.**

**January 2012**

**Proprietary & Confidential**

**Andhra Pradesh Technology Services Limited,  
Boorgula Ramakrishna Rao Bhavan, B-block, 4th floor,  
Tankbund Road, Hyderabad, AP 500 063, India.  
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## **Proprietary & Confidential**

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## News paper advertisement

**apts**

**Tender Call Notice for  
Procurement of Computer Hardware & Other Items for various Schools (NPEGEL)  
under Rajiv Vidya Mission, School Education Department on Rate Contract Basis in all  
the 23 Districts of Andhra Pradesh**

**Time schedule of various tender related events:**

Bid calling date	27-01-2012
Pre-bid conference date/time	03-02-2012, 12-00 PM
Bid closing date/time	10-02-2012, 03-00 PM
Bid Document Fee	Rs.5,000/-
APTS Contact person	Manager (OAP), 9963029401
APTS Reference No.	APTS/OAP/RVM/NPEGEL/96/2011

For further details regarding detailed Tender Notification, specifications and digital certificate please visit <http://www.apts.gov.in> and [www.eprocurement.gov.in](http://www.eprocurement.gov.in).

**Managing Director, A.P.Technology Services Ltd.**

## Section A

### Tender Call Notice

**Andhra Pradesh Technology Services Limited (APTS),  
Boorgula Rama Krishna Rao Bhavan, B- Block, 4th floor,  
Tank Bund Road, Hyderabad, AP 500 063, India.  
Phones: (40) 23224289; (40) 23223865; Fax: (40) 23227458**

**Procurement of Computer Hardware & Other Items for Mandal Resource Centres under Rajiv Vidya Mission (RVM), School Education Department on Rate Contract Basis in all the 23 Districts of Andhra Pradesh**

#### Time schedule of various tender related events:

Bid calling date	27-01-2012
Pre-bid conference date/time	03-02-2012, 12-00 PM
Last date/time for clarification	03-02-2012, 05-00 PM
Last date/time for Sale of document	10-02-2012, 02-00 PM
Bid closing date/time	10-02-2012, 03-00 PM
Bid opening date/time	10-02-2012, 03-30 PM
Bid Document Fee	Rs.5,000/-
APTS Contact person	Manager (OAP)
APTS Reference No.	APTS/OAP/RVM/NPEGEL/96/2012

#### *A.1. The solution, service or material required:*

Supply and commissioning of computer hardware and other items to various Schools of NPEGEL project on Rate Contract Basis under Rajiv Vidya Mission (RVM), Sarva Siksha Abhiyan (SSA), School Education Department covering all the 23 Districts in A.P. The contract will be signed for unit rates valid for 6 months from the date of signing of contract. The orders will be placed through individual purchase orders during the 6 months period.

<b>Schedule-I</b>	<b>Qty</b>
<b>D.1.1. DC : Desktop Computers</b>	150 Nos
<b>D.1.2. LJ: Laser Printers</b>	250 Nos
<b>D.1.3. UPS : 600 VA Line Interactive UPS</b>	200 Nos

Note: The above quantities are indicative only for evaluation and selecting the successful bidder. The successful bidder should supply the above items on rate contract basis based on individual Purchase Orders placed by APTS. The validity of this Rate Contract is 6 months from the date of signing of the contract.

*A.2. Scope of incidental services:*

1. Furnishing of a detailed operations and maintenance manual for each appropriate unit of the supplied goods.
2. Warranty services are for three years for all the items (including batteries).

*A.3. Maintenance:*

Successful bidder has to supply & maintain the all the items including re-installation of Operating system incase gets corrupted.

If the Desktop, UPS or Printer is/are down and not working, same need to be repaired and restored for normal functioning as per agreed Service Level Requirements. Failing which penalty will be recovered from Performance Security as per Clause C. 15.

**SLA for performance during maintenance period:**

1. The original call log for all the logged calls of complaints & calls closed status should be sent by email to APTS on fortnightly basis for monitoring.
2. Along with the above mentioned call log, a date wise abstract of calls logged and repair status within SLA and outside SLA should be provided to APTS in the following format with supporting call reports duly signed by the user:

Date	No.of calls logged	Calls closed						
		Within 24 hours	Within 48hrs	Within 72 hrs	Within 96hrs	Within 5 days	Within 10 days	Within 15days

The above table may be used for calculation of penalties for not meeting the SLA during maintenance/warranty period.

*A.4. Delivery and Installation period*

Bidder shall deliver the goods/services and install and commission the same with in (6) **Six weeks** from the date of orders issued by APTS/Department. The delivery locations are the schools spread across the districts and mostly remote areas.

*A.5. Warranty*

Warranty period is for 3years comprehensive (including Spares-Parts/Service/Labour/On-site) from the date of installation of items. During warranty period the bidders should conduct preventive maintenance once in six months besides attending the calls.

## Section B

### **B.1 Pre-Qualification criteria:**

1. The bidder should be a manufacturer/ authorized representative of a manufacturer/whole sale dealer and should be in business of manufacture and or supply and maintenance of the offered items for a minimum period of **Two years** in **AP** as on bid calling date.

**The Manufacturer's Authorization form specific to this tender may be submitted in bidders format.**

2. The Bidder/OEM should have minimum One Service centre or one authorized service person in each of the District in A.P. as on bid calling date. Details of the service centers should be enclosed in Form P4.

In case Bidder is not having the service centers as on bid calling date, bidder should give an undertaking in PQ bid to open the service centers as specified above and should submit the Service Centers details before the due date of Delivery in case the contract is awarded. Failing which the Purchaser may forfeit the PBG and cancel the contract.

3. The bidder should have minimum cumulative turnover for the items/products mentioned (irrespective of brand/model) and for the brand offered, during the period of 2008-09, 2009-10, 2010-11, 2011-12(upto Oct11) financial years as follows:

#### **Schedule-I**

<b>Sl. No.</b>	<b>Item name</b>	<b>Financial Years</b>	<b>Cumulative Sales in 3 years (nos.)</b>	<b>Brand offered cumulative sales in 3 years(nos)</b>
1	<b>Desktop Computers/Laptop Computers</b>	2008-12 (upto Oct-11)	300	150
2	<b>600 VA Line Interactive UPS*</b>	2008-12 (upto Oct-11)	500	250
3	<b>Laser Printers*</b>	2008-12 (upto Oct-11)	400	200

\*Note: Only for Laser Printers and UPS, Bidder's/OEM's Turnover will be considered.

4. The bidder should furnish the information on major past supplies under the relevant product/services and satisfactory performance for the last Three financial years.
5. Bidder/Consortium Member should give a Declaration that the Bidder/Consortium Member has not been debarred/ blacklisted by any Central or State Govt. / Quasi –Govt. Departments or organizations for non-satisfactory past performance, corrupt, fraudulent or any other unethical business practices as per Format given in Form P7.

6. The Bid can be submitted by an individual or a consortium.

“Consortium” shall mean more than one company up to a maximum of three which joins with other companies of complementing skills to undertake the scope of work defined in this RFP. The prime bidder in the consortium should be qualified for selling desktop as per turnover given in point B.1.3. of Schedule I.

Memorandum of Understanding

(MOU)/agreement among the members signed by the Authorized Signatories of the companies dated prior to the submission of the bid to be submitted in original. The MoU /agreement shall clearly specify the prime bidder, stake of each member and outline the roles and responsibilities of each member. However, complete responsibility from the submission of Bid to the successful completion of the project lies with the Prime Bidder, in case the other consortium members fail in their responsibilities

7. APTS/The Department (Rajiv Vidya Mission – Sarva Siksha Abhiyan) reserves their right in not considering a bid of the bidder, if such bidder/consortium member was a previous supplier and had a past bad track record or their earlier performance was unsatisfactory on any count.

**Note** : Relevant documents in support of above should be furnished.

## Section C

### C1. Statement of important limits/values related to bid

S.No.	Item	Description								
1	EMD	Rs. 1,60,000/- Note: 1. Scanned copy of EMD document should be uploaded on e-Procurement website. The Original Copy of EMD should be submitted to APTS before opening of Financial Bids. 2. APTS Empanelled SME units should upload relevant document to avail the facility of exemption of EMD with validity period on e-Procurement Website. The Physical copy of the same should be submitted to APTS before opening of Financial Bids.								
2	Bid Validity Period	90 days from the date of opening of bids								
3	<b>EMD Validity Period</b>	<b>Up to 15-06-2012</b>								
4	Maintenance Period	3 years maintenance including warranty period for all items mentioned schedule – I from the date of installation								
5	Variation in quantities	As per actual requirement of the Department								
6	Period for furnishing performance security	Within 7 days from date of receipt of Notification of Award								
7	Performance security value for Schedule I	10% of Bid Value in favor of “The Managing Director, A.P. Technology Services Limited” from any Nationalized / Scheduled Bank.								
8	Performance security validity period	60 days beyond warranty period								
9	Period for signing contract	Within 10 days from date of receipt of Notification of Award								
10	Warranty period	36 months from the date of successful installation of all the goods								
11	Up time	The bidder should attend to the breakdown call with in 24 Hours for the sites in District Headquarters and Revenue Divisional Headquarters. Within 48 Hours for the sites in Mandal Headquarters. If any spare parts are to be replaced the call shall be completed within 96 Hours excluding holidays from the date of attending the call. Failing which penalty is applicable as per terms & conditions.								
12	Payment terms	<table border="1" style="width: 100%;"> <thead> <tr> <th>Payment terms</th> <th>Cumulative payment</th> </tr> </thead> <tbody> <tr> <td>On delivery &amp; successful installation.</td> <td>90% of contract value</td> </tr> <tr> <td>On completion of Acceptance Test</td> <td>100% of contract value <b>(Acceptance Test will be completed within 30 days from the date of submission of Installation Reports to APTS by Vendor)</b></td> </tr> <tr> <td>Incase site not ready</td> <td>75% of the Contract value for that site / location.</td> </tr> </tbody> </table> <p><b>* Note :</b> All the Delivery Challans &amp; Installation Reports/Site Not Ready Certificate/report to be Counter signed by the respective Competent Authority.</p>	Payment terms	Cumulative payment	On delivery & successful installation.	90% of contract value	On completion of Acceptance Test	100% of contract value <b>(Acceptance Test will be completed within 30 days from the date of submission of Installation Reports to APTS by Vendor)</b>	Incase site not ready	75% of the Contract value for that site / location.
Payment terms	Cumulative payment									
On delivery & successful installation.	90% of contract value									
On completion of Acceptance Test	100% of contract value <b>(Acceptance Test will be completed within 30 days from the date of submission of Installation Reports to APTS by Vendor)</b>									
Incase site not ready	75% of the Contract value for that site / location.									

13	LD for late deliveries/installations	<b>LD for late deliveries/Installations:</b> 1% of the late delivered or deemed late delivered/installed goods for One week or part thereof, 1.5% for Two weeks or part thereof, 2% for Three weeks or part thereof, 2.5% for 4 weeks or part thereof and so on.						
14	Maximum LD for late deliveries/installation	Maximum LD for late deliveries/installations: 10% on the Total value of goods for that location/site for late delivery/installation or deemed late delivered/installed goods.						
15	Penalty for failure to maintain during warranty period for Schedule-I items	<p>If down time is more than the permissible down time following penalties shall apply :</p> <p>If down time is more than the permissible down time following penalties shall apply (<b>for every day</b> beyond permissible window time penalty shall be imposed as mentioned below in the table )</p> <table border="1"> <thead> <tr> <th>Item</th> <th>Penalty beyond permissible down time <b>for every day</b> or part thereof and soon</th> </tr> </thead> <tbody> <tr> <td>Desktop Computer</td> <td>0.4% of the total equipment cost at that site subject to a maximum of total equipment cost at that site</td> </tr> <tr> <td>Printer or UPS</td> <td>0.2% of the total cost of the equipment at that site subject to a maximum of total equipment cost at that site.</td> </tr> </tbody> </table> <p>*The penalty amount will be deducted from the amounts payable to the bidder by APTS. Once this amount is exhausted, penalty amount will be recovered from the Performance Security. Once the Performance Security also exhausted, the bidder will be required to recoup the Performance Security. If the bidder fails to recoup the Performance Security, the bidder will be debarred from participating in tenders till the time he recoups the Performance Security.</p>	Item	Penalty beyond permissible down time <b>for every day</b> or part thereof and soon	Desktop Computer	0.4% of the total equipment cost at that site subject to a maximum of total equipment cost at that site	Printer or UPS	0.2% of the total cost of the equipment at that site subject to a maximum of total equipment cost at that site.
Item	Penalty beyond permissible down time <b>for every day</b> or part thereof and soon							
Desktop Computer	0.4% of the total equipment cost at that site subject to a maximum of total equipment cost at that site							
Printer or UPS	0.2% of the total cost of the equipment at that site subject to a maximum of total equipment cost at that site.							
16	Options for the required equipment	If the bidder wants to give option, he may submit it as separate bids along with separate EMD. This will be treated as separate bid for evaluation.						
17	Conditional bids	Not acceptable and liable for rejection						
18	Eligibility Criteria	As per Section B						
19	Transaction Fee	<p>Transaction fee: All the participating bidders who submit the bids have to pay an amount of Rs.3,700/- including service tax applicable @ 10.30% as levied by Govt. of India on transaction fee through online in favour of MD, APTS. The amount payable to APTS is non refundable.</p> <p>Corpus Fund: Successful bidder has to pay an amount of 0.04% on quoted value through demand draft in favour of Managing Director, APTS, Hyderabad towards corpus fund at the time of concluding agreement.</p>						
20	Transaction Fee Payable to	The Managing Director, A.P. Technology Services Ltd., Hyderabad						
21	Bid submission	<p>On Line.</p> <p>Bidders are requested to submit the bids after issue of minutes of the pre bid meeting duly considering the changes made if any, during the pre bid meeting. Bidders are totally responsible for incorporating/complying the changes/amendments issued if any during pre bid meeting in their bid.</p>						

22	Procedure for Bid Submission	<p>Bids shall be submitted online on <a href="http://www.eprocurement.gov.in">www.eprocurement.gov.in</a> platform</p> <ol style="list-style-type: none"> <li>1. The participating bidders in the tender should register themselves free of cost on e-procurement platform in the website <a href="http://www.eprocurement.gov.in">www.eprocurement.gov.in</a>.</li> <li>2. Bidders can log-in to e-procurement platform in Secure mode only by signing with the Digital certificates.</li> <li>3. The bidders who are desirous of participating in e-procurement shall submit their technical bids, price bids as per the standard formats available at the e-market place.</li> <li>4. The bidders should scan and upload the respective documents in Pre Qualification and Technical bid documentation as detailed at Section E &amp; G of the RFP including EMD. The bidders shall sign on all the statements, documents certificates uploaded by them, owning responsibility for their correctness/authenticity.</li> <li>5. The rates should be quoted in online only</li> </ol>
23	Other conditions	<ol style="list-style-type: none"> <li>1. After uploading the documents, the copies of the uploaded statements, certificates, documents, original Demand Drafts in respect of Bid Security (except the Price bid/offer/break-up of taxes) are to be submitted by the bidder to the O/o The Managing Director, APTS , BRKR Bhavan, Hyderabad as and when required. Failure to furnish any of the uploaded documents, certificates, will entitled in rejection of the bid. The APTS shall not hold any risk on account of postal delay. Similarly, if any of the certificates, documents, etc., furnished by the Bidder are found to be false / fabricated / bogus, the bidder will be disqualified, blacklisted, action will be initiated as deemed fit and the Bid Security will be forfeited.</li> <li>2. APTS will not hold any risk and responsibility regulating non-visibility of the scanned and uploaded documents.</li> <li>3. The Documents that are uploaded online on e-market place will only be considered for Bid Evaluation.</li> <li>4. Important Notice to Contractors, Suppliers and Department users (i) In the endeavor to bring total automation of processes in e-Procurement, the Govt. has issued orders vide G.O.Ms.No. 13 dated. 5.7.2006 permitting integration of electronic Payment Gateway of ICICI/HDFC/Axis Banks with e-Procurement platform, which provides a facility to participating suppliers / contractors to electronically pay the transaction fee online using their credit cards.</li> <li>5. In case of consortium either the prime bidder or the consortium partner can purchase the bid document. The bid can be filed either with user ID of prime bidder or consortium partner.</li> </ol>

## Section –D

### **D Technical specification:**

#### **Schedule-I**

##### **D.1.1. DC : Desktop Computers**

Make	-Specify-
Model	-Specify-
Processor	Intel Core i3-2100 / AMD Phenom-II X4 B55 / AMD Phenom-II X4 B95 / AMD Phenom-II X4 955 Processors
Chipset	Compatible Chipset (bidder has to specify the chipset number and to enclose the data sheet)
Motherboard	OEM Motherboard
RAM	2GB DDR3 RAM or higher scalability to 8GB RAM
DIMM Slots	DIMM Slots: Minimum 2 DIMM Slots with 1 free slot after installing the 2 GB RAM.
Hard drive	320 GB SATA HDD
Optical Drive	Min 16x SATA DVD writer
Audio	Integrated audio with Audio ports at both front & back of cabinet.
Speakers	1 pair of external speakers of any of the following brands: Creative, Logitech, iBall, Altec Lansing, Sony, JBL, Phillips, Samsung, Yamaha. Minimum prescribed RMS wattage: 2W+2W.
NIC	Integrated On-board 10/100/1000Mbps NIC or higher
Graphics Controller	Integrated or Add on Graphics Controller with VGA
Display Monitor	18.5" TFT Color Monitor with TCO'5 certification compliance << Same make as PC >>
Keyboard	USB Minimum 104 Keys Keyboard << Same make as PC >>
Mouse	USB 2 button Optical Scroll mouse with Mouse pad << Same make as PC >>
Ports	6Nos or Higher Nos of USB 2.0 (Min 2Nos in the front)
Bays	3 Bays or Higher
Expansion Slots	Minimum 2 Nos of PCIe Ex Slots.
Form Factor	Tower Model
Power Supply	Minimum 240W and above. 80% energy efficient Power Supply << Certifications to be enclosed >>
Certifications	For OEM : ISO 9001 : 2000 << Certifications to be enclosed >>
	For PC : MS Windows 7 & Linux Certified. << Certifications to be enclosed >>
Operating System	Pre-Loaded MS Windows 7 Professional with recovery media and product key License/sticker
Preloaded Software	Pre-Loaded with Latest version of Antivirus Symantec/ McAfee/ NOD32/ eTrust/Kaspersky with following features anti-virus, AntiSpyware, Intrusion Prevention Browser protection with single management console with 3Year subscriptions with support updates and
Accessories	With required connecting cables and driver media should be supplied
Warranty	3Years Onsite comprehensive warranty on hardware, OS and Anti-virus

### D.1.2. LJ : LaserJet Printers

Make	-Specify-
Model	-Specify-
Print Speed	10 PPM in (A4) or higher
Resolution	600 dpi x 600 dpi output
Interface	Compatible with USB 2.0
Duplex	Manual
Consumables	Should be supplied with Full toner Cartridge
Power saving	Yes
OS Compatibility	MS Windows2000/XP/2003 Server/Vista Business/Windows 7/Linux
Accessories	With required cables and CDs
Warranty	3 years Comprehensive on-site warranty (including Spares-Parts/Service/Labour/On-site)

### D.1.3. UPS : UPS – 600VA Line Interactive UPS System

<b>Make</b>	-Specify-
<b>Model</b>	-Specify-
<b>Capacity</b>	<b>600 VA Line Interactive</b>
<b>Technology</b>	Microprocessor controller design, PWM technology with MOSFETs/IGBT
Input Voltage / Frequency Range	Wide range from 160V to 300 V / 50Hz+/- 3
Output Voltage	230 V AC +/- 10%
Output Waveform	Quasi Sine wave
Transfer Time	Maximum 4ms
Battery	in-Built Non spill able batteries of 14AH SMF – Exide Power safe / Panasonic / Amarraja / Rocket/ Base
Certifications	ISO 9001 : 2000
Indications	Mains ON, Inverter ON
Audible Alarm	Mains Failure Alarm, Low Battery Alarm and Overload
Cabling and Connectors	The Vendor should supply required Input/ Output accessories (required length and Nos.) for complete installation of UPS.
Warranty	3 years Comprehensive on-site warranty ( 3/3/3 model warranty support)

## Section E

### **E.1. Bidding Procedure: Separate Bid for each Schedule:**

Offers should be made in three parts namely, "Pre-qualification bid", "Technical bid" and "Financial bid" and in the format given in bid document. Each offer should be placed in a separate envelop super scribed "Pre-Qualification Bid", "Technical Bid" and " Financial Bid", as the case may be, followed by the title mentioned above against "Tender Call".

- 1.) EMD details should be given in the "Pre-qualification bid".
- 2.) Tenders will be accepted only from those who have purchased the Bid Document.
- 3.) All correspondence should be with APTS contact person.
- 4.) A complete set of bidding documents may be purchased by interested bidders from the APTS contact person upon payment of the bid document price which is non-refundable. Payment of bid document price should be by demand draft / cashier's cheque or certified cheque drawn in favour of "The Managing Director, Andhra Pradesh Technology Services Ltd." and payable at Hyderabad (India) not later than 1 hour before bid closing date & time.

### **E.2. Pre-qualification bid:**

It shall include the following information about the firm and/or its proposal.

1. General information on the bidder's company in Form P-1
2. Turn over details in relevant field in Form P-2A for Schedule-I
3. Turn over details of the product (Brand) offered in Form P-2B for Schedule- I
4. List of major customers in support of turnover in Form P-3
5. Details of service centers in AP in Form P-4
6. Certificates like ISO, Microsoft etc. in Form P-5 (Bidder's format)
7. Manufacturer's authorization to participate in bidding process apart from such other documents like authorization certificate for dealing in the products for which bid is submitted.( However this will not apply to Manufacturers) in Form P-6 ( Bidder's format)

### **E.3. Technical Bid:**

1. Deviation(s) to technical specifications, if any in Form T-1
2. Check list in Form T-2
3. Detailed technical documentation, reference to various industry standards to which the products/services included in vendor's offer conform, and literature concerning the proposed solution in Form T-3 (Bidder's format)
4. Other information, if any required in the bid document in Form T-4 (Bidder's format)

### **E.4. Financial bid:**

The financial bid should provide cost calculations corresponding to unit price of each item of the schedule-I in Form F-1.

### **E.5. Pre-bid Meeting:**

All those bidders who had purchased bid document can participate in the meeting to seek clarifications on the bid, if any.

## Section F

### **Bid evaluation procedure:**

**Bids would be evaluated for entire Schedule.** Bidders should offer prices for all the items of Schedule and for the full quantity of an item of Schedule failing which such bid will not be considered. Technical bid documentation should be in the prescribed format. If a vendor has any comment to offer about the procedural aspects of this tender, it should be intimated to APTS during the pre-bid meeting. In case the schedule or procedure of tender processing is revised, the same shall be communicated by telephone, fax, courier or e-mail as the case may be to all the vendors who have paid the tender document fee.

#### **F.1. Opening of bids:**

Immediately after the closing time, the APTS contact person shall open the pre-qualification bid, and list them for further evaluation. The Technical bids of only those bidders who qualify in the pre-qualification bid will be opened at the date that will be informed by APTS. After evaluation of technical bids, the financial bids of only those bidders who qualify in technical evaluation will be opened.

#### **F.1.1 EMD Validity:**

The EMD will be scrutinized first for the amount and validity period. The bids submitted with required EMD amount and validity only be considered for the evaluation. The bids submitted with insufficient EMD amount/validity will be treated as disqualified bids and those bids will not be considered for further evaluation.

#### **F.2. Pre-qualification bid documentation:**

The Pre-qualification bid documentation shall be evaluated in two sub-steps. Firstly, the documentation furnished by the vendor shall be examined prima facie to see if the technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project. In the second step, APTS may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in Pre-qualification bid documentation.

#### **F.3. Technical bid documentation:**

Technical bid documentation shall be evaluated in two sub-steps. Firstly, the documentation furnished by the vendor shall be examined prima facie to see if the product /services offered, technical skill base and financial capacity and other vendor attributes claimed therein are consistent with the needs of this project. In the second step, APTS may ask vendor(s) for additional information, visit to vendors site and/or arrange discussions with their professional, technical faculties to verify claims made in technical bid documentation.

#### **F.4. Award Criterion:**

Final choice of firm to execute the project shall be made on the basis of conformity to technical specifications, appropriateness of the product offered, capability of bidder to execute and service the project and appropriateness of financial offer from the point of view of cost-effectiveness over the entire maintenance period for the product/services.

**Managing Director, APTS**