

Tender Terms & Conditions for "IP Server based Software supported Cadet Calling Facility" by Commandant RIMC on behalf of the President of India:

1. The tender process will consist of two bid categories: Technical Bid and Financial Bid.
2. Both bids must be placed in separate envelopes labeled as "Technical Bid" and "Financial Bid," which should then be placed within a larger envelope. The larger envelope should be labeled "Tender for Cadet Calling Facility" and addressed to "The Commandant, RIMC, Dehradun (UK)."
3. The submission can be made either by Speed Post or in person, by placing the envelope in the Tender Box located at the Main Gate of RIMC. The submission should occur within 7 days from the date of this Tender's publication. Online tenders will not be accepted.
4. Bidders are required to physically visit the School within 3 days of this Tender's publication to accurately understand the School's requirements.
5. The "Site Visit Certificate," signed by the AAO of RIMC, must be included with the Technical Bid. Failure to include this certificate will result in rejection of the Technical Bid.
6. The Financial Bid will only be opened for bidders who qualify in the Technical Bid evaluation.
7. 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.
8. Bidders should have prior experience with a minimum of 5 Government Boarding Schools offering identical services over the past 5 years. Work Orders pertaining to this experience should be included in the Technical Bid.
9. The School requires Bulk Voice and Text Messaging services to communicate with parents, along with an Emergency Calling Facility for cadet authorities. The entire call detail record of cadets must be maintained.
10. 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 enclosed.
11. The bidder must establish their own infrastructure to operate the system. The School is not responsible for any associated costs.
12. The School will provide the necessary space, electricity, one shared broad band connection and standby power (UPS/Inverter) for the system's operation and security. As a gesture of goodwill, the Bidder's Installation Team will be allowed to use the School's Guest

House and food facilities.

13. Total Talk Time / Cadet/ Month is 180 Minutes which will be equally divided to 45 Minutes/Cadet/Week adhering to School's discipline of Call Timings .

14. The Calling instrument should be mapped with Classes & Sections . This mean that specific students should be able to call with specific sets .

15. The initial agreement will be valid for 5 years, with an incremental adjustment based on prevailing inflation rates after the first year. However, the Commandant reserves the right to terminate the agreement with a written notice period of 3 months based on

16. Bidder must be having local branch office in Dehradun with resident engineer available on 24 by 7 & 365 days . Address Proof of local office is must with Technical Bid .

17. No paper other than rates should be kept in Financial Bid .

18. 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 Force Majeure events, theft, and burglary will be borne by the School upon prior approval of a quotation.

19. The entire model of this Tender operates on a "Use & Pay" basis, absolving the School from any capital expenditure in this regard.

20. The minimum uptime requirement for the system is 95%, backed by a Service Level Agreement (SLA) of 8 working hours. 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.