



NETARHAT RESIDENTIAL SCHOOL

NETARHAT

P.O- NETARHAT, DISTRICT- LATEHAR

(An Autonomous Institution under Ministry of School Education and Literacy, Govt. of Jharkhand)

TENDER DOCUMENT

Enquiry No.: 229

Date: 20.08.2025

TENDER FOR SUPPLY, INSTALLATION, TESTING & COMMISSIONING OF SMART CLASSROOMS WITH VIDEO CONFERENCING FACILITY AT NETARHAT RESIDENTIAL SCHOOL, NETARHAT

1. Background & Objective

Netarhat Residential School (NRS) is embarking on a Smart Classroom initiative to enhance teaching-learning outcomes and enable high-quality blended learning. In **Phase-I (Pilot)**, NRS intends to implement **six (06)** smart classrooms on campus, each equipped with an Interactive Flat Panel (IFP), OPS integration, classroom audio, video conferencing capability, and grade-appropriate digital content aligned to the Central Board of Secondary Education (C.B.S.E) syllabus for Classes 06–12 (Medium: English/Hindi), with scope to add other languages as required.

2. NATURE OF WORK

Tender is invited under two bid system (Technical + Financial) for the Supply, Installation, Testing & Commissioning of Smart Classrooms with Video Conferencing Facility at Netarhat Residential School. The scope of work includes delivery, installation, integration of digital content, training, warranty, and Annual Maintenance Contract (AMC) as per Annexure 'A'.

3. Intent of the EOI

To shortlist and tie up with a competent **System Integrator (SI)** to **Supply, Install, Test & Commission** Smart Classrooms with video conferencing, and to provide **warranty** and **comprehensive AMC** support, including on-site support, as described herein.

4. Documents to be Submitted (in a sealed envelope) i.e. Eligibility Criteria

Bidders shall submit **one hard copy** (initialled and stamped) containing the following:

1. **Proof of Similar Work Experience** (Work Orders/Completion Certificates) for SITC of smart classrooms/IFPs/EdTech solutions during the last 5 years.
2. **Technical Compliance** against the specifications in **Section 8** (duly filled Technical Compliance Sheet in Annexure-B).
3. **Solution Architecture & Implementation Plan**, including a schematic diagram of the proposed smart classroom solution, site preparation methodology, and a **PERT chart** covering delivery, installation, commissioning, training, and go-live timelines.
4. **Budgetary/Best Possible Quote** in the format at **Annexure-A** (line-item wise).
5. **Make & Model** details for each quoted product/component.

6. Statutory and eligibility documents:

- Certificate of Incorporation/Registration; PAN; GST Registration.
- Following Certified/Attested copies must be submitted:
 1. Certificate of Registration / Certificate of incorporation of firm as per clause 5 [Sole Proprietorship (by means of Undertaking)/ Partnership (Partnership Deed)/ Company (Memorandum of Association / Registration under companies act)].
 2. Bidder should be an Authorized distributor /Authorized Dealer/Authorized service provider of the OEM.
 3. Certified copy of Income tax returns for last three years (FY 2022-23, FY 2023-24, FY 2024-25.).
 4. The bidder is required to submit the Audit Report of F.Y.- 2023-2024.
 5. Experience certificate indicating successful completion of job of similar nature.
 6. Self-Attested copy of GST registration and certificate for submission of GST Return for FY 2022-23, FY 2023-24, FY 2024-25.
 7. Self-Attested copy of PAN.
 8. Demand Draft towards EMD.
 9. Dully filled and signed copy of Tender document.
- OEM Authorization/Undertaking for IFP/OPS/Video Bar/Content as applicable.
- Self-declaration on Non-Blacklisting and acceptance of EOI terms.

5.Scope of Work (SoW)

The vendor shall provide an integrated, classroom-ready solution comprising:

- **Interactive Flat Panels (IFPs)** with multi-touch capability, 4K display, anti-glare surface, and pre-loaded educational/annotation tools.
- **OPS (Open Pluggable System)** for seamless integration with the IFP and education platforms; capable of multimedia and digital whiteboarding.
- **Educational Digital Content** mapped to **CBSE Classes 06–12**, Medium: **English/Hindi**; interactive and teacher-led; supporting multi-subject learning and exam preparation.
- **Video Conferencing Enablement** in each classroom to connect with the school's central control room/administrative HQ and **external expert sessions**.
- **Classroom Audio** (speakers/microphone) suitable for clear instruction delivery.
- **Site Preparation with Earthing** and structured cabling (Cat-6), switches/patch panels, integration, installation, testing, commissioning, and handover with documentation.
- **Training** for teachers (operational best practices, content usage, VC etiquette).
- **Warranty and Comprehensive AMC** services as defined in Section 5.

Deliverables include: system design documents, installation & acceptance test reports, user manuals, warranty/AMC certificates, and asset registers for each classroom.

6. Warranty, AMC & Support

1. **Performance Bank Guarantee (PBG):** 10% of the **aggregate quoted price** (valid through warranty period and any extensions as notified).
2. **On-Site Warranty:01 (one) year** from Go-Live (Commissioning) for the complete solution.
3. **Comprehensive AMC:04 (four) years** post-warranty covering preventive & corrective maintenance, parts/spares, break-fix, and software updates.
4. **On-Site Support Engineer: One (01)** on-site support engineer to be provisioned during school hours; bidders shall also quote an alternative AMC option **without** a dedicated on-site engineer.
5. **Service Level Agreement (SLA):** Bidder to propose SLA metrics and remedies; minimum expectations include:
 - Call logging helpdesk (phone/email) with ticketing, 9x6.
 - Response \leq 4 business hours; Resolution \leq 24 business hours for P1 issues; spares replacement where required.
 - Quarterly preventive maintenance; incident & uptime reports.

7. OTHER TERMS AND CONDITIONS:

1. All pages of the tender document should be duly filled-up and signed by the authorized signatory. Technical Bid must be submitted in a sealed envelope superscribed: TECHNICAL BID – SMART CLASSROOMS; Financial Bid in another sealed envelope superscribed: FINANCIAL BID – SMART CLASSROOMS; both to be enclosed in a third envelope superscribed: BID FOR SMART CLASSROOM SOLUTION.
2. Tender should be addressed to the Principal, Netarhat Residential School. Last date: 08.09.2025, 11:00 AM; Opening of Technical Bid: 09.09.2025, 12:00 Noon.
3. Earnest Money Deposit (EMD): Rs. 20,000/- in the form of Demand Draft in favour of “Netarhat Vidyalaya Samiti”, Payable at Netarhat.
4. Security Deposit / PBG: Successful bidder to furnish a Performance Bank Guarantee (PBG) of 10% of contract value valid till completion of AMC period.
5. Scope of Supply & Work: Interactive Flat Panels with OPS integration, Digital Content (Classes 5–12), Video Conferencing equipment, Classroom Speakers, Microphones, Networking equipment, Site Preparation, Installation, Earthing, and Safety Shutters. Comprehensive warranty of 1 year + AMC of 4 years.
6. Delivery & Implementation: Delivery & site preparation within 3–4 weeks; Installation & commissioning within 4 weeks thereafter; Go-Live within 06 weeks.
7. Payment Terms: 100% Payment after completion.
8. The offer must be valid for a period of six months from the closing date of the tender. Any offer falling short of the validity period is liable for rejection.
9. Liquidated Damages (LD): For delayed supply/services, 2% of the price of delayed goods/services per week or part thereof, capped at 10% of the total order value; beyond which NRS may cancel the order, forfeit PBG, and debar for future procurements as per rules.
10. Arbitration: Disputes shall be referred to arbitration by The Principal, Netarhat Residential School under Arbitration & Conciliation Act, 1996. Jurisdiction: Ranchi.

11. Right of Rejection: The School reserves the right to reject any or all tenders without assigning any reason.
12. Cost of tender form is Rs. 2000.00 which is to be submitted online using the payment gateway of SBI available at school website. Cost of tender form is Non-refundable.

8.DETAILED TECHNICAL SPECIFICATIONS:

1. Interactive Flat Panel (IFP): 75", 8GB RAM, 128GB Storage, 4K Display, Bluetooth, Wi-Fi, HDMI out, Android 14, Octa Core CPU.
2. OPS Unit: Core i5 Processor, 8GB RAM, 1TB SSD, Windows Pro OS.
3. Digital Content: State Board Curriculum, Classes 5–12, Medium: English, Hindi, Regional Language.
4. Digital Camera for Video Conferencing: Video bar with integrated features.
5. Speakers: Classroom speakers 50W.
6. Microphone: Standard classroom use microphones.
7. Site Preparation with Earthing: Includes CAT-6 cabling, RJ45 connectors, patch panel, patch cords, cable laying, installation, IFP + OPS integration, NVR system, 24x7 telephonic & onsite support.
8. Sliding Shutter Safety System for IFP: White, Size 75 inches, 10 pieces.

9.BILL OF QUANTITY (Indicative)

Sl. No.	Item Description	Qty.
1	Interactive Flat Panel (75")	06
2	OPS Unit (Core i5, 8GB RAM, 1TB SSD, Win Pro OS)	06
3	Digital Content (Classes 5–12, English/Hindi/Regional Languages)	06
4	Digital Camera for Video Conferencing	06
5	Classroom Speakers (50W)	06
6	Microphones	06
7	Site Preparation with Networking & Earthing	06
8	Sliding Shutter Safety System (for IFPs)	06
9	Transportation	Lumpsum
10	AMC (4 Years, with On-site Engineers)	4 years
11	AMC (4 Years, without On-site Engineers)	4 years

10.Enquiry:

All query and clarifications regarding this tender can be had from the **Mr. Santosh Kumar, Principal**, Netarhat Residential School, Netarhat-835218, Latehar, Mob No- 91-6201750198.

Annexure-A: Budgetary Price Quote (To be printed on Bidder's Letterhead)

Bidder (SI) Name: _____

Registered Address: _____

Email: _____

Phone: _____

Sl. No.	Line Item	Unit	Qty	Unit Rate (Excl. GST)	Total (Excl. GST)
1	Interactive Flat Panel (IFP) – 75”	Nos.	06		
2	OPS for IFP	Nos.	06		
3	Digital Educational Content (CBSE, Classes 5–12; En/Hi/Reg. Lang.)	Nos.	06		
4	Video Bar / VC Camera	Nos.	06		
5	Classroom Speakers (≥ 50 W)	Nos.	06		
6	Microphone	Nos.	06		
7	Site Preparation with Earthing; SITC & Integration	Lumpsum	06		
8	Sliding Shutter Safety System for IFP (75”)	Nos.	06		
9	Transportation, Handling & On-site Logistics (NRS campus)	Lumpsum	1		
10	Comprehensive AMC (without On-Site Engineer) – post-warranty	Years	3		

Total (Rs.): _____

In Words (Rs.): _____

Note: Quote shall include **all duties/levies** applicable (excluding GST). Any exclusions/assumptions must be clearly stated.

Annexure-B: Technical Compliance Sheet(Attach OEM datasheets; mark **Complied** / **Not Complied** / **Higher** with remarks.)

Sl. No.	Item	Minimum Requirement	Make & Model	Compliance	Remarks
1	IFP – 75”	4K, multi-touch, anti-glare, Android 14, Octa-core, ≥8GB RAM, ≥128GB storage, Wi-Fi, BT, HDMI-out, annotation tools			
2	OPS	Core i5, ≥8GB RAM, ≥1TB SSD, Windows Pro, plug-in form			
3	Digital Content	CBSE, Classes 5–12; En/Hi/Ur; interactive + assessments			
4	VC Camera/Video Bar	Classroom-grade, FHD or higher; noise/echo suppression			
5	Speakers	≥50 W RMS; mounts; cabling			
6	Site Prep & Integration	Earthing, Cat-6 cabling, patch panels, connectors, installation, integration			
7	Shutter Safety System	IFP 75” protective shutter, white			