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**SAINIK SCHOOL GHORAKHAL
DISTT- NAINITAL(UTTARAKHAND)
PIN-263156**

RFP No: SSGK/QM/SPACS/2026-27

Date _____

Cost of the form Rs. 500/- paid vide SSGK MR No. / DD No. _____ dated _____

Earnest Money Rs 32,000/- paid vide DD No. _____ dated _____

**INVITATION OF TENDER FOR STUDENTS PARENT AUTOMATED
COMMUNICATION SYSTEM (SPACS) IN THE SCHOOL HOUSES
FOR THE PERIOD FROM 01 NOV 2026 TO 31 OCT 2027**

1. Sainik School Ghorakhal, Nainital as buyer is inviting bids for Students Parent Automated Communication System (SPACS). Bids in sealed cover are invited for services required listed in this RFP. Please superscribe the above mentioned Title, RFP No. and Date of opening of the bids on the sealed cover to avoid the bid being declared invalid. Bid envelope should clearly state **“Students Parent Automated Communication System (SPACS).”**

2. The address & contact number of sending tender / bids & all seeking clarification regarding this RFP are given below:-

(a) Bids/queries to be addressed to: Principal, Sainik School Ghorakhal
Post Office – Ghorakhal
District- Nainital (Uttarakhand)
PIN- 263156

(b) Postal Address: Principal, Sainik School Ghorakhal
Post Office – Ghorakhal
District- Nainital (Uttarakhand)
PIN- 263156

(c) Telephone No. of Contact Personnel 05942-220051

3. This RFP is divided into six parts as follows:-

(a) **Part-I** – Contains general information & instruction of bidders about the RFP such as the time, place of submission and opening of tenders, validity period of tenders etc.

(b) **Part-II** – Contains essential details of the items / services required, such as the Schedule of Requirements (SOR), Delivery period, Mode of delivery and Consignee details.

(c) **Part-III** – Contains standard conditions of RFP, which will form part of the contract with the successful Bidder.

(d) **Part-IV** – Contains special conditions applicable to this RFP and which be also form part of the contract with the successful Bidder.

(e) **Part-V** – Contains evaluation criteria, Terms & conditions, format for price bids along with returnable Performa and Technical specifications.

(f) **Part-VI** – Financial Bid.

4. This RFP (single copy priced @ Rs 500/-) is issued with no financial commitment. The Buyer reserves the right to change or vary any part of RFP at any stage. Buyer also reserves the right to withdraw the RFP, should it become necessary at any stage. Bidders willing to quote the rate of items list provided in the RFP as **Appendix 'B'**.

5. Bidders are requested to indicate their acceptance of the above offer based on the terms and conditions as mentioned in the succeeding paragraph and as per **Appendix-C**.

Administrative Officer
For Principal

Part-I General Information

1. **Pre-Bid Conference:** Pre Bid conference will be held on **04 Aug 2026 at 1130 hrs** at Sainik School Ghorakhal. Pre Bid Conference is compulsory to all bidders. All clarifications are to be resolved in the Pre Bid Conference. No revision of Commercial Bid would be permitted after opening of the Technical Bid. If a bidder does not attend the Pre-Bid Conference, their bid may be rejected. **The vendors will be required to bring the sample of items / demonstration of work during the Pre-Bid meeting.**

2. **Last Date and Time for Depositing the Bids:** **17 Aug 2026 (1500 hrs).**

3. **Manner of Depositing the Bids:** Sealed Bids can be sent by Registered post (ensuring to be reach by due date) or dropped in the Tender Box marked as **INVITATION OF TENDER FOR STUDENTS PARENT AUTOMATED COMMUNICATION SYSTEM (SPACS)** kept at:-

Reception Room, School Main Gate No. -02, Sainik School Ghorakhal, Nainital

The bids should reach by the due date and time. Late tenders will not be considered. No responsibility will be taken for delay or non delivery/non-receipt of Bid documents. The bid shall be signed by the authorized person and his/her full name and status to be indicated below the signature along with the official stamp of the firm. The bid should be packed in envelope before dropping into the tender Box or sending by Registered Post. The tender will be placed in sealed envelop & addressed to The Principal, Sainik School Ghorakhal. The Name & address of the tenderer will inevitably be mentioned. The envelope will be marked in bold with **“INVITATION OF TENDER FOR STUDENTS PARENT AUTOMATED COMMUNICATION SYSTEM (SPACS).”**

4. **Time and Date for opening of Bids:** **17 Aug 2026 (1530 hrs)**

(If due to any exigency, the due date of opening of the bids is declared a closed holiday. The bids will be opened on the next working day at the same time or on any other day/time, as intimated by the Buyer).

5. **Location of the Tender Box:** Reception Room, School Main Gate No 02, Sainik School Ghorakhal. Only those Bids which are found in the tender box will be opened for consideration. Bids dropped in the wrong Tender box or received after the due date and time, will not be accepted and it will be rendered invalid.

6. **Place of Opening of the Bids:** The Reception room of Sainik School Ghorakhal. Bidders may depute their representatives, duly authorized in writing, to attend the opening of Bids on the due date and time. This event will not be postponed due to non-presence of your representative.

7. **Forwarding of Bids:** Bids should be forwarded by Bidders under their original memo/ letter pad inter alia furnishing the following details:-

- (a) Firm Name including complete postal / e-mail address and Fax/ Telephone No.
- (b) Photocopy of PAN/TAN Number
- (c) Photocopy of Aadhar Card
- (d) GST number/TIN number
- (e) Detail of Account number, Account Type, IFSC Code, MICR Code (Along with one cancelled cheque or photocopy of Bank Pass Book)
- (f) Experience Certificate related services / supply (if any)
- (g) Detail of EMD Bank Draft
- (h) List of educational institutions / Boarding Institute where the services has been made at least five years with their contact numbers.
- (j) Price Bid Performa
- (k) Site Visit Certificate
- (l) Declaration that the firm has not been black listed by department / agency etc either by the State or Central Government.

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8. **Two Bid System**: The bids are being invited under Two Bid System and separate commercial and technical clauses (bids) will be considered. Only technical bid would be opened at the time and date mentioned above. Date of opening of the financial bid will be intimated after acceptance of the technical bid. Financial bid of only those firms will be opened, whose technical bids are found compliant/suitable after technical evaluation is done by the buyer.
9. **Clarification regarding contents of the RFP**: A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the buyer in writing about the clarifications sought not later than 14 days prior to the date of opening of the bids. Copies of the query and clarification by the purchaser will be sent to all prospective bidders who have received the bidding documents.
10. **Modifications and Withdrawal of Bids**: A bidder may modify or withdraw his bid after submission provided that the written notice of modifications or withdrawal is received by the Buyer prior to deadline prescribed for submission of bids. A withdrawal notice may be sent by e-mail / Fax but it should be followed by a signed confirmation and should reach the purchaser not later than the deadline for submission of bids. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of bid validity specified. Withdrawal of a bid during this period will result in Bidder's forfeiture of bid security deposited by the bidder.
11. **Clarification regarding contents of the Bids**: During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
12. **Rejection of Bids**: Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders will be rejected.
13. **Unwillingness to Quote**: Bidders unwilling to quote should ensure that intimation to this effect reaches before the due date and time of opening of the Bids, failing which the defaulting Bidder may be delisted for the given range of items as mentioned in this RFP.
14. **Validity of Bids**: The Bids should remain valid till 120 days from the last date of submission of bids.
15. **Earnest Money Deposit**: Bidders are required to submit Earnest Money Deposit (EMD) along with the Bid. The EMD may be submitted in the form of **Demand Draft in favour of PRINCIPAL, SAINIK SCHOOL GHORAKHAL, payable at Bhowali, (CODE NO. 01352)**, A refundable amount of **Rs. 32,000/-** (Rupees Thirty Two Thousand only) will be charged as EMD against the tender. As per chapter 4.7.7 of DPM 2009, bid security is not required to be submitted by those firms, who are registered with the Central Purchase Organization DG S & D, MSME and organizations registered with National Small Industries Corporation (NSIC) or concerned department of Ministry of the Government of India like NCCFI and Kendriya Bhandar. EMD is to remain valid for a period of 45 days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them without any interest whatsoever before the 30 days after the award of the contract. The bid security of the successful bidder would be returned without any interest whatsoever, after the receipt of the Performance Security (PBG) from them as called for in the contract. The EMD will be forfeited, if the bidder withdraws or amends impairs or derogates from the tender in any respect within the validity period of their tender.

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PART II - Essential Details of Items / Services

1. **Delivery Period:** Delivery period for services / supply would be as per supply order placed. Please note that contract can be cancelled unilaterally by the Buyer in case services are not received within the stipulated delivery period. Extension of delivery period will be at the sole discretion of the Buyer with applicability of LD clause.
2. **Terms of Delivery:** It will be sole responsibility of seller to deliver the items / services mentioned in supply order at Consignee address.
3. **Consignee Details:** Quarter Master, Sainik School Ghorakhal, Nainital.
4. **Contract Period:** Contract period would be with effect from **01 Nov 2026** for one year. It can be extended upto 03 years subject to mandatory good performance and absolute discretion of Principal, Sainik School Ghorakhal. Please note that contract can be cancelled unilaterally by the School in case of any violation of terms and conditions of contract/default by the contractor as provided elsewhere in the contract documents/RFP.
5. **Eligibility Criteria:**
 - (a) An Indian National holding the valid identity proof such as Voter ID Card issued by Electoral Commission of India / Aadhaar Card / Ration Card / Driving License / Passport. He should not have any adverse / disciplinary case in Police Station.
 - (b) Self attested copies of following documents need to be attached:-
 - (i) Firm Name including complete postal/ e-mail address and Fax/ Telephone No.
 - (ii) Photocopy of PAN/TAN Number
 - (iii) Photocopy of Aadhar Card
 - (iv) GST number/TIN number
 - (v) Detail of Account number, Account Type, IFSC Code, MICR Code (Along with one cancelled cheque or photocopy of Bank Pass Book)
 - (vi) Experience Certificate related services/supply (if any)
 - (vii) Detail of EMD Bank Draft
 - (viii) List of educational institutions / Boarding Institute where the services has been made at least five years with their contact numbers.
 - (ix) Price Bid Performa
 - (x) Site Visit Certificate
 - (xi) Declaration that the firm has not been black listed by department / agency etc either by the State or Central Government.
 - (c) Earnest Money Deposit of **Rs. 32,000/-** (Rupees Thirty Two Thousand only) is to be deposited by **Demand Draft in favour of PRINCIPAL, SAINIK SCHOOL GHORAKHAL, payable at Bhowali, (CODE NO. 01352)**, with other documents as mentioned in RFP.
6. **Signing of Contract Agreement:** The successful bidders / contractor will be required to sign an agreement with the buyer within 30 days from the date of written intimation to the bidder to this effect.
7. **Contract Operating Authority:** The contract for Students Parent Automated Communication System (SPACS) for Sainik School Ghorakhal, Nainital once finalised, will be operated by Principal, Sainik School Ghorakhal through its designated staff.

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8. **Cancellation of the Contract in Part or in Full due to Contractor's Default:** If the contractor, in the opinion of the School authorities fails or neglects to comply with any of the terms and conditions of the contract or with any other issued there under then in such a case the School authorities shall without prejudice to any other right or remedies under this contract, have the right and be entitled to cancel the contract by giving 30 days notice in writing to the contractor, without being liable to pay any compensation for such cancellation. The contractor, however, will be entitled to be paid amount after deduction if any amount due to the School authorities towards outstanding rebate, water, electricity, room rent and allied charges payable by the contractor. In the event of cancellation of the contract in the circumstances aforesaid, the contractor shall on demand by the Govt. or the authorized representative thereof, handover immediately, to the Govt, or the authorized representative of all Govt stores/components in the possession or custody of the vendors without waiting for the payment or even settlement of any claim already made or intended to be made by the contractor.

PART III – Standard Conditions of RFP

The Bidder is required to give confirmation of their acceptance of the standards condition of the request for proposal mentioned below which will automatically be considered as part to the contract concluded with the successful bidder (i.e. Seller in the Contract) as selected by the buyer. Failure to do so may result in rejection of the Bid submitted by the bidder.

1. **Law:** The contract shall be considered and made in accordance with the laws of the Republic of India. The contract shall be governed by and interpreted in accordance with the laws of the Republic of India.
2. **Effective Date of the Contract:** The contract shall come into effect on the date of signatures of both the parties on the contract (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The deliveries and supplies and performance of the services shall commence from the effective date of the contract.
3. **Arbitration:** All disputes or differences arising out of or in connection with the contract shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the contract or relating to construction or performance, which cannot be settled amicably, shall be referred to the sole arbitration of the Principal, Sainik School Ghorakhal or person appointed by him on his behalf in terms of arbitration and conciliation act, 1996 as amended from time to time and the decision of such arbitration shall be final and binding on both the parties.
4. **Penalty for use of Undue Influence:** The seller undertakes that he has not given offered or promised to give directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of the Buyer or otherwise in procuring the contracts or forbearing to do or for having done or for borne to do any act in relation to the obtaining or execution of the present contract or any other contract with the Government of India for showing or forbearing to show favour or disfavour to any person in relation to the present contract or any other contract with the Government of India. Any breach of the aforesaid undertaking by the seller or any one employed by him or acting on his behalf (whether with or without the knowledge of the seller) or the commission of any offers by the seller or any employed by him or acting on his behalf, as defined in Chapter IX of the Bhartiya Nyaya Sanhita(BNS) 2023 or the Prevention of Corruption Act 1986 or any other Act enacted for the prevention of corruption shall entitle the Buyer to cancel the contract and all or any other contracts with the seller and recover from the seller the amount of any loss arising from such cancellation. A decision of the Buyer or his nominee to the affect that a breach of

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the undertaking had been committed shall be final and binding on the seller. Giving or offering of any officer / employee of the Buyer or to any other person in a position to influence any officer / employee of the Buyer for showing any favour in relation to this or any other contract shall render the seller to such liability / penalty as the Buyer may deem proper, including but not limited to termination of the contract, imposition of penal damages, forfeiture of the bank guarantee and refund of the amounts paid by the Buyer.

5. **Non-disclosure of Contract Documents**: Except with the written consent of the Buyer / Seller, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

6. **Liquidated Damages / Penalty Clause**: In the event of the Seller's failure to submit the Bonds, Guarantees and Documents, Supply the stores / goods and conduct trials etc as specified in this contract, the Buyer may, at his discretion, withhold any payment until the completion of the contract. The Buyer may also deduct from the Seller as agreed, liquidated damages to the sum of 0.5% of the contract price of the delayed / undelivered stores / services mentioned above for every week of delay or part of a week, subject to the maximum value of the Liquidated Damages being not higher than 10% of the value of delayed stores.

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

- (i) The delivery of the material / services is delayed for causes not attributable to Force Majeure for more than one month after the scheduled date of delivery.
- (ii) The Seller is declared bankrupt or becomes insolvent.
- (iii) The delivery of material services is delayed due to causes of Force Majeure by more than two months provided Force Majeure clause is included in contract.
- (iv) The Buyer has noticed that the Seller has utilised the services of any Indian / Foreign agent in getting this contract and paid any commission to such individual/company etc.
- (v) As per decision of the Arbitration Tribunal.

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

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

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

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11. **Taxes and Duties:**

(a) **General**

(i) If Bidder desires to ask for excise duty or Sales Tax / GST extra, the same must be specifically stated. In the absence of any such stipulation, it will be presumed that the prices include all such charges and no claim for the same will be entertained.

(ii) If reimbursement of any Duty/Tax is intended as extra over the quoted prices, the Bidder must specifically say so. In the absence of any such stipulation it will be presumed that the prices quoted are firm and final and no claim on account of such duty/tax will be entertained after the opening of tenders.

(iii) If a Bidder chooses to quote a price inclusive of any duty/tax and does not confirm inclusive of such duty/tax so included is firm and final, he should clearly indicate the rate of such duty/tax and quantum of such duty/tax included in the price. Failure to do so may result in ignoring of such offers summarily.

(iv) If a Bidder is exempted from payment of any duty/tax up to any value of supplies from them, he should clearly state that no such duty/tax will be charge by him up to the limit of exemption which he may have. If any concession is available in regard to rate/quantum of any Duty/tax, it should be brought out clearly. Stipulations like, the said duty/tax was presently not applicable but the same will be charged if it becomes liveable later on, in respect of the Bidders, who fail to comply with this requirement, their quoted prices shall be loaded with the quantum of such duty/tax which is normally applicable on the item in question for the purpose of comparing their prices with other Bidders.

(v) Any change in any duty/tax upward/downward as a result of any statutory variation in excise taking place within contract terms shall be allowed to the extent of actual quantum of such duty/tax paid by the supplier. Similarly, in case of downward revision in any duty/tax the actual quantum of reduction of such duty/tax shall be reimbursed to the Buyer by the Seller. All such adjustments shall include all reliefs, exemptions, rebates, concession etc. If any obtained by the seller.

(b) **Sales Tax/ GST:**

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

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PART IV – Special Conditions of RFP

The bidder is required to give confirmation of their acceptance of special conditions of the RFP mentioned below which will automatically be considered as part of the contract concluded with the successful bidder (i.e. Seller in the contract) as selected by the buyer. Failure to do so may result in rejection of bid submitted by the bidder.

1. **Security Deposit:** The bidder will be required to furnish a Security Deposit for Security against tender against an official receipt issued by school authority within 30 days of signing of the contract. The Security Deposit will be released only after expiry of the contract after adjusting outstanding dues, if any payable by the contractor. The security deposit is to be made in favour of Principal Sainik School Ghorakhal. The bidder is to note that once contract is finalised, after due negotiations of rates, has to deposit **security amount upto 10% of the total cost in the form of Demand Draft**, before the indent for supply / services is placed. In case the approved bidder fails to deposit security money by the due date, the EMD will stand forfeited and he would have no further claim of the contract and forfeited amount.

2. **Payment Terms:** It will be mandatory for bidder to include their bank account number and other relevant e-payment details so that payment could be made through RTGS / NEFT etc or through cheques wherever feasible.

3. **Risk & Expense clause:**
 - (a) Should the stores / services or any installment thereof not be delivered within the time or times specified in the contract document, or if defective delivery or services is made in respect of the stores or any installment thereof, the Buyer shall after granting the Seller 07 days to cure the breach, be at liberty, without prejudice to the right to recover liquidated damages as remedy for breach of contract, declare the contract as cancelled either wholly or to the extent of such default.

 - (b) Should the stores / services or any installment thereof not perform in accordance with the specifications/ parameters provided by the Seller during the check proof tests to be done in the Buyer's country, the Buyer shall be at liberty, without prejudice to any other remedies for breach of contract, cancel the contract wholly or to the extent of such default.

 - (c) In case of a material breach that was not remedied within 07 days the Buyer shall, having given the right of first refusal to the Seller be at liberty to purchase, manufacture, or procure from any other source as he thinks fit, other stores of the same or similar description to make good:-
 - (i) Such default
 - (ii) In the event of the contract being wholly determined the balance of the stores / services remaining to be delivered there under.

 - (d) Any excess of the purchase price, cost of manufacturer, or value of any stores procured from any other supplier as the case may be, over the contract price appropriate to such default or balance shall be recoverable from the Seller. Such recoveries shall not exceed 10% of the value of the contract.

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4. **Force Majeure Clause:** Should any force Majeure circumstance arise each of the contracting party shall be excused for the non-fulfilment or for the delayed fulfilment of any of its contractual obligations, if the affected party with 10 days of its occurrence informs the other party in writing Force Majeure shall means fire, floods, natural disasters of other acts, that are unanticipated or unforeseeable and not brought about at the instance of the party claiming to be affected by such event or which, if anticipated or foreseeable could not be avoided or provided for and which has caused the non performance or delay in performance such as war, turmoil, strikes, sabotage, explosions, quarantine restriction beyond the control either party. A party claiming Force Majeure shall exercise reasonable diligence to seek to overcome the Force Majeure event and to mitigate the effect thereof on the performance of its obligations under this contract.

(a) Neither party shall bear responsibility for the complete or partial non-performance of any of its obligations (except for failure to pay any sum which has become due on account of receipt of goods under the provisions of the present contract), if the non-performance results from such Force Majeure circumstances as Flood, Fire, Earth Quake and other acts of God as well as War, Military operation, blockade, Acts or Actions of State Authorities or any other circumstances beyond the parties control that have arisen after the conclusion of the preset contract.

(b) In such circumstances, the time stipulated for the performance of an obligation under the present contract is extended correspondingly for the period of time of action of these circumstances and their consequences.

(c) The party for which it becomes impossible to meet obligations under this contract due to Force Majeure conditions, is to notify in written form the other party of the beginning and cessation of the above circumstances immediately, but in any case not later than 10 days from the moment of their beginning.

(d) Certificate of a Chamber of Commerce (Commerce and Industry) or other competent authority or organization of the respective country shall be a sufficient proof of commencement and cessation of the above circumstances.

(e) If the impossibility of complete or partial performance of an obligation lasts for more than 06 months, either party hereto reserves the right to terminate the contract totally or partially upon giving prior written notice of 30 days to the other party of the intention to terminate without any liability other than reimbursement of the terms provided in the agreement of the goods received.

5. **Claims:** The following claims clause will form part of the contact period on successful Bidder:-

(a) The quality claims will be raised solely by the buyer and without any certification / counter signature by the seller's representative.

(b) The contractor will be responsible for any eventuality such as specified at Part II, Part III and Part IV of RFP during the contract period. Discipline / adherence to security safety norms is the responsibility of contractor.

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- (c) The contractor and the personnel employed by him in discharge of the service shall observe all rules regarding security precaution as applicable to and enforced by Principal, Sainik School Ghorakhal. The decision of Principal in this regard would be final and binding.
- (d) Principal, Sainik School Ghorakhal reserves the right to reject any offer without assigning any reason.
- (e) The contractors undertake to see that no inflammable article is brought within the school campus area and on default the action will be decided by the Principal, Sainik School Ghorakhal.
- (f) Any damages to the vendor occurred due to force Majeure or any negligence, Sainik School Ghorakhal will not be held responsible for the same.
6. **Repeat Order Clause:** The contract will have a repeat order clause, wherein the buyer can order upto 50% of services under the present contract within six months from the date of supply /successful completion of this contract, the cost, terms and conditions remaining the same. The bidder is to confirm acceptance of this clause. It will be entirely the discretion of the buyer to place the repeat order or not.
7. **Option Clause.** The contract will have an option clause, wherein the buyer can exercise an option to get an additional 50% of the original contracted services in accordance with the same terms and conditions of the present contract. This will be applicable within the currency of the contract. The bidder is to confirm the acceptance of the same for inclusion in the contract. It will be entirely the discretion of the buyer to exercise this option or not.
8. **Fall Clause:** The following Fall Clause will form part of the contract placed on successful bidder.
- (a) The price charged for the stores / services supplied under the contract by the contractor shall in no event exceed the lowest prices at which the contractor provide the services of identical description to any persons / organisation including the purchaser of any department of the Central Government or any Department of State Government of any statutory undertaking of the Central or State Government as the case may be during the period till performance of all supply orders placed during the currency of the rate contract is completed.
- (b) If at any time, during the said period the contractor reduces the price, sells or offer to sell such stores / services to any person / organisation including the purchaser or any Department of Central Government or any Department of the State Government or any Statutory undertaking of the Central or State Government as the case may be at a price lower than the price chargeable under the contract, and the price payable under the contract for the stores of such reduction of sale or offer of the sale shall stand correspondingly reduced.
9. **Paying Authority:** Principal, Sainik School Ghorakhal, Nainital will be the paying authority. The payment of bills will be made on submission of the following documents by the seller to the Paying Authority along with the bill (As applicable)
- (i) Ink- signed copy of Invoice/ Seller's bill.
- (ii) Details for electronic payment viz Account holder's Name, Bank Name, Branch Name and Address, Account Type, Account Number, IFSC Code, MICR Code (if these details are not incorporated in supply order/ contract)

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10. **Transportation**: The concern instruments (if any) shall be dispatched to the consignee by the supplier on his own arrangement.

11. **Quality Assurance**: The calling instrument should be mapped with classes & sections. This means that specific students should be able to call with specific sets.

12. **Inspection Authority**: Principal/Administrative Officer, Sainik School Ghorakhal, Nainital is the inspecting agency.

13. **Warranty**: The following warranty will form part of the contract placed on successful Bidder-

(a) The Seller warrants for a period of 12 months or existence of this contract for the date of acceptance of stores by Joint Receipt inspection or date of installation and commissioning, whichever is later, that the instruments/tools supplied under the contract and each component used in the manufacture thereof shall be free from all types of defects/ failures.

(b) If within the period of warranty, the instruments / tools are reported by the Buyer to have failed to perform as per the specifications, the seller shall either replace or rectify the same free of charge within a maximum period of 45 days of notification of such defect received by the seller, provided that the goods are used and maintained by the Buyer as per instructions contained in the Operating Manual. Warranty of the equipment would be extended by such duration of downtime. Record of the down time would be maintained by the user in the Log book. Spares required for warranty repairs shall be provided free of cost by the Seller. The Seller also undertakes to diagnose, test, adjust, calibrate and repair/replace the goods/ equipment arising due to accidents by neglect or misuse by the operator or damage due to transpiration of the goods during the warranty period, at the cost mutually agreed to between the Buyer and the Seller.

(c) The seller also warrants that necessary service and repair back up during the warranty period of the equipment shall be provided by the Seller.

14. **Scope of Work**:

(a) **Core Features**.

- (i) Students can call only on pre-approved family numbers.
- (ii) Calls allowed only during school-approved timings/days.
- (iii) Each student gets a defined talk time (e.g. 06 minutes per day)
- (iv) Unused minutes roll over weekly, monthly or yearly.
- (v) Full call logs accessible anytime for review.

(b) **Key Benefit: Manodarpan (Student Help Line)**

Manodarpan is a dedicated helpline that empowers students to directly contact school authorities for emergencies, grievances or personal concerns-ensuring their well-being and safety. All calls are monitored and tracked to prevent misuse, giving the school complete oversight while providing students a confidential channel for support.

(c) **Additional Benefits**.

- (i) Instant SMS updates to all parents for holiday, fees events or urgent notices.
- (ii) One-click voice broadcasting of one minute message to all parents.
- (iii) 10 bonus talk-time minutes on student birthday.

(d) **Installation & Support.**

- (i) Completely Free Installation & Maintenance.
- (ii) No cost to the school.
- (iii) 1:15 Phone-Student Ratio for seamless communication.

15. **Additional Terms & Conditions:**

(a) Bidders are required to physically visit the school within 07 Days of this Tender's Publication to accurately understand the School's Requirements.

(b) The "Site Visit Certificate" signed by the Administrative Officer of the Sainik School Ghorakhal must be included with the Technical Bid. Failure to include this certificate will result in rejection of the technical Bid.

(c) Bidders must possess copyrighted & Patented Software to ensure comprehensive cadet security. If the bidder is sourcing software from another agency, an "Authorization Certificate" from the agency is mandatory. This certificate must be included in the Technical Bid.

(d) Bidders should have prior experience with a minimum of 05 Educational Institute or Boarding Schools offering identical services over the past 05 years. Work orders pertaining to this experience should be included in the Technical Bid.

(e) The school requires Bulk Voice and Text Messaging services to communicate with parents, along with an Emergency Calling Facility for cadet appointments. This facility is to be provided only for calling Principal, Vice Principal, Administrative Officer & Senior Master on official numbers. The entire call detail record of cadets must be maintained. The calling system must have such facilities like emergency calling system to speak with his higher authority in school and Birthday wishes for cadets & extra talk time on the day.

(f) For Cadet Security reasons, calling should only be facilitated through basic landline phones and not through mobile devices or pads. A self-declaration certificate must be closed.

(g) The bidder must establish their own infrastructure to operate the system. The school is not responsible for any associated costs.

(h) The school will provide the necessary space, electricity, one shared broadband connection. The standby power (UPS / Inverter) for the system's operation and security is to be provided by the firm. As a gesture of goodwill, the Bidder's Installation team will be allowed to use the school's food facilities on payment.

(j) Total talk time per cadet per month is 150 minutes which will be equally divided to 37.5 minutes per cadet per week adhering to school's discipline of call timings.

(k) The calling instrument should be mapped with houses, classes & sections. This means that specific students should be able to call with specific sets.

(l) Bidder must be having on site engineer, physically present in school during calling hours of cadets to address any issue on real time basis. After that he must be available to school on call basis @ 24x7 & 365 days. **An employee staying in the school campus will be provided rent free accommodation, however, the electricity charges have to be paid as per monthly consumed unit and rates as per Uttarakhand Power Corporation Limited. Meals will be taken on payment basis in cadet's Mess.**

(m) The Bidder shall provide comprehensive, unconditional and onsite maintenance for all hardware, software, infrastructure, and active & passive components throughout the agreement period. The school will have no maintenance obligations. However, costs related to proven deliberate damages, Force Majeure events, theft and burglary will be borne by the school upon prior approval of a quotation.

(n) The entire model of this tender operates on a "Use & Pay" basis, absolving the school from any capital expenditure in this regard.

(p) The minimum uptime requirement for the system is 95%, backed by a Service Level Agreement (SLA) of 8 working hours for major break downs .In the event that the uptime falls below 95%, the Bidder must be prepared to face financial penalties. Acceptance of this condition is mandatory and must be included in the Technical Bid.

(q) 15 Intercoms will be provided by the Bidder to the School without any cost to School with comprehensive, unconditional & onsite maintenance. No AMC for next 3-Years will be paid by School against these 15 Intercoms. No separate pricing for these Intercoms will be quoted by bidder rather it has to be bundled with per Cadet per Month Calling Rates.

(r) **No payment will be made for the period of vacation where clear month is involve, else payment will be made for half month or pro-rata basis.**

Part V – Evaluation Criteria & Price Bid Issues

1. **Evaluation Criteria** – The broad guidelines for evaluation of Bids will be as follows:

(a) Only those Bids will be evaluated which found to be fulfilling all the eligibility and qualifying requirement of the RFP.

(b) The Lowest Acceptable Bid will be considered further for placement of contract / work order after complete clarification and price negotiations as decided by the Buyer.

(c) All taxes and levies including GST must be mentioned with their rates and value. No further correspondence on submitted quotations will be entertained after closing date of tender.

2. **TERMS AND CONDITIONS FOR STUDENTS PARENT AUTOMATED COMMUNICATION SYSTEM (SPACS):**

(a) The Financial Bid will only be opened for bidders who qualify in the Technical Bid evaluation.

(b) No paper other than rates should be kept in Financial Bid.

(c) Incomplete, illegible and over written tenders are likely to be rejected by the Board of officers. Also, it is not mandatory on the part of Principal, Sainik School Ghorakhal to award contract to the agency / firm quoting the lowest. The decision of the Principal is final in case of acceptance / rejection of any tender depending on merit/quality and the factors in the interest of the school.

(Sig. of bidder)

(Sig. of Presiding Officer)

(d) Request for enhancement of rates under any circumstances, will not be considered once the rates are finalised. Hence, the bidder is to quote rates accordingly, keeping the market forces factor in mind. The market standing of the contractor in terms of permanent shop, infrastructure, financial soundness, previous service to the school, etc., shall be verified before award of the contract.

(e) Payment will be made by RTGS / NEFT only, once in a month on submission of the corrected bill, within a month from the date of receipt of the corrected bill for the services. Alternatively, the school would prefer to directly credit the amount to the agency's business account with State Bank of India, through core banking system. 2% of TDS deduction from each payment will be made, as per rules of Income Tax. **No advance payment is permissible.**

(f) Inability on the part of the contractor, to continue with the contract any time during the approved tenure will be liable to forfeiture of the entire security amount deposited with the school, without any notice and the contract shall be awarded to the next agency, without any prejudice.

(g) Rates should be written in figure as well as in words also.

(h) After the tendering procedure if any contractor would like to withdraw his tender, shows his inability to take up the contract after negotiation or in any reason not able to sign the agreement bond, the EMD deposited by the contractor will stand forfeited and he will have no further claim for the contract and forfeited amount.

(j) An agreement bond is to be executed on a non-judicial paper of Rs.100/- value by the approved supplier/ contractor before placement of order.

3. **Price Bid Performa:** Price Bid Performa for rate quoted by the bidder is attached as Appendix 'B'. The same must be used by the bidder for submitting the price bid for the Students Parent Automated Communication System.

(Sig. of bidder)

(Sig. of Presiding Officer)

Appendix-A
RFP No: SSGK/QM/SPACS/2026-27

ELIGIBILITY DOCUMENT

1. The following documents are to be attached with the Technical bid:
 - (a) Firm Name including complete postal / e-mail address and Fax/ Telephone No.
 - (b) Photocopy of PAN/TAN Number
 - (c) Photocopy of Aadhar Card
 - (d) GST number/TIN number
 - (e) Detail of Account number, Account Type, IFSC Code, MICR Code (Along with one cancelled cheque or photocopy of Bank Pass Book)
 - (f) Experience Certificate related services / supply (if any)
 - (g) Detail of EMD Bank Draft
 - (h) List of educational institutions / Boarding Institute where the services has been made at least five years with their contact numbers.
 - (j) Price Bid Performa
 - (k) Site Visit Certificate
 - (l) Declaration that the firm has not been black listed by department / agency etc either by the State or Central Government.

Note:

1. All documents are to be self attested and all pages of RFP/contract documents are to be signed by Authorized Signatory.
2. Attach acceptance of terms and conditions provided with RFP duly signed.
3. Contract is for providing services at Sainik School Ghorakhal as per the services mentioned in Schedule of Requirement (SOR) mentioned at Part-II of RFP.
4. Contractors will be required to enclose necessary documents to prove their eligibility as given above and include affidavit for no recovery of outstanding/Undertaking or NOC, wherever required.

DECLARATION

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

Date: (Authorized Signatory of bidder)

Place

(Sig. of bidder)

(Sig. of Presiding Officer)

TECHNICAL BID

- (1) Firm Name including complete postal / e-mail address and Fax/ Telephone No.
- (2) Photocopy of PAN/TAN Number
- (3) Photocopy of Aadhar Card
- (4) GST number/TIN number
- (5) Detail of Account number, Account Type, IFSC Code, MICR Code (Along with one cancelled cheque or photocopy of Bank Pass Book)
- (6) Experience Certificate related services / supply (if any)
- (7) Detail of EMD Bank Draft
- (8) List of educational institutions / Boarding Institute where the services has been made at least five years with their contact numbers.
- (9) Price Bid Performa
- (10) Site Visit Certificate
- (11) Declaration that the firm has not been black listed by department / agency etc either by the State or Central Government.

(Sig. of bidder)

(Sig. of Presiding Officer)

CHECK LIST

SI No	Bid Enclosures	Yes or No
	Bidder should positively write YES or NO	
1.	Whether Technical Bid (Envelope – A) and Financial Bid (Envelope – B) prepared and stamped in all pages by the Authorized Signatory?	
2.	Whether EMD deposit is put in the Technical Bid (Envelope – A)?	
3.	Whether the Tender is submitted in two covers namely Technical Bid (Envelope – A) and Financial Bid (Envelope – B)?	
4.	Whether two covers are put into an outer cover duly sealed with WAX?	
5.	Whether Technical Bid (Envelope – A) contains the following:-	
5.1	Firm Name including complete postal / e-mail address and Fax/ Telephone No.	
5.2	Photocopy of PAN/TAN Number	
5.3	Photocopy of Aadhar Card	
5.4	GST number/TIN number	
5.5	Detail of Account number, Account Type, IFSC Code, MICR Code (Along with one cancelled cheque or photocopy of Bank Pass Book)	
5.6	Experience Certificate related services / supply (if any)	
5.7	Detail of EMD Bank Draft	
5.8	List of educational institutions / Boarding Institute where the services has been made at least five years with their contact numbers.	
5.9	Price Bid Performa	
5.10	Site Visit Certificate as Appendix 'D'	
6	Certificate of Acceptance as Appendix 'C'	

(Sig. of bidder)

(Sig. of Presiding Officer)

Appendix-B

RFP No: SSGK/QM/SPACS/2026-27

PRICE BID FORMAT FOR SUPPLY OF STUDENTS PARENT AUTOMATED COMMUNICATION SYSTEM (SPACS)

1. **Price Bid:** The Price Bid Format is attached with the RFP as schedule. All Bidders are required to fill up correctly for Students Parent Automated Communication system (SPACS).

Part VI**FINANCIAL BID**

SNo.	A/U	Rate (Rs.)
(a)	Total Talk time 150 Minutes Monthly	Rs.....Per Cadet / Per Month

2. Taxes, if any.....

3. Any other relevant details.....

(Sig. of bidder)

(Sig. of Presiding Officer)

Appendix-C**RFP No: SSGK/QM/SPACS/2024-25****CERTIFICATE OF ACCEPTANCE OF
TERMS AND CONDITIONS OF TENDER**

1. It is certified that all the terms and conditions as laid down in the RFP including its appendices and annexure are accepted by the company/bidder and the bidder undertakes to abide by all of them during entire tendering process and thereafter, if selected for Students Parent Automated Communication System. It is further certified that any cost incurred on additional services required for completing the contract documents/process for providing related services would be borne by us.
2. I hereby unconditionally accept the conditions as laid down in RFP. Also, I unconditionally accept clerical and mathematical errors, if observed or liable to be rectified whenever noticed.
3. In case any provisions of Bid are found violated, school shall be at liberty to reject the Bid and invoke provisions of the Bid security declaration/forfeit own EMD and I shall not have any claim/right against school in satisfaction of this condition.

Date:

(Authorized Signatory of Bidder)

Place:

Appendix-D**RFP No: SSGK/QM/SPACS/2026-27****SITE VISIT CERTIFICATE (Mandatory)**

(Rejection of Bid, in case of failure to furnish)

This is to certify that:

1. I, _____ of M/s _____ Firm in the company of Mr _____ (School Representative) visited the site in connection with the Bid No. _____ for the _____ (Name of the Project/Tender) Having examined the bid documents, certify that I have:-

- (a) Acquainted with the nature, geographical and exact location of the works.
- (b) The general conditions of execution.
- (c) The Integrations Possibility with the existing system.
- (d) Physical conditions specific to the site..
- (e) The climatic conditions.
- (f) Local conditions.
- (g) Means of communication and transport.
- (h) The possibility of supplying water, electricity and fuel.
- (j) The availability of labour sufficient in number and quantity.
- (k) All constraints and obligations resulting from social taxation & customs legislation.
- (l) And all conditions and circumstances which might influence the execution or price of the works.

2. I further certify that I am satisfied with the description of the works and the Project Engineer's explanations and that I understand perfectly the works to be undertaken as specified and implied in the execution of the Contract.

Name of the site inspector & Date : _____

School Representative : _____

Date: _____ Stamp (School)

Note

1. This firm shall complete the certificate at the time of visit to the site where the works are to be carried out.
2. The bidder has visited the site by himself in the time stipulated. This site visit certificate will be signed by the bidder only and the school representative preferably Administrative Officer.