

BID DOCUMENT

**Request for proposal for selection of service provider
for “establishment of platform for language learning
lab” across different states in India**

Part 1 – Technical Bid

Tender No.: EdCIL/DES/LL/2026/006

Dated: 07.10.2026



EdCIL (India) Limited

(A Govt. of India Category-I Mini Ratna CPSE)

EdCIL House, Plot No. 18A, Sector 16A,

Noida-201301 (U.P.) India

Tel: 0120 – 2512001-006, FAX: 0120-2515372

**Reg. Office: 7th Floor, Amba Deep Building,
14 KG Marg, New Delhi-110001**

CIN No. U74899DL1981GOI011882

This document is serially numbered from page number 01 to 82.

DISCLAIMER

The information contained in this Request for Proposal document (the "RFP") or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the EdCIL (India) Limited or any of its employees or advisors, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

This RFP is not an Agreement and is neither an offer nor invitation by EdCIL to the prospective Bidders or any other person. The purpose of this RFP is to provide interested parties with information that may be useful to them in making their financial offers (BIDs) pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by EdCIL in relation to the Project. Such assumptions, assessments and statements do not purport to contain all the information that each Bidder may require. This RFP may not be appropriate for all persons, and it is not possible for the EdCIL, its employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in the Bidding Documents may not be complete, accurate, adequate or correct. Each Bidder should, therefore, conduct its own investigations and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources.

Information provided in this RFP to the Bidder(s) is on a wide range of matters, some of which may depend upon interpretation of law. The information given is not intended to be an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The EdCIL accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

EdCIL, its employees and advisors make no representation or warranty and shall have no liability to any person, including any Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way for participation in this BID Stage.

EdCIL also accepts no liability of any nature whether resulting from negligence or otherwise howsoever caused arising from reliance of any Bidder upon the statements contained in this RFP. EdCIL may in its absolute discretion, but without being under any obligation to do so, update, amend or supplement the information, assessment or assumptions contained in this RFP. The issue of this RFP does not imply that EdCIL is bound to select a Bidder or to appoint the Selected Bidder, as the case may be, for the

Project and EdCIL reserves the right to reject all or any of the Bidders or BIDs without assigning any reason whatsoever.

The Bidder shall bear all its costs associated with or relating to the preparation and submission of its BID including but not limited to preparation, copying, postage, delivery fees, expenses associated with any demonstrations or presentations which may be required by EdCIL, site visits, investigations, studies or any other costs incurred in connection with or relating to its BID. All such costs and expenses will remain with the Bidder and EdCIL shall not be liable in any manner whatsoever for the same or for any other costs or other expenses incurred by a Bidder in preparation or submission of the BID, regardless of the conduct or outcome of the Bidding Process.

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Notice Inviting Tender
(e-Tendering mode)

EdCIL (INDIA) LIMITED
(A Govt. of India Mini Ratna CATEOGRY-I CPSE)
SECTOR 16A, NOIDA

N.I.T. No.: EdCIL/DES/LL/2026/006

Date: 07.10.2026

Name of work	Selection of service provider for “establishment of platform for language learning lab” across different states in India.
The Currency in which payment shall be made	Indian Rupees (INR)
Date of Issue/Publishing	07.10.2026
Pre-Bid Submission	Pre-bid queries should be emailed by 09.10.2026 till 14:00 Hrs as per Annexure-XVI
Pre-Bid Meeting (Virtual Mode)	09.10.2026 at 15:00 Hrs
Last Date and Time for receipts of Bids	21.10.2026 till 15:30 Hrs In case a Holiday is declared on the day of the event, the same will be held on the next working day at the same time & venue.
Date and Time of Opening of Technical Bids	21.10.2026 at 16:00 Hrs
Earnest Money Deposit	Rs. 80,000/- in form of Bank Guarantee / Demand Draft. Scanned copy to be uploaded with tender documents and original BG/ DD has to be submitted. In case EMD is submitted in the form of BG, the BG should be valid till 45 days after the bid validity date, as per Annexure-IX . The list of bank from where the EMD is acceptable is placed at annexure-XIV.
No. of Covers	02 (Two Packets)
Bid Validity days	180 days (From last date of opening of tender)
Performance Bank Guarantee (PBG)	3% of the total work order value of the successful bidder. PBG is required to be submitted within 14 days from the date of issue of work order as per Annexure-X
Email Address	destenders@edcil.co.in , ramashankar@edcil.co.in
Corporate Office	EdCIL House, 18-A, Sector 16A, Film City, Noida, Uttar Pradesh 201301

CHAPTER- I

Offline and Online Bid Submission Documents

1.1 Offline Submissions:

The bidder is requested to submit the hardcopy of the below mentioned documents in a Sealed Envelope and the hardware equipments to the following address before the start of Public Online Tender Opening Event.

Address: Plot No. 18A, EdCIL House, Sector 16A, Film city, Noida-201301

The envelope shall bear name (the project name), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

- I. Original copy of the EMD Security in the form of Demand Draft/BG.
- II. Original Power of Attorney on a non-judicial stamp paper or board resolution.
- III. Original copy of the Non-Blacklisting certificate

Note: The Bidder should also upload the scanned copies of all the above-mentioned original documents as Bid-Annexure during Online Bid-Submission.

1.2 Online Submissions:

The Online bids (complete in all respect) must be uploaded online as explained below: -

S. No.	Documents	Content	File Types
1.	Technical Bid	Technical Compliance sheet as per Annexure-I	.PDF
2.		Organization Declaration Sheet as per Annexure-II	.PDF
3.		Letter of Undertaking as per Annexure-III	.PDF
4.		Undertaking of Non-Blacklisting as per Annexure-IV	.PDF
5.		Financial Statement as per Annexure-V	.PDF
6.		List of Orders as per Annexure-VI	.PDF
7.		Power of Attorney as per Annexure-VII	.PDF
8.		Letter of Bid Submission as per Annexure-VIII	.PDF
9.		Earnest Money Deposit as per Annexure-IX	.PDF
10.		Proforma pre contract integrity pact as per Annexure-XI	.PDF
11.		Equipment Specification Compliance as per Annexure-XV	.PDF

12.		Performa for declaration on proceedings under insolvency and bankruptcy code, 2016 Annexure-XVII	.PDF
13.	Financial Bid	Financial Bid Submission Letter	.PDF
14.		Price bid as per Financial Bid	.XLS

Note: Technical Bid should not contain any financial terms and pricing.

CHAPTER-II

Term of Reference & Definitions

Term	Definition
Supplier	Successful/Selected bidder
Authorized Signatory	The bidder's representative (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/authority having the Power of Attorney from the Competent authority of the respective Bidding firm.
Bid	"Bid" means the response to this document presented in Two Packets, Technical Cum Commercial Bid and Financial Bid, which are supplied with necessary documents and forms as given in Annexure, complete in all respect adhering to the instructions and spirit of this document.
Tenderer / Bidder	"Tenderer" or "Bidder" means any individual/proprietor/ partnership firm/ agency/ company/ responding to Request for Proposal and who submits a Bid.
Contract	"The Contract" means the agreement entered into between EdCIL and the selected bidder(s) in terms of clauses mentioned
Day	"Day" means a working day as per rules of EdCIL.
EMD	Earnest Money Deposit
D.D	Demand Draft
EdCIL	EdCIL (India) Limited, Noida (A Mini Ratna Category -I CPSE)
TC	Tender Committee
PBG	Performance Bank Guarantee
Security Deposit (SD)	Amount of the Order Value deposited by the Bidder and retained till the successful completion of the project (as long as the bidder fulfills the contractual agreement).
Services	"Services" means the services to be delivered by the successful bidder and as required to run the project successfully as per the Contract.
RFP/Tender	" RFP " /Tender means the Request for Proposals
Goods and Materials	"Goods and Materials" shall mean the articles, materials, equipment, IT Equipment, supplier's drawings, data and other property and all services- including design, delivery, installation, inspection and maintenance support specified or required to complete the order and incidental thereto.
Order	"Order" shall mean the Purchase Order/Work order and its attachments and exhibits.
Consignee	"Consignee" shall mean EdCIL (India) Limited/ end client.
EdCIL/ Purchaser	"EdCIL/ Purchaser" shall mean EdCIL (India) Limited.

CHAPTER-III

Instructions for e-Tendering

Instructions for Online Bid Submission:

- E-tendering is new technology for conducting public procurement in a transparent and secured manner. As per Government of India's directives, EdCIL (India) Limited has adopted E-tendering.
- For conducting electronic tendering, EdCIL (India) Limited has decided to use Electronic tender portal link available with detailed information on e-tendering process. This portal built using Electronic tender's software is referred to as <http://www.tenderwizard.com/EDCIL>.
- The bidders are required to submit soft copies of their bids electronically on <http://www.tenderwizard.com/EDCIL> e-tendering website, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the Tender Wizard E-Tendering Portal, prepare their bids in accordance with the requirements and submitting their bids online on the Tender Wizard E-Tendering Portal.
- The scope of work to be tendered is available in the complete bid documents which can be viewed /downloaded from Tender Wizard E-Tendering Portal of <http://www.tenderwizard.com/EDCIL>. Both Technical Bid and Financial Bid will be submitted concurrently duly digitally signed in the website <http://www.tenderwizard.com/EDCIL>. No claim shall be entertained on account of disruptions of internet service being used by bidders. Bidders are advised to upload their bids well in advance to avoid last minute technical snags.
- All Corrigendum/Amendment/Corrections, if any, will be published on the website <http://www.tenderwizard.com/EDCIL> as well as on EdCIL's website.
- It is mandatory for all the applicants to have class-III Digital Signature Certificate (in the name of person who will sign the bid document) from any of the licensed certifying agency (Bidders can see the list of licensed Certifying Agencies from the link www.cca.gov.in) to participate in e-Procurement of EdCIL.
- It is mandatory for the bidders to get their firm/company registered with e-procurement portal of EdCIL, i.e. www.tenderwizard.com/EDCIL to have user ID & password by submitting a non-refundable annual registration charges as follows:

1	Registration charges for 1 year	Rs. 2000/-
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(exclusive of taxes, levies, etc.) which can be paid online using the e-payment gateway to KEONICS through the portal address mentioned above. The registration so obtained by the prospective bidder shall be valid for one year from the date of its issue and shall be subsequently renewed.

- Participant shall safely keep their User ID and password, which will be issued by the service provider i.e. KEONICS Ltd. upon registration, and which is necessary for e-tendering.
- Bidders are advised to change the password immediately on receipt of activation mail.
- Bidders shall not disclose their User ID as well as password and other material information relating to the e-tendering to any one and safeguard its secrecy.

- Submit your tender well in advance by relevant documents along with copy of EMD of tender submission deadline on Tender Wizard E-Tendering Portal <http://www.tenderwizard.com/EDCIL>, as there could be last minute problems due to internet timeout, breakdown, etc.
- Tenders should be submitted only through Tender Wizard E-Tendering Portal and obtain the Tender Acknowledgement copy as a proof of successful submission.
- Vendors are requested to contact at Tender wizard Helpdesk for any information regarding E-tendering / training.
 - For online registration, intended bidders may write us at harishkumar.kb@etenderwizard.com or contact no. 080-40482100/9964074577/9650520101.
 - For any further query related to Training Session, Tender Uploading/downloading or any other query related to tender please contact Tender wizard Helpdesk.
 - Telephone: 080-40482100/9650520101/9964074577 or write us mail on EmailId:- harishkumar.kb@etenderwizard.com, ratana.thakur@etenderwizard.com, varun.b@etenderwizard.com.

PREPARATION OF BIDS

- Bidder should take into account any corrigendum/addendum published on the portal before submitting their bids.
- Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid. Please note the number of covers in which the bid documents have to be submitted, the number of documents-including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF format. Bid documents may be scanned with 100dpi with black and white option.

SUBMISSION OF BIDS

- Bidder should log into the site well in advance for bid submission and complete all formalities of registration (at least two days in advance of the closing date) so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be sole responsible for any delay in uploading of bid within the stipulated time.
- The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- Bidder has to pay EMD as applicable through demand draft/BG as per tender condition in favour of “**EdCIL (India) Ltd**” payable at **Noida** and enter details of the instruments. Original copies of demand draft/BG for EMD are required to be submitted.
- A standard Financial Bid form has been provided with the tender document to be filled by all the bidders. Bidders are requested to note that they should necessarily

submit their financial bids in the format provided and no other format is acceptable. If the financial bid format is found to be modified by the bidder, the bid will be rejected.

- The server time will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
- Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.

ASSISTANCE TO BIDDERS

Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority. For any other tender related queries bidders are requested to contact on below given numbers/email.

Telephone/ Mobile/ E-mail ID	Vendors Training Program: Vendors are requested to contact at Tender wizard Helpdesk Office for any information regarding E-tendering / training. a) For online registration, intended bidders may write us at harishkumar.kb@etenderwizard.com or contact no. 080-40482100/9964074577/9650520101. b) For any further query related to Training Session, Tender Uploading/downloading or any other query related to tender please contact Tender wizard Helpdesk. Telephone: 080-40482100/9650520101/9964074577 or write us mail on Email:Id:- harishkumar.kb@etenderwizard.com, ratan.thakur@etenderwizard.com, varun.b@etenderwizard.com & cc to: destenders@edcil.co.in
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Offline Submissions: (AS PER TENDER REQUIREMENT)

The bidder is requested to submit documents as per tender requirement.

MINIMUM REQUIREMENTS AT BIDDER'S END

- Computer System having configuration with minimum Windows 7 or above, and Broadband connectivity
- Digital Certificate(s)

CHAPTER-IV

INSTRUCTION TO BIDDERS

4.1 Due date:

The tender has to be submitted before the due date and time. The offers received after the due date and time will not be considered.

4.2 Preparation of Bids:

The offer/ bid shall be submitted in two bid systems (i.e.) Technical Bid and Financial Bid. The technical bid shall consist of all technical details along with commercial terms and conditions. Financial bid shall indicate component wise price for all the mentioned component in the financial bid in the given PDF format.

4.3 Language of Proposal:

The proposal prepared by the firm and all correspondence and documents relating to the RFP exchanged by the bidder and the Client, shall be written in the English language, provided that any printed literature furnished by the firm may be written in another language so long as accompanied by an English translation in which case, for purposes of interpretation of the bid, the English translation shall govern.

4.4 Cost of Bidding:

The bidder shall bear all costs associated with the preparation and submission of its bid, including cost of presentation for the purposes of clarification of the bid, if so desired by the client and client will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

The firm is expected to carefully examine all instructions, forms, terms and specifications in the bid document. Failure to furnish all information required in the bid document or submission of a bid not substantially responsive to the bid document in every respect will be at the firm's risk and may result in the rejection of the bid.

4.5 EMD:

The Bidder should submit EMD through Demand Draft drawn in favor of "EdCIL (India) Limited" payable at NOIDA. The Bid sent without EMD would be considered as UNRESPONSIVE and will not be considered.

In case EMD is submitted in the form of BG, the BG should be valid till 45 days after the bid validity date, as per Annexure. The list of bank is detailed in Annexure-XIV. The bidder should enclose EMD of Rs. 80,000/- in the form of Bank Guarantee/ Demand Draft drawn in favor of EdCIL (India) Limited and payable at NOIDA, with

the Technical Bid. The list of bank from where the EMD is acceptable is placed at annexure-XIV.

Note: Bidders registered with MSE and having valid registration certificate issued by NSIC/MSE are exempted for submission of EMD. However, MSEs are advised to submit their financial solvency certificate of value not less than 50 Lakh issued not earlier than 3 months from the last date of bid submission.

4.6 Refund of EMD:

- I. The EMD will be returned to unsuccessful Bidder(s) after the award of the work order to the successful bidder.
- II. Earnest money will be forfeited if the bidder unilaterally withdraws the offer, or unilaterally amends, impairs or rescinds the offer within the period of its validity.
- III. In Case of Successful Bidder, the EMD shall be returned after submission of Performance Bank Guarantee(s) from the list of banks detailed in Annexure-XIV.

4.7 Acceptance/ Rejection of bids:

- I. EdCIL reserves the right to reject any or all offers without assigning any reason.
- II. EdCIL based on the requirement without assigning any reason to the Bidder may split work/Scope/Bid offer in stages or in parts according to the need of work for ease of execution of work.

4.9 Amendment in Tender Document

At any time up to the last date for receipt of RFP, EdCIL may, for any reason, whether at his own initiative or in response to a clarification requested by a prospective firm, modify the Bid Document by an amendment. The amendment will be notified on EdCIL's website and will be binding.

CHAPTER-V

SCOPE OF WORK

5.1 PROJECT BACKGROUND:

Education is the foundation of socio-economic development with the potential of reversing the historical deprivation faced by certain communities. The role of education in bringing about upliftment and development of disadvantaged sections of society is uncontested.

A language lab creates a learning environment much more effective than traditional classrooms enhancing the capabilities of students and allowing a high degree of immersion and attention to diversity. Language immersion, attention to diversity, teamwork promotion, etc. are just some of the outstanding features of the language laboratories.

LSRW way of Learning abilities are Listening, Speaking, Reading, and Writing. With regards to acquiring the Learning abilities, LSRW way of Learning skills are regularly gained by listening first followed by speaking, reading and writing. Hence, these abilities are frequently called LSRW way of Learning.

5.2 Objective

The use of the language lab allows students to have access to the information quickly and easily developing many types of classroom exercises, personalizing the learning process, encouraging creativity, innovation and training. Language labs also favour a high degree of skill development, team and collaborative work eliminating socio-temporal barriers since information is not found in a particular and specific place and at the same time, they foster digital literacy responding to new educational and social needs.

A language lab implies that both students and teachers actively participate in the different activities that take place during class thus achieving much higher involvement than in traditional learning environments.

5.3 Estimated Quantities

EdCIL intends to procure components of Language Labs (platform and smart TV) including supply, installation, commissioning and operation support as per client(s) requirement for a period of three (03) years across different states in India.

EdCIL reserves the right to increase or decrease the quantity to be ordered up to 100 % of bid quantity based on client(s) requirement.

5.4 Supply of Language Lab

The BIDDER shall be required to supply the equipment at respective Tribal Research Institutes. The list of Tribal Research Institutes shall be provided to the successful bidder at the time of issuing the work order. The successful bidder shall be responsible for the complete 'Design, Supply, Delivery, Installation, Commissioning, and Maintenance' of a

modern Language Laboratory Setup in selected Tribal Research Institutes across different states in India. The primary objective is to enhance language proficiency, accent neutralization, pronunciation, vocabulary, and communication skills of K-12 students. The scope is divided into two distinct components: a state-of-the-art offline/local network-based Language Lab Software required to run a high-density, interactive lab environment and the physical IT hardware. The successful bidder has to make necessary arrangement for power socket for functioning of TV.

Implementation States & Regional Languages

The Language Lab solutions must be deployed across selected Tribal Research Institutes in different states across India. Each lab must support the regional tribal language. The designated states and their targeted languages are specified below:

S.No.	State of Implementation	Regional Language
1	Odisha	Santali
2	Chhattisgarh	Munda
3	Karnataka	Koraga
4	Kerala	Kadar
5	West Bengal	Santali

1. Hardware and Software Installation – The detailed specifications and quantities are provided in Clause 5.5 of this tender document.
2. All hardware and peripherals shall be supplied in full as per ordered configuration and quantity for acceptance testing. The hardware which does not comply with the technical specification will not be accepted under any circumstance. The Supplier shall adhere to all the technical specification and other terms.
3. The official nominated by the client will provide a sign off after successful handover of the Language Lab in their respective school.

Scope of work

Supply, Installation & Commissioning of Language Lab

1. Objective

To establish fully functional Language Labs in identified Tribal Research Institutes across five (5) states in India.

2. Scope of Work

2.1 Site Assessment & Lab Planning

- Conduct site survey and readiness assessment of project site.
- Address minor refurbishment for functional setup of Smart TV.

2.2 Supply of Equipment & Infrastructure

- 55inch smart TV

- Language Learning Software Application

2.3 Supply of 55-inch Smart TV

The scope of work shall include the supply, delivery, installation, testing and commissioning of 55-inch Smart TVs at the TRI locations. The selected bidder shall ensure that all Smart TVs supplied are brand-new, unused, latest available models and conform to the technical specifications and applicable standards prescribed in the tender document.

1. Supply of Smart TV

The successful bidder shall supply 55-inch Smart TVs with all standard accessories and components required for complete and functional installation, including but not limited to:

- 55-inch LED/4K UHD Smart TV with minimum resolution of 3840×2160 pixels.
- Smart TV operating system with access to required applications and streaming platforms.
- Built-in Wi-Fi and LAN connectivity.
- Adequate HDMI, USB, AV and other required input/output ports.
- Built-in speakers with suitable audio output.
- Remote control with batteries.
- Power cable and all standard accessories supplied by the OEM.
- Wall-mounting bracket/suitable mounting arrangement, wherever specified.
- User manual, warranty card and other relevant documentation.

2. Delivery and Transportation

The successful bidder shall be responsible for the safe packing, transportation, unloading and delivery of the Smart TVs to the locations specified by the Client.

All equipment shall be properly packed to prevent damage during transportation and handling. Any equipment found damaged, defective or non-functional at the time of delivery/installation shall be replaced by the successful bidder at no additional cost.

3. Installation and Mounting

The bidder shall undertake installation and commissioning of the Smart TVs at the designated locations, including:

- Installation of wall-mounting brackets wherever required.
- Secure mounting and positioning of the Smart TV at the designated location.
- Connection of power and other required connectivity interfaces.
- Proper routing and management of cables.
- Configuration of display, audio, network and Smart TV settings.
- Connection with available internet/network infrastructure, wherever applicable.
- Installation/configuration of required applications as instructed by the Client.

The successful bidder shall ensure that the installation is carried out safely and in a manner suitable for regular use.

4. Testing and Commissioning

After installation, each Smart TV shall be tested and commissioned to ensure proper functioning of:

- Display and picture quality.
- Resolution and brightness.
- Audio and speakers.
- HDMI, USB and other available ports.
- Wi-Fi/LAN connectivity.
- Smart TV operating system and applications.
- Remote control and other accessories.
- Power supply and overall functionality.

The successful bidder shall rectify any defects or issues identified during testing and commissioning at no additional cost.

5. Demonstration and User Orientation

The successful bidder shall provide a basic demonstration/orientation to the designated personnel regarding:

- Operation of the Smart TV.
- Remote-control functions.
- Smart TV features and settings.
- Wi-Fi/network configuration.
- Use of installed applications.
- Basic troubleshooting and maintenance procedures.

6. Warranty and After-Sales Support

The supplied Smart TVs shall be covered under the OEM warranty for a minimum 3 years, commencing from the date of successful installation and commissioning/acceptance.

During the warranty period, the bidder shall:

- Provide repair/replacement support for defective equipment.
- Attend complaints within the stipulated response time.
- Replace defective components, wherever required, without additional cost.
- Ensure that replacement parts are genuine and compatible with the supplied equipment.
- Provide necessary technical support for resolution of operational issues.

7. Documentation and Handover

The bidder shall provide all relevant documentation at the time of handover, including:

- OEM warranty certificate/card.
- User manual.
- Product specifications/data sheet.
- Serial number and asset details of each Smart TV.
- Installation and commissioning report.
- Details of the service/support contact person.
- Any other documents required by the Client.

8. Compliance and General Requirements

- All Smart TVs shall be brand-new, genuine and sourced from the authorized OEM/channel.
- The supplied equipment shall conform to the technical specifications

prescribed by the Client.

- The bidder shall ensure that all necessary accessories required for complete operation are included in the supply.
- Any software/firmware supplied with the Smart TV shall be genuine and properly licensed.
- The bidder shall be responsible for all costs associated with transportation, installation, testing, commissioning and warranty support unless specifically stated otherwise.
- Any shortage, damage, manufacturing defect or deviation from the approved specifications shall be rectified/replaced by the bidder at no additional cost to the Client.
- The bidder shall coordinate with the Client/authorized representative for delivery and installation schedules.
- The bidder shall comply with all applicable statutory, safety and regulatory requirements during supply and installation.

2.4 Deployment of Language Learning Software Application

Installation and configuration of the Language Learning Software application locally on 21 computers in each laboratory, ensuring seamless operation over the local LAN without requiring constant internet connectivity.

Digital Learning Platform and Core Learning Modules

The Language Laboratory will be powered by an integrated software platform designed specifically for learning **native tribal languages** spoken by tribal communities in the selected States. The platform will provide interactive multimedia-based learning resources, enabling learners to develop foundational language skills through a structured and progressive learning pathway.

Core Learning Modules (Digital Content/ Software)

This forms the foundation of the Digital Language Laboratory and focuses on developing essential language competencies through four interactive learning modules. These modules will be customized for each identified native tribal language while incorporating translations into the respective regional language, Hindi, and English to facilitate multilingual learning. The roadmap comprises the following components:

1. Alphabet Learning Module

The Alphabet Learning Module will introduce learners to the script of the native tribal language (where a standardized script exists) or the accepted orthography adopted for teaching and documentation.

The module will include:

- Complete alphabet set of the respective tribal language (e.g., the **30 Ol Chiki letters** for Santali)
- Display of each letter along with its name
- Audio pronunciation by native speakers
- Animated letter writing and stroke order (where applicable)
- Letter tracing and writing practice
- Letter recognition exercises
- Interactive pronunciation practice
- Audio replay functionality
- Alphabet assessment exercises

This module will establish the foundation for reading, writing, and pronunciation of the native tribal language.

2. Vocabulary (Words) Learning Module

The Vocabulary Module will enable learners to build practical vocabulary through image-assisted and audio-supported learning.

The module will consist of:

- Category-wise vocabulary such as Family, Nature, Animals, Birds, Food, Agriculture, Numbers, Colours, Body Parts, Household Items, Festivals, Community Life, Occupations, and Local Environment
- Visual representation of each word using images
- Native pronunciation audio
- Regional language translation
- Hindi translation
- English translation
- Word pronunciation practice
- Audio replay facility
- Search and revision lists

The module is intended to improve vocabulary acquisition while supporting multilingual communication skills.

3. Sentence Learning Module

The Sentence Learning Module will focus on developing functional communication skills through commonly used conversational expressions.

This module will include:

- Basic conversational sentences
- Greetings and introductions
- Classroom communication
- Everyday conversations
- Community interaction
- Functional communication
- Sentence display with synchronized audio playback
- Native Tribal language
- Listening exercises
- Speaking and pronunciation practice
- Audio recording and playback for learner self-assessment

The objective is to enable learners to understand and communicate effectively in the native tribal language in real-life situations.

4. Interactive Assessment and Quiz Module

To evaluate learning outcomes and reinforce language acquisition, the platform will provide interactive assessments after completion of each learning module.

The assessment module shall include:

- Multiple Choice Question (MCQ)-based quizzes
- Alphabet recognition assessments
- Vocabulary matching exercises
- Sentence completion activities
- Listening comprehension tests
- Pronunciation evaluation
- Immediate score display

- Correct and incorrect answer feedback
- Module completion tracking
- Performance reports

The assessment system will enable continuous evaluation of learner progress while encouraging self-paced learning.

2.5 Installation & Commissioning

- Installation and functional testing of all equipment.
- Calibration of tools and devices.
- Demonstration of working condition to concerned authority.
- Submission of Installation Commissioning Report signed by concerned authority.

2.6 Training & Capacity Building

Conduct of a comprehensive 2-day on-site physical training program for at least 2 designated master trainer per TRI. Detailed demonstration of the software, including login, user management, content access, lessons, activities, assessments, and progress tracking. Detailed bilingual training manuals (English & Native Tribal language) and reports must be supplied by the bidder.

2.7 Branding:

EdCIL/End Client logo should be screen printed as per the requirement. A high-quality adhesive project sticker must be applied on the outer surface of all hardware indicating the project and EdCIL/ End Client logo.

2.8 Maintenance & Support

- Minimum 3-years comprehensive warranty.
- Quarterly preventive maintenance visits.
- Helpdesk support with defined TAT.
- Replacement of defective equipment within stipulated time.

2.9 Deliverables

- Prior to final handover of the lab to EdCIL/Client, the successful bidder must supply comprehensive operation and maintenance manuals detailing the hardware specifications, warranty cards, software operational flows, and support escalation matrices.
- Institute-wise supply & installation report.
- Training attendance sheets.
- Warranty & AMC documentation.
- Deployment of trainer at every location for hand-holding.
- Development of Project Dashboard for easy monitoring of project related activities.
- Development of ticketing software for redressal of concerns raised post implementation.

Delivery Timelines

- The bidder must initiate activities immediately after the signing of the agreement. The maximum period for execution of the initial roll-out across all designated Institute is 30 days. Extensions may be granted only under exceptional circumstances and with prior approval of the Authority.
- Non-completion of assigned work within the timeline shall invite imposition of penalty as per the penalty clause of this tender document.

- Program implementation must strictly follow the directions and schedule provided by the Buyer. A detailed list of Institute and districts, along with the roll-out calendar, will be shared with the successful bidder.

Inspection

1. EdCIL/ Client have the right to monitor, verify, and inspect all programme activities to confirm their conformity with the Scope of Work, deliverables, and technical specifications at no additional cost to the purchaser.
2. The Authority reserves the right to conduct surprise visits to Institute, to examine reports or documentation submitted by the bidder. Such inspections shall in no way be limited or waived by reason of the programme having been previously reviewed or approved.
3. The EdCIL/ Client holds the final authority to accept or reject any or all programme activities that do not meet the specified requirements or comply with the terms and conditions of the contract. Payment shall not be released for incomplete activities. In such cases, the bidder shall be required to rectify deficiencies within the stipulated timeline at their own expense. Failure to do so may lead to penalties, replacement of services, or termination of contract, as deemed appropriate by the Authority.

Warranty

1. A warranty period of 3 (Three) year shall commence from the last date of completion of supply, covering all manufacturing defects.
2. Need-based onsite service support shall be provided at all project locations
3. Any defect or maintenance issue reported during the warranty period must be rectified within 21 calendar days.
4. In case of delay in rectification, the applicable penalty may be recovered either directly from the bidder or through deductions from the amount withheld in the final installment

5.5 Bill of Materials

Each Language Laboratory Setup shall consist of the following standard hardware, software, and physical items. The Successful Bidder must ensure that all items are supplied in the exact quantities and match the technical compliance guidelines.

S.No.	Item Description	Qty per Lab
1	55-inch Smart TV	1 Unit
2	Language learning software application	21 Licenses

Technical Specification of Language Lab

S.No	Product and Specification
1	55-inch Smart TV • Display Screen Size: 55 inches (138 cm / 139.7 cm diagonal) LED Display with IPS Backlight panel. • Resolution: 4K Ultra HD (3840 x 2160 pixels) for crisp picture quality. • Display Processor: Crystal Processor 4K with advanced Vision AI picture enhancement and upscaling. • High Dynamic Range (HDR): Supports HDR10+ and HLG (Hybrid Log-Gamma). • Refresh Rate: 50/60 Hz. • Viewing Angles: 178 degrees. • Audio Speaker Output: minimum 30 Watts RMS Output, 2.0 Channel built-in speakers. • Audio Tech: Object Tracking Sound Lite (OTS Lite), Q-Symphony integration, and Adaptive Sound. • Operating System: OS to support educational and mirroring applications. • Smart Mirroring: Mobile to TV mirroring, Wireless TV On, Sound Mirroring, and DLNA support. • Wireless Connectivity: Dual-Band Wi-Fi (2.4GHz & 5GHz, IEEE 802.11ac/b/g/n), Wi-Fi Direct, and Bluetooth v5.3. • Interfaces/Ports: 3 x HDMI ports (with eARC support on HDMI 1), 1 x USB-A port, 1 x Ethernet (LAN) port, 1 x RF In, and 1 x Digital Audio Out (Optical). • Security: Built in feature for network threat protection. • Power Supply: AC 220V - 240V ~ 50/60 Hz; Energy-saving sensors built-in. • Installation Accessories: Heavy-duty Wall Mount bracket and Table Stand included in the box. • Onsite Warranty: 3 Years Onsite Comprehensive OEM Warranty.
2	Language Learning Software Application • License Type: Perpetual, Offline-enabled local server-client license for 21 computers per TRI. • Regional Language Capability: Supports targeted regional languages in their native script along with English: Santali in Ol Chiki Script, Marathi, Kannada, Tamil, Odia, and Hindi. • Platform Compatibility: Fully compatible with Windows 10/11 Home and Professional OS. • Offline Mode: Operates completely locally over the TRI's LAN without requiring internet connectivity after installation. • System Architecture: Centrally monitored by the teacher's PC; pushes lessons, administers tests, and collects performance analytics locally.

S/No.	Module / Specification Criteria	Minimum Required Specification
A. ALPHABETS MODULE – OL CHIKI		
1	Letter Coverage	All 30 Ol Chiki letters included
2	Letter Display	Each letter displayed along with its name
3	Pronunciation Audio	Basic pronunciation audio available for every letter
4	Letter Practice	Interactive practice for identification and learning of Ol Chiki letters
5	Letter Recognition	Exercises for identifying and matching Ol Chiki letters
B. WORDS MODULE – VOCABULARY		
6	Word Listing	Category-wise word list
7	Word Categorization	Words organized into categories such as Animals, Birds, Fruits, Vegetables, Family, Body Parts, Colours, Numbers, Objects, Places, Nature, Food, etc.
8	Word Audio	Basic pronunciation audio for each word
9	Word Meaning	Hindi and English meaning/translation for each word
10	Word Search	Search facility to find words by keyword or category
C. SENTENCE MODULE		
11	Sentence Display	Basic sentence display screen
12	Sentence Categorization	Sentences organized by categories such as Greetings, Introduction, Classroom, Family, Daily Activities, Questions, Requests, Conversation, etc.
13	Sentence Audio	Audio playback available for each sentence
14	Translation Support	Hindi / English translation for every sentence
15	Sentence Completion	Fill-in-the-blank exercises for sentence learning
D. PRONUNCIATION & SPEAKING		
16	Pronunciation Practice	Student can listen to correct pronunciation and practice speaking
17	Repeat & Practice	Students can repeatedly listen and practice pronunciation
E. LISTENING MODULE		
18	Listening Practice	Audio-based listening

F. QUIZ & ASSESSMENT MODULE		
19	Quiz Format	MCQ (Multiple Choice Question) based quiz
20	Quiz Categories	Quizzes based on alphabets, vocabulary, sentences and language skills
21	Scoring	Score displayed after quiz completion
32	Answer Feedback	Correct / wrong feedback shown to the learner
23	Question Bank	Centralized question bank for assessments
24	Difficulty Levels	Basic, Intermediate and Advanced difficulty levels
25	Randomized Questions	Questions can be presented in randomized order
26	Performance Analysis	Student-wise assessment and performance analysis
G. STUDENT REGISTRATION & USER MANAGEMENT		
27	Student Registration	Registration of students with name, class, section, roll number and other basic details
28	Student Login	Secure individual student login
29	Student Profile	Individual profile containing learning and assessment information
30	Class & Section Mapping	Students mapped to respective class and section
31	Teacher Account	Separate teacher login and access
32	Administrator Account	Administrator-level access for complete system management
33	Role-Based Access	Different access privileges for Student, Teacher and Administrator
H. ADMINISTRATOR DASHBOARD		
34	Administrator Dashboard	Centralized dashboard for complete Language Lab administration
35	Student Statistics	Total registered, active and inactive student statistics
36	Usage Analytics	Number of users, sessions, lessons accessed and quizzes attempted
37	Lab Utilization	Monitoring of overall Language Lab usage
38	Content Statistics	Overview of available alphabets, words, sentences, audio and assessments
39	Performance Analytics	Overall student/class performance analytics
I. REPORTS & ANALYTICS		
40	Student Reports	Individual student learning and performance report

	41	Class Reports	Consolidated class-wise performance report
	42	Usage Reports	Language Lab utilization and student engagement reports
	43	Assessment Reports	Quiz and assessment performance reports
	44	Attendance Reports	Student and class-wise attendance reports
	45	Export Reports	Reports downloadable/printable in PDF/Excel formats
	J. WINDOWS DESKTOP & NETWORK		
	46	Platform	Windows-based desktop application
	47	Desktop Installation	Application installed locally on computers in the Language Laboratory
	48	User Interface	User-friendly graphical interface suitable for students, teachers and administrators
	49	Local Network Support	Application capable of operating across computers connected through the TRIs LAN
	50	Centralized Database	Centralized storage of student, learning, assessment and usage data
	51	Multi-User Support	Multiple students, teachers and administrators can use the system
	52	Offline Learning	Core learning modules accessible without continuous internet connectivity, subject to deployment configuration
	53	Data Security	Secure authentication and role-based access
	54	Backup & Recovery	Facility for backup and recovery of application/database data
	55	System Administration	Administrative controls for users, classes, content, assessments and settings
	K. GENERAL LANGUAGE LAB FEATURES		
	56	Audio-Visual Learning	Combination of text, images, audio and interactive exercises
	57	Search Facility	Search across words, sentences and learning content
	58	Individual Learning	Students can independently access assigned and available learning materials
	59	Centralized Monitoring	Management can monitor overall Language Lab usage and performance
	60	Language Skill Development	System supports development of listening, speaking and reading skills
	61	Performance-Based Learning	Learning activities and assessments linked with individual student performance

	Onsite Support Warranty: 3 Years Onsite Comprehensive Support & Free Software Updates.
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5.6 **Insurance & Transportation**

- I. The selected Bidder shall be responsible for acquiring comprehensive insurance including transit insurance, liability insurance and any other insurance as required for all the equipment till the delivery, installation and commissioning at the respective end client location/TRI level (whichever applicable).
- II. For delivery of goods at the end clients location, the insurance should be obtained by the Supplier in an amount equal to 110% of the value of the goods from "supplier location to end client location" (final destinations) on "All Risks" basis including War Risks and Strikes. The insurance should be valid for a period of not less than 3 months after the completion of installation and commissioning. If orders placed on CIF/CIP basis, the insurance should be up to End Client place.
- III. The Supplier should make all arrangements towards safe and complete delivery at End Clients Location. Such responsibility on part of the supplier will include taking care of insurance, freight, octroi, state level permits etc. as applicable.
- IV. The supplier should also take care of transit insurance, comprehensive insurance or any other insurance as required which may have direct bearing on the delivery of the items / equipments at End Clients location.
- V. It is the total responsibility of supplier to complete all formalities to transit of goods from the place of dispatch to End Clients Location.
- VI. The transportation of goods through unregistered common carrier is illegal. The bidder should ensure to comply the carriage by latest Road Act and any other relevant.
- VII. The supplier will keep EdCIL informed about various stages of deliveries & installation.
- VIII. All costs related to insurance shall be borne by the selected Bidder for goods supplied under the Agreement against loss or damage incidental to manufacture or acquisition, transportation, storage and delivery etc. A copy of Insurance Certificate should be provided to EdCIL.

5.7 **Unloading and Unpacking:**

Unless specified otherwise in the purchase order, Unloading and storage of the same at the designated place should be undertaken by the successful bidder. The Unpacking of the materials should also be arranged by successful bidder.

5.8 Proof of Concept

The Proof of Concept (PoC) for the Language Learning Software shall broadly cover the following:

Software Demonstration: Demonstration of the software's features, functionalities, and compliance with the specified technical requirements.

User Management: Creation and management of student and teacher profiles, user authentication, and role-based access.

Language Learning Modules: Demonstration of listening, speaking, reading, and writing modules, including pronunciation practice, vocabulary building, grammar exercises, and interactive learning activities.

Interactive Features: Demonstration of audio-visual content, speech recording, playback, pronunciation assessment, and interactive classroom activities.

Dashboard: Demonstration of lesson planning, assignment of learning content, student monitoring, and performance tracking.

Assessment & Reporting: Conducting assessments, generating performance reports, and tracking individual student progress.

Software Integration: Verification of the integration of the language learning software with the desktops, headsets, and other installed lab components.

System Performance: Verification of software responsiveness, usability, compatibility, and smooth functioning during simultaneous user access.

Hands-on Demonstration: Practical demonstration by the successful bidder to verify the software's operational capabilities and compliance with the prescribed specifications.

Compliance Verification: Submission of necessary technical documents, licenses, and other relevant information for verification and acceptance of the software.

Additionally, the Bidder shall rectify or replace the complete software deployment, including all associated software components and licences, if more than 25% of the functionalities demonstrated during the Proof of Concept (PoC) Inspection are found non-compliant with the prescribed technical specifications or functional requirements.

If the PoC Inspection for two consecutive software modules or functional components is found non-compliant, the entire software solution submitted by the Bidder shall stand rejected and shall have to be replaced or redeployed by the selected Bidder with a compliant version, followed by a fresh PoC Inspection.

Any costs arising from rejection, rectification, replacement, redeployment, or re-inspection at any stage shall be borne by the Bidder. In the event that the complete software solution is rejected, EdCIL reserves the right to cancel the Purchase Order and levy applicable penalties in addition to Liquidated Damages. The

methodology for calculation of penalties shall be as detailed in the Service Level Agreement (SLA).

5.9 **Pre-Delivery Inspection**

- The pre-delivery inspection of the goods should be carried out (at the location provided by the successful Bidder) by the EdCIL officials to check whether the goods are in conformity with the technical specifications attached to the purchase order. A team including the representative of the end client would inspect the material if required.
- The successful Bidder shall facilitate and make available a random 20% sample of each equipment type being supplied by them for a Pre-dispatch Inspection (PDI) by a committee comprising of EdCIL and end client. The PDI will be a key requirement prior to shipment of the equipment. As part of the preparation for PDI, the supplier will provide to EdCIL PDI preparation report.
- The inspection test will be conducted by the EdCIL officials, their consultant or other such person nominated by the EdCIL and by the end client (if required), in the presence of supplier's representatives. The inspection will involve trouble free operation and ascertaining conformity with the ordered specifications and quality. There should not be any additional charges for carrying out inspection test. No malfunction, partial or complete failure of any part of the equipment is expected to occur.
- Successful conduct and inspection of the acceptance test for the installed goods and equipment should also be the responsibility and at the cost of the successful Bidder.
- The time taken for pre-dispatch inspection is inclusive of the scheduled completion time of the delivery & installation of the equipment's. Only the line item certified by the EdCIL official should be dispatched to the end client.
- If any of the equipment supplied by the Tenderer is found to be substandard, refurbished, unmerchantable or not in accordance with the description/specification or otherwise faulty, the EdCIL official or the official from end client (if required) will have the right to reject the equipment or its part. All damaged or unapproved goods should be returned at suppliers cost and risk and the incidental expenses incurred thereon should be recovered from the successful Bidder.
- In the event of the hardware and software failing to pass the PDI, as per the specifications given, a period not exceeding 3 calendar days will be given to the supplier to rectify the failure and clear the inspection, failing which, EdCIL reserves the right to cancel the Purchase Order and levy appropriate penalties in addition to the Liquidated Damages. EdCIL/client will not be responsible for any costs associated with such rejection. The successful Bidder will be responsible for all equipment supplied till they are delivered and commissioned at the designated location/end client location.

- Additionally, the successful Bidder shall replace the complete lot of equipment belonging to an equipment type, if more than 25% of the sample size for the equipment type are found defective during the PDI. If the lots for two consecutive types of equipment are rejected, the entire shipment of equipment by the manufacturer shall stand rejected and shall have to be replaced by the successful Bidder with a fresh batch of equipment for shipment and related PDI. Any cost impacts of rejection at any stage shall be borne by the successful Bidder. If the complete shipment is rejected, EdCIL reserves the right to cancel the Purchase Order and levy penalties in addition to the Liquidated Damages. All penalty calculation are explained in detail in SLA.

5.10 Delivery, Installation and commissioning of all Equipment:

- I. Delivery, Installation and commissioning of the complete solution at the TRI location should be made within a maximum of 30 calendar days from the date of placement of purchase order.
- II. The successful bidder to provide absolute supply and Commissioning schedule within 15 days from the issue of Purchase Order.
- III. Within 24 hours of dispatch, the supplier should notify the EdCIL by cable/ telex/ fax/ e-mail the full details of the shipment.
- IV. Till the EdCIL/end client takes over/ receives the equipment/ items, the supplier should be responsible to keep the same in safe custody and the charges (if any) to be borne by the successful bidder.

5.11 Installation and Commissioning of all Equipment:

- I. As part of commissioning of the delivered equipment, the selected Bidder shall depute its technically qualified representative(s) to facilitate the conduct of inspection of 100% of the delivered quantity in presence of the EdCIL Official(s) and End Client (s), if required.
- II. The equipment to be commissioned for a specific institute shall be decided by EdCIL and End client. The power supply and internet connectivity for commissioning will be arranged by End Client. Until the equipment are handed over to respective authorities/end client location, selected bidder will be solely responsible for the security of all the equipment.

5.12 Final Acceptance Sign off from End Client

Against the Delivery cum Installation and Commissioning of the Language Labs in each Institute, the selected Bidder shall get a Delivery cum Installation and Commissioning Sign-off receipt from the respective TRIs. In all likelihood, the Installation and Commissioning Sign-off receipt for a TRIs shall be provided to the

selected Bidder on the same day of successful commissioning of the equipment for that TRI. The damaged/defective equipment, if any shall be taken back by the selected Bidder.

5.13 Indemnity

- I. The selected bidder shall execute and furnish to EdCIL a Deed of Indemnity in favor of “EdCIL” in a form and manner acceptable to EdCIL, indemnifying EdCIL from and against any costs, loss, damages, expense, claims including those from third parties or liabilities of any kind howsoever suffered, arising or incurred inter alia during and after the Agreement period out of:
 - a) Any negligence or wrongful act or omission by the selected Bidder or the selected Bidder’s Team in connection with or incidental to this Agreement; or
 - b) A breach of any of the terms of selected Bidder Bid as agreed, the RFP and this Agreement by the Bidder or the selected Bidder’s Team.
- II. The indemnity shall be to the extent of 100% in favor of EdCIL.

5.14 Documentations to be produced by the successful bidder during project:

- Original Delivery issued by the client with sign and stamp or acknowledgement of delivery.
- Original Installation and Commissioning certificate issued by the client with sign and stamp or acknowledgement of Commissioning.
- Warranty Certificate in original of all the items supplied to client.

5.15 Variation Clause:

EdCIL reserves the right to increase or decrease the quantity to be ordered up to 100 % of bid quantity based on client(s) requirement. During exercise of the variation clause contracted rates shall remain applicable. The work order will be issued on pro-rata basis as per client(s) requirement. The successful Bidder will be bound to accept the work orders accordingly. The accepted rates shall be valid for 3 years from the date of issue of first purchase order.

CHAPTER-VI

Eligibility and Bid Evaluation

6.1 Bid Evaluation Process:

Evaluation will be based on the bidder meeting the eligibility criteria and subsequently evaluation of financial bid. It is mandatory for the bidder to fulfil all the eligibility criteria to be qualified for technical evaluation.

6.2 Eligibility Criteria:

S. No.	Specific Requirement	Documentary Evidence
1	The bidder should be a company registered in India under Companies Act 1956 or 2013 or Proprietorship /Partnership Firm with their registered office in India and in operation for at least 5 years preceding the bid due date. For MSE/NSIC registered bidder: The bidder should be a company registered in India under Companies Act 1956 or 2013 or Proprietorship /Partnership Firm with their registered office in India and in operation for at least 4 years preceding the bid due date. Note: Consortium is not allowed	• Certificate of Incorporation Registration/ Partnership Deed • Memorandum and Article of association • PAN and GST Registration Certificate.
2	The BIDDER should have the average annual turnover of at least Rs. 4 Crores during the last three financial years i.e. 2023-24, 2024-25 and 2025-26. Bidder should have positive net worth as of 31st March 2026. Bidder should be a profit-making entity in each of the last three financial years i.e. 2023-24, 2024-25 and 2025-26. For MSE/ NSIC registered bidder: The BIDDER should have the average annual turnover of at least Rs. 3 Crore	• Certificate from the Statutory Auditor or Chartered Accountant on Turn Over and Positive Net worth • Audited Balance Sheets and Profit & Loss statement for last three years i.e. 2023-24, 2024-25 and 2025-26.

S. No.	Specific Requirement	Documentary Evidence
	during the last three financial years i.e. 2023-24, 2024-25 and 2025-26. Bidder should have positive net worth as of 31 st March 2026. Bidder should be a profit-making entity in each of the last three financial years i.e. 2023-24, 2024-25 and 2025-26.	
3	The BIDDER must have an cumulative experience of successful implementation of Software Solution in any Government/Semi-Government/Aided/Private 50 Schools during last 5 years preceding bid due date. For MSE/ NSIC registered bidder: The BIDDER must have an cumulative experience of successful implementation of Software Solution in any Government/Semi-Government/Aided/Private 40 Schools during last 5 years preceding bid due date.	• Work Orders / MoU/ Completion Certificate.
4	The BIDDER must have at least one work order of similar nature of work having a total order value of ₹40.00 lakh or above OR Two work orders of similar nature of work having a total order value of ₹20.00 lakh or above in in any Government/Semi-Government/Aided/Private 50 Schools during last 5 years preceding bid due date. For MSE/ NSIC registered bidder: The BIDDER must have at least one work order of similar nature of	• Copy of the MoU /MoA /Work Order/ Completion Certificate.

S. No.	Specific Requirement	Documentary Evidence
	work having a total order value of ₹40.00 lakh or above OR Two work orders of similar nature of work having a total order value of ₹20.00 lakh or above in in any Government/Semi-Government/Aided/Private 40 Schools during last 5 years preceding bid due date.	
5	The bidder should be an ISO 9001 and 27001 certified organisation.	Copy of valid certificate(s)
6	The bidder should be CMMI-3 or above certified organisation	Copy of valid certificate(s)
7	A Power of Attorney / Board Resolution in the name of the person signing of the tender.	Original Power of Attorney / Board Resolution Copy on a non-judicial stamp paper
8	The BIDDER must not have been declared insolvent/ bankrupt or should not have filed for insolvency/ bankruptcy or in the process of being declared bankrupt before any designated authority preceding bid due date.	A Self Declaration on the Letter head of the BIDDER regarding BIDDER Company not being bankrupt or in process of being declared insolvent / bankrupt as on date.
9	The BIDDER as well as any of its subsidiaries / affiliates should not have been blacklisted by the Central Government, State Governments, PSU or any Government Corporations in India, as on date.	Self-Declaration notarized on non-judicial Rs. 100 Stamp paper for not being blacklisted (Refer per Annexure)

Note:

- Documents must be provided in support of the following otherwise bids will be summarily rejected.
- The Work orders executed under a consortium will not be accepted.
- Technical bids will also be reviewed for compliance with the necessary Instructions, terms and conditions, scope of work, formats etc. as outlined in this tender.
- The Technical bid will be evaluated by evaluation committee set-up by EDCIL.

Evaluation of financial bids:

- On fulfilment of Pre- qualification criteria and technical compliance, financial bids of technically qualified bidders will be evaluated. Bids of the bidders, who do not qualify in the technical evaluations stage, will be rejected and will not be eligible for any further processing.
- The Financial bid of only those bidders who are found technically eligible shall be opened. The financial bids shall be opened in the presence of representative of technically eligible bidders, who may like to be present. Financial bids will be inspected to ensure their conformity to the format provided in the tender document. If there is any discrepancy between words and figures in any part of the financial bid, the amount indicated in words will prevail. Financial Evaluation will be done on the basis of total price (inclusive of taxes) quoted by the bidder.
- The bidder shall quote the prices as per the price format given in Part 2 - Commercial Bid of this RFP.
- The technically qualified bidder who has quoted the lowest price in the financial bid will be L1 and considered for the award of contract.
- A contract will be signed with successful bidder which will be based on the rates identified in the financial bid.
- Failure to abide the RFP conditions may result into forfeiture of EMD.

Work Order

- Based on the client requirement the work order will be issued to successful bidder on the quoted price.
- Failure to provide services as per requirement by bidder may result into forfeiture of EMD, PBG & termination of the contract.
- EdCIL will intimate the Supplier in writing regarding any extension in the work order. Extension of the contract would not lead to the extension of any of the in-force work orders.

Chapter-VII

Delivery Timeline & SLAs

Bidder shall make all the arrangements for the timely delivery and installation of equipment for successful completion of project. No other incidental/TA/DA/any other such expenditure shall be paid by EdCIL.

S.No.	Milestone	Timeline (In Calendar Days)
1.	Acceptance of Work Order	T+3
2.	Submission of Performance Bank Guarantee.	T+14
3.	Proof of Concept and Pre-Delivery Inspection (for equipment)	T+15
4.	Delivery of Language Lab Equipment/Software at Tribal Research Institutes.	T+30
5.	Installation, Training and Handholding of Language Lab at Tribal Research Institutes.	T+45

Note:- * Here “T” Indicates the date of Work Order.

EdCIL reserves the right to change the timelines as per the requirement of the client. The milestones and timelines can be minimized as per the requirements of the individual projects/end client at the time of award of work order.

Delivery of the services with the performance in line with the requirements shall be made by the bidder in accordance with the time schedule specified by the Purchaser. If at any time during performance of the contract, the bidder should encounter conditions impeding timely delivery of the Goods and performance of Services, the bidder shall promptly notify the Purchaser in writing of the fact of the delay, its likely duration and its cause(s). As soon as practical after receipt of the bidder's notice, the Purchaser shall evaluate the situation and may, at its discretion, extend the bidder's time for performance with or without liquidated damages, in which case the extension shall be ratified by the parties by amendment of the Contract.

SLA and Penalties

- I. The SLA parameters shall be monitored on a Quarterly/yearly basis as per the individual requirement of the client / end client. However, if the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of Client / End Client, then the EdCIL will have the right to take appropriate disciplinary actions including termination of the contract.

- II. In case these service levels cannot be achieved at service levels defined in the agreement, EdCIL shall invoke the performance related penalties.
- III. In case multiple SLA violations occur due to the same root cause or incident then the SLA that incurs the maximum penalty may be considered for penalty calculation rather than a sum of penalties for the applicable SLA violations.
- IV. Total penalty will be restricted to 10% of the value of the affected hardware / software (Quarterly or Yearly).
- V. The response time to any complaint / incident shall be four (4) hours from the time of complaint logging.
- VI. SLA and Penalties for Onsite-Comprehensive Warranty Period as below:

S. No.	Type of Incident	Resolution Time (C: Date of Reporting of complaint)	Penalty
1.	Incident 1: Repair of any Hardware/Software items and its component	Within 2 (two) working days of reporting of complaint. $C+2=T_0$	No Penalty
		$T_0+2=T_1$	0.5% of the value of the hardware/software for every unresolved incident
		$T_1+2=T_2$	1% of the value of the hardware/software for every unresolved incident
		$T_2+15=T_3$	2% of the value of the hardware/software for every unresolved incident
		$>T_3$	Penalty of 10% of the value of the hardware/software for every unresolved incident on monthly basis.
2.	Incident 2: Replacement of faulty part/component of any hardware or Software / Replacement of the Hardware or Software	Within 4 (four) working days of reporting of	No Penalty
		$T_0+4=T_1$	2% of the value of the hardware/software for every unresolved incident
		$T_1+10=T_2$	5% of the value of the hardware/software for every unresolved incident
		$>T_2$	10% of the value of the hardware/software for every unresolved incident

The utilization of the commissioned Language Learning Lab to be increased by minimum 5% per year. In case of failure to achieve the utilization target, the successful bidder shall be penalized for ₹10,000 per annum from the AMC amount of the project. In case of no significant improvement in utilization or desired outcomes by client at the end of first

year. EdCIL reserve the right to engage 3rd party through an open tendering process for improving utilization or learning outcome and the related expense incurred will be deducted from the accepted AMC amount of the project. The successful bidder shall continue to provide AMC support for software and its application etc.

Note:

- (a.) If the total number of incidents reported in any month exceeds the 20% of number of units supplied then an additional penalty of 10% of the cost of the affected software shall be imposed. Further, while signing of Contract Agreement SLA may be redefined as per the project requirement.
- (b.) The selected Bidder shall submit the monthly complaint & resolution reports as requested by the EdCIL as defined in the reporting requirements of scope of work.
- (c.) In case any complaint cannot be resolved onsite then a backup unit has to be provided until the original unit is fixed and reinstalled.
- (d.) In case of difficult terrain or remote locations or natural calamity or in the condition of exigency response time may vary.
- (e.) Applicable GST shall be charged extra over the penalty amount.

Liquidated Damages

- Delay in delivery: In case of non/partial supply/Commissioning of the equipment within the stipulated period, penalty @ 1% of the total contract value for every week of delay on the defaulted amount shall be applicable, subject to maximum of 10% of the contract value. After reaching the penalty to maximum, EdCIL will have the right to take appropriate disciplinary actions including termination of the contract.
- Purchaser reserves its right to recover these amounts by any mode such as adjusting from any payments to be made by Purchaser to the Bidder.

Chapter-VII**Payment terms**

S.No.	Milestone	Payment (%)
1	100% delivery of the Language Lab Software/equipment/accessories etc. The bidder should submit the following documents to the EdCIL for the payment: • Original Tax invoice showing contract number, goods description, quantity unit price, total amount. • Delivery report duly signed and stamped from authorized signatory of TRI.	80%
2	100% commissioning of all Language Lab Software, installation of hardware / software at identified locations and training at institute level. The bidder should submit the following documents to the EdCIL for the payment • Installation report duly signed and stamped from authorized signatory of TRI. • Suppliers/ Manufacturer Warranty Certificate. • Geo tagged photographs • Submission of Training Attendance sheet. • Training photographs must be submitted to the EdCIL/ Client.	20%

Note:

- Payments will be done only on the back to back basis on receipt of the related payment/funds from the end client, subject to satisfactory acceptance of the deliverables from the end client as per the submission of the required document (on requirement basis payment can be done on pro-rata)
- Warranty start date will be reckoned from the date of commissioning as approved by the end client. Part payment can be made against commissioning in accordance to the progress of the project.

Performance Security

The successful bidder shall be required to deposit Performance security as per Annexure-XI equivalent to 3% of the total work order value to EdCIL within 14 days from the date of issue of Work Order. The Performance Security should be issued in favour of "**EdCIL (India) Limited**" to be valid for a period of 90 days beyond the date of completion of O&M period & contractual obligations. This Performance Bank Guarantee should be retained throughout the currency of the contract and shall be extended by the bidder from time to time, as required by EdCIL. The list of bank from where the Performance security is acceptable is at Annexure-XIV. PBG shall be

returned to the successful bidder only after 90 days of the successful completion of the Contract. In case of any shortfall of any activity/ specification/ other terms and conditions of the contract, EdCIL reserves the right to recover damages or loss from the due the payment or by the encashment of PBG.

Chapter-VIII

Key Contract Terms

1. Arbitration

- a. Any dispute arising out of or in connection with this contract, including any question regarding its existence, validity or termination, shall be referred to and finally resolved by arbitration administered by the India International Arbitration Centre (“IIAC”) in accordance with the India International Arbitration Centre (Conduct of Arbitration) Regulations (“IIAC Regulations”) for the time being in force, which regulations are deemed to be incorporated by reference in this clause.
- b. The place/seat of the arbitration shall be New Delhi, India.
- c. The Tribunal shall consist of one arbitrator.
- d. The law governing the arbitration agreement shall be Indian Law.
- e. The language of the arbitration shall be English.
- f. The governing law of the Contract shall be Indian Law.
- g. Arbitration cost to be borne by the Supplier.

2. Non-Disclosure

The firm and their personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract, terms, prices or the client’s business or operations details without the prior written consent of the client.

3. Risk Purchase Clause

In event of failure of supply of the item/equipment within the stipulated delivery schedule, the EdCIL has all the right to purchase the item/equipment from the other source on the total risk and cost of the supplier under risk purchase clause.

4. Compensation

In consideration of the Services hereunder, EdCIL India Limited shall pay BIDDER the fees and expenses (“Charges”) as specified in Commercial. All amounts payable to BIDDER are exclusive of any Taxes. EdCIL India Limited shall be entitled to deduct from applicable payments to BIDDER, any tax on BIDDER’ income deductible at source at the rates applicable as per the provisions of Income Tax Act 1961 and provide BIDDER with evidence or certificate of payment of such tax to the taxing authorities. BIDDER shall submit invoices to EdCIL India Limited in accordance with the payment schedule in Commercial of this document. Payment stages are available at Chapter-VIII

5. Representations and Warranties

Bidder warrants that the Services will be provided in a skillful and workman like manner and in conformity with the scope described in Scope of Work Proposed Functional Scope of this document. Notwithstanding the aforesaid, any Services which are provided by bidder free of charge or are otherwise not chargeable shall be provided on an 'AS IS' basis without any warranties whatsoever. Each Party represents, warrants and covenants to the other that: (i) it is duly organized and validly existing and in good standing under the laws of the state of its incorporation or formation; (ii) it has the full right and authority to enter into and that this Agreement constitutes a legal, valid and binding obligation; and (iii) its execution, delivery and performance of this Agreement does not and will not conflict with, or constitute a breach or default under, its charter of organization, or any contract or other instrument to which it is a party.

6. Limitation of Liability

Neither EdCIL India Limited nor the bidder shall be liable to the other for any special, indirect, incidental, consequential (including loss of revenue, data and/or profit), exemplary or punitive damages, whether in contract, tort or other theories of law, even if the Party has been advised of the possibility of such damages. The total cumulative liability of either party under this Agreement shall not exceed the value of the contract. The limitation on any Party's liability herein shall not apply to liability for damages, resulting from (i) the willful misconduct; (ii) breach of the use terms in respect of use of bidder Application System; and (iii) breach of confidentiality obligations.

7. Confidential Information

Each Party (the "Receiving Party") acknowledges and agrees to maintain the confidentiality of Confidential Information (as hereafter defined) provided by the other Party (the "Disclosing Party") hereunder. The Receiving Party shall not disclose or disseminate the Disclosing Party's Confidential Information to any person other than those employees, agents, contractors, subcontractors and licensees of the Receiving Party, or its affiliates, who have a need to know it in order to assist the Receiving Party in performing its obligations, or to permit the Receiving Party to exercise its rights under this Agreement. In addition, the Receiving Party (i) shall take all such steps to prevent unauthorized access to the Disclosing Party's Confidential Information, as it takes to protect its own confidential or proprietary information of a similar nature, which steps shall in no event be less than a reasonable standard of care, (ii) shall not use the Disclosing Party's Confidential Information, or authorize other persons or entities to use the Disclosing Party's Confidential Information, for any purposes other than in connection with performing its obligations or exercising its rights hereunder, and (iii) shall require all persons and entities who are provided access to the Disclosing Party's Confidential Information, to execute confidentiality or non-disclosure agreements containing provisions substantially similar to those set forth in this

Clause. The provisions of this Clause respecting Confidential Information shall not apply to the extent, but only to the extent, that such Confidential Information is: (a) already known to the Receiving Party free of any restriction at the time it is obtained from the Disclosing Party, (b) subsequently learned from an independent third party free of any restriction and without breach of this provision; (c) is or becomes publicly available through no wrongful act of the Receiving Party or any third party; (d) is independently developed by the Receiving Party without reference to or use of any Confidential Information of the Disclosing Party; or (e) is required to be disclosed pursuant to an applicable law, rule, regulation, government requirement or court order, or the rules of any stock exchange. Upon the Disclosing Party's written request at any time, or following the completion or termination of this Agreement, the Receiving Party shall promptly return to the Disclosing Party, or destroy, all Confidential Information of the Disclosing Party provided under or in connection with this Agreement, including all copies, portions and summaries thereof.

8. Force Majeure

The selected Bidder should not be liable for forfeiture of its performance security, liquidated damages or termination for default, if and to the extent that, its delays in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure.

- I. For purposes of this Clause, "Force Majeure" means an event beyond the control of the bidder and not involving the bidder's fault or negligence and not foreseeable. Such events shall include, but are not limited to, acts of the EdCIL either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.
- II. If a Force Majeure situation arises, the bidder should promptly notify the EdCIL in writing of such conditions and the cause thereof. Unless otherwise directed by the EdCIL in writing, the Supplier shall continue to perform its obligations under the Contract as far as is reasonably practical, and should seek all reasonable alternative means for performance not prevented by the Force Majeure event.

9. Prices

- I. The price should be quoted in per unit (with breakup) and must include all packing and delivery charges. The offer/bid should be inclusive of taxes and duties, which will be paid as applicable. However, the percentage of taxes and duties should be clearly indicated. The inter se merit position of the bids however shall be decided based on the composite price of the product including taxes, transportation, Warranty with all other incidental expenses indicated.
- II. The prices must be quoted in the Performa given in Financial Bid failing which the Bid would be treated as unresponsive. Any discount or any other offers affecting the package price must be mentioned in Financial Bid only. Discount or any other offers affecting the Package price mentioned at any other place of the bid other than Financial Bid will not be considered.

- III. The price quoted should be inclusive of 3 years on site comprehensive warranty including basic training and demonstration to the end client.

10. Notices

For the purpose of all notices, the following should be the address :

Chief General Manager (DES)
EdCIL (India) Limited,
18 A, Sector-16A,
Noida-201301, Uttar Pradesh
Tel: 91-120-2512001 to 2512006

Supplier: (To be filled in by the supplier)

- Any notice given by one party to the other pursuant to this contract/order should be sent to the other party in writing or e-mail and confirmed in writing from the other party's address.
- A notice should be effective when delivered or on the notice's effective date, whichever is later.

11. Supplier Integrity

The selected bidder is responsible for and obliged to conduct all contracted activities in accordance with the Contract using state of the art methods and economic principles and exercising all means available to achieve the performance specified in the contract.

12. Governing Language

The contract should be written in English language. English language version of the Contract should govern its interpretation. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, should be written in the same language.

13. Applicable Law

The Contract should be interpreted in accordance with the laws of the Union of India and all disputes should be subject to place of jurisdiction. The place of jurisdiction would be New Delhi, India.

14. Right to Use Defective Goods

- I. If after delivery, acceptance and installation and within the guarantee and warranty period, the operation or use of the goods proves to be unsatisfactory, EdCIL should have the right to continue to operate or use such goods until

rectifications of defects, errors or omissions by repair or by partial or complete replacement is made without interfering with the EdCIL's operation.

- II. Replacement of Goods broken, damaged or short: In the event of any material or part thereof found broken or damaged or received short during transit or during installation or Commissioning or testing at site, before commissioning in service the suppliers should replace the same free of cost. However, EdCIL may recover amount equivalent to the cost of such damaged / broken / short supplied materials and will repay when actual replacement is given.
- III. Substitution and Wrong Supplies: Unauthorized substitution or materials delivered in error of wrong description or quality or supplied in excess quantity or rejected goods should be returned to the supplier at their own cost and risk.

15. Taxes

Selected Bidder should be entirely responsible for all taxes, duties, road permits, etc., incurred until delivery of the contracted Goods/Services. EdCIL shall only make payment towards the GST Charged in the invoice other than that no other taxes/ duties/ Charges will be paid.

16. Defective Equipment

- I. If any of the equipment supplied by the Bidder is found to be substandard, refurbished, un-merchantable or not in accordance with the description/specification or otherwise faulty, the committee will have the right to reject the equipment or its part. The prices of such equipment should be refunded by the Bidder with 18% interest if payments for such equipment have already been made.
- II. All damaged or unapproved goods should be returned at suppliers' cost and risk and the incidental expenses incurred thereon should be recovered from the supplier. Defective part in equipment, if found before installation and/or during warranty period, should be replaced on receipt of the intimation from EdCIL/end client at the cost and risk of supplier including all other charges. In case supplier fails to replace above item as per above terms & conditions, EdCIL (INDIA) LTD may consider "Banning" the supplier.

17. Termination for Default

The EdCIL should, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Supplier, terminate the Contract in whole or part:

- I. If the Supplier fails to complete the work within the period(s) specified in the order, or within any extension thereof granted by the EdCIL; or
- II. If the Supplier fails to perform any other obligation(s) under the Contract.
- III. If the Supplier, in the judgment of the EdCIL has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

IV. For the purpose of this Clause:

- **“Corrupt practice”** means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the procurement process or in contract execution.
- **“Fraudulent practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the Borrower, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the Borrower of the benefits of free and open competition;”
- In the event the EdCIL terminates the Contract in whole or in part, the EdCIL should procure, upon such terms and in such manner, as it deems appropriate, Goods or Services similar to those undelivered, and the Supplier should be liable to the EdCIL for any total risk & costs for such similar Goods or Services. However, the Supplier should continue the performance of the Contract to the extent not terminated.

V. In case supplier fails to submit PBG within stipulated time, EdCIL reserves the right to terminate the contract without any further notice

18. Tender Conditions with Implementation of Insolvency and Bankruptcy Code, 2016 (IBC)

- I. It will be the responsibility of the bidder to inform EdCIL within 15 days from the date of order of insolvency resolution process or liquidation or bankruptcy proceeding passed by the Adjudicating Authority namely, National Company Law Tribunal (NCLT) or Debt Recovery Tribunal (DRT) under the Code.
- II. If bidder refuses or fails to share the information regarding their status of insolvency resolution process or liquidation or bankruptcy proceeding in their bid or at any later stage, their offer is liable to be rejected by EdCIL.
- III. EdCIL reserves the right to cancel/terminate the contract without any liability on the part of EdCIL immediately on the commencement of insolvency resolution process or liquidation or bankruptcy proceeding of any party under the contract.
- IV. EdCIL reserves its right to evaluate and finalise the bid without considering the bid of any party undergoing insolvency resolution process or liquidation or bankruptcy proceeding under the Code regardless of the stage of tendering.
- V. A declaration / undertaking shall be submitted by the bidder in the Format (as per ANNEXURE-XVII) along with techno commercial bid.

19. Guide lines for Evaluation & Short closure:

- I. After opening of price bid but before award, if a bidder(s) is(are) rejected due to initiation of insolvency resolution process or liquidation or bankruptcy proceeding under Insolvency and Bankruptcy Code, 2016 (Code), tender will be finalized ignoring such bid(s).
- II. During execution of contract, if insolvency resolution process or liquidation or bankruptcy proceeding under Insolvency and Bankruptcy Code, 2016 (Code) is initiated against a contractor and EdCIL shall have the right to short close the contract.

20. Award of Contract

- I. EdCIL reserves the right to accept or reject any proposal and to annul the bidding process and reject all proposals at any time prior to award of contract, without thereby incurring any liability to the Bidders. In case of annulment, all proposals submitted and specifically, proposal securities shall be promptly returned to the Bidder.
- II. EdCIL has the right to review at any time prior to award of contract that the pre-qualification criteria, are still being met by the Bidder whose offer has been determined as first rank. A proposal shall be rejected if the eligibility criteria, are no longer met by the Bidder whose offer has been determined as first rank.

21. User List

Brochure detailing technical specifications and performance, list of industrial and educational establishments where the items have been supplied must be provided.

22. Product Life

The Models offered should strictly conform to the specifications given in the product literature and these models should be supported for a minimum period of 3 years including warranty period. The Models proposed/ marked for withdrawal from the market and the models under quality testing should not be offered.

In addition to the above, if any additional/ enhanced configuration is suggested in view of technological changes, it may be furnished as optional feature with/without cost duly explaining the additional utility of the offered model in both the technical offer document as well as Commercial Offer document. However, the basic quote should be confined only to the configuration/ model offered for.

23. Acknowledgement

It is hereby acknowledged that we have gone through all the conditions mentioned above and we agree to abide by them.

24. Price Information

Price information shall not be there in Technical Bid.

25. Rates in Figures and Words

Rates Quoted by the Bidder in tender in figures and words shall be accurately filled in so that there is no discrepancy in the rates written in figures and words. However, if a discrepancy is found, the rates which correspond with the amount worked out by the contractor shall unless otherwise proved be taken as correct. If the amount of an item is not worked out by the contractor or it does not correspond with the rates written either in figures or in words then the rates quoted by the contractor in words shall be taken as correct. Where the rates quoted by the bidder in figures and in words tally but the amount is not worked out correctly, the rates quoted by the Bidder will unless otherwise proved be taken as correct and not the amount. In event no rate has been quoted for any item(s), leaving space both in figure(s), word(s) and amount blank, it will be presumed that the Bidder has included the cost of this/these item(s) in other items and rate for such item(s) will be considered as zero and work will be required to be executed accordingly.

In the case of any tender where unit rate appear unrealistic, such tender will be considered as unbalanced and in case the tender is unable to provide satisfactory explanation such a tender is liable to be disqualified and rejected.

26. Fall Clause

The Bidder undertakes that the rates quoted by him in the financial bid for each item is not higher than the rate offered by him for similar work to any other PSU/ AB/ Govt department. In case, if the price charged by bidder is more, EdCIL will have the right to recover the excess charged amount from the subsequent/unpaid bill of the supplier, provided all condition of the work including time, scope, logistics, specifications and country are same.

27. Termination for Convenience

EdCIL reserves the right to terminate the contract at any time without assigning any reason thereof.

ANNEXURE-I

Technical Compliance Sheet

I have also enclosed all relevant documents in support of my claims, (as above) in the following pages.

Signature of Bidder Name: _____

Designation: _____

Organization Name: _____

Contact No.: _____

Seal of the Company: _____

ANNEXURE-II**<< Organization Letter Head >>
DECLARATION SHEET**

We, _____ hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

We further certified that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, we will support on regular basis with technology / product updates and extend support for the warranty.

We, further specifically certify that our organization has not been Black Listed/ De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last four years.	NAME & ADDRESS of the VENDOR/ MANUFACTURER/ AGENT
1 Phone	
2 Fax	
3 E-mail	
4 Contact Person Name	
5 Mobile Number	
6 TIN Number	
7 PAN Number	
(In case of on-line payment of EMD)	
8. UTR No. (For EMD)	
9. Kindly provide bank details of the bidder in the following format:	
a) Name of the Bank	
b) Account Number	
c) Kindly attach scanned copy of one Cheque book page to enable us to return the EMD to unsuccessful bidder	

(Signature of the Tenderer)

Name: _____

Seal of the Company

ANNEXURE-III

Letter of undertaking

(ON THE LETTER HEAD OF THE BIDDER)

To
Chief General Manager (DES)
EdCIL (India) Limited (EdCIL)
EdCIL House, 18 A, Sector-16 A,
NOIDA – 201301 (U.P.)

Sir,

SUBJECT- Selection of service provider for “establishment of platform for language learning lab”
across different states in India.

This bears reference to EdCIL Bid No. **EdCIL/DES/LL/2026/006** dated We, hereby, accept all the terms and conditions for submitting bid as mentioned in this Bid Document.

We hereby certify that no terms and conditions have been stipulated by us in the Financial Bid.

We warrant that the services do not violate or infringe upon any patent, copyright, trade secret or other property right of any other person or other entity. We agree that we shall not prevent EdCIL from any claim or demand, action or proceeding, directly or indirectly resulting from or arising out of any breach or alleged breach of any of the terms & conditions of bid document and contract.

The above document is executed on at (place) _____ and we accept that if anything out of the information provided by us is found wrong, our bid/ work order shall be liable for rejection.

Thanking you,

Yours faithfully,

Name of the Bidder _____
Authorized Signatory _____
Seal of the Organization _____

Date:

Place:

ANNEXURE-IVUNDERTAKING OF NON BLACKLISTING

This is to confirm that we M/s _____ (give full address) or any of our affiliated companies or subsidiaries have not been declared neither **failed to perform on any Agreement, nor have been expelled from any project or Agreement nor any Agreement terminated** for breach by the us (Agency) in any of the government department and public sector undertaking /enterprise or by any other Government Client in India, in last five year before release of advertisement.

"We confirm herewith that our company is not blacklisted, debarred or prosecuted by any central Government or state Government department/Government Organization/PSU for corrupt, fraudulent or any other unethical business practices. We do not have any litigation pending with any of the Govt. Organizations."

If the above information found false at any stage after the placement of Work Order / Agreement, EdCIL (India) Limited (EdCIL), 18-A, Sector 16-A, Noida will have full right to cancel the Contact and forfeit the Performance Guarantee. All the direct and indirect cost related to the cancellation of the order will be borne by us besides any legal action by EdCIL which shall be deemed fit at that point of time.

Authorized Signatory

Note: *The undertaking regarding the non-blacklisting of firm is to be submitted on a non-judicial stamp paper of Rs. 100/- (Rupees Hundred only).*

ANNEXURE-V**Financial Statement**

Sl. No.	Financial Year	Annual Turnover	Net Worth	Profit/Loss
1.	2022-23			
2.	2023-24			
3.	2024-25			
Total				
Average of FY 2022-23, 2023-24 and 2024-25				

Note: Certificate from Statutory Auditor/ Chartered Accountant certifying balance sheet for all three FY years to be attached.

Signature with Seal of the Chartered Accountant

Signature with Seal of the Bidder

ANNEXURE-VI**List of Orders**

Bid No.:

Date:

Name of the Firm:

S.No	Name of Client	Name of the Project and brief description	Value (Excl. Tax)	Date of award	Date of Completion	Current Status and duration of maintenance period for ongoing project	Name of Contact Person and other details
1.							
2.							
3.							
4.							

Signature of Bidder

(Signature with seal)

Name: _____

Designation: _____

Organization Name: _____

Contact No. : _____

ANNEXURE-VII

Power of Attorney

Know all men by these presents, we..... (name of firm and address of the registered office) do hereby constitute, nominate

appoint and authorize Mr./Ms..... son/daughter/wife of and presently residing at....., who is presently employed with /retained by us and holding position of.....as our true and lawful attorney

(hereinafter referred to as the “Authorized Representative”) to do in our name and on our behalf, all such acts, deeds and things are as necessary or required in connection with or incidental to submission of our proposal for and selection as the <project title> for the <name of the client>.....project, proposed to be developed by the

..... (the “client”) including but not limited to signing and submission of all applications, proposals and other documents and writings, participating in pre bid and other conferences and providing information /responses to the client, representing us in all matters before the Client, signing and execution of all contracts and undertakings consequent to acceptance of our proposal and generally dealing with the client in all matter in connection with or relating to or arising out of our Proposal for the said project /or upon award thereof to us till the entering into of the Agreement with the client.

AND, we do hereby agree to ratify and confirm all acts, deeds and things lawful done or caused to be done by our said Authorized Representative pursuant to and in exercise of the powers conferred by this power and Attorney and that all acts, and things done by our said Authorized Representative in exercise of the powers hereby conferred shall and shall always be deemed to have been done by us.

[IN WITNESS WHEREOF WE.....THE ABOVE-NAMED PRINCIPAL HAVE EXECUTED THIS POWER OF ATTORNEY ON

THIS DAY OF 2026.

For (Name and registered address of client)

(Signature, name, designation, and address)

Witness:

1. (Signature, name and address)
2. (Signature, name and address)

Notarized

Accepted

.....

(Signature, name, designation, and address of the attorney)

Notes:

1. The mode of the execution of the power of Attorney shall be in accordance with the procedure, if any, laid down by the applicable law and the charter documents of the executants (s) and when it is so required the same should be under seal affixed in accordance with the required procedure.
2. Wherever required, the applicant should submit for verification the extract of the charter documents and other documents such as a resolution/Power of Attorney in favor of the person executing this Power of Attorney for delegation of power hereunder on behalf of the applicant.
3. For a Power of Attorney executed and issued overseas, the document will also have to be legalized by the Indian Embassy and notarized in the jurisdiction where the Power and Attorney is being issued. However, the Power of Attorney provided by the applicants from countries that have signed The Hague Legislation Convention, 1961 are not required to be legalized by the Indian Embassy it is carries a conforming Apostle certificate.

ANNEXURE-VIII**LETTER OF BID SUBMISSION**

To
 Chief General Manager (DES),
 EdCIL (India) Limited,
 EdCIL House, 18A, Sector- 16A,
 NOIDA- 201 301 (U.P)

SUBJECT: Selection of service provider for “establishment of platform for language learning lab” across different states in India.

-Submission of Bid -

Sir,

Having examined the details given in Press Notice, Notice Inviting Bid & Bid Document for the above work, I/we hereby submit the relevant information.

1. I/We hereby certify that all the statements made and information supplied in the enclosed form _____ and accompanying statements are true and correct.
2. I / we certify that we have not changed/alterd any word/sentence or any figure in number/s or words appearing the original tender document uploaded by EdCIL on the designated web page for e-tendering. In case, if a fraudulent activity is found at any stage between tender submission to final closure of the tender/contract, our candidature/bid/contract shall be immediately cancelled and EMD/Performance security/ security deposit along with the due amount towards the work executed or advance shall be forfeited. EdCIL will not entertain any claim or entertain any reason for this intentional act. EdCIL may go for the legal action against the bidder for recovering any one or all damages caused to EdCIL or its client on this account.
3. I/We have furnished all information and details necessary for eligibility and have no further pertinent information to supply.
4. I/We submit the requisite **certified solvency certificate** and authorize the EdCIL to approach the Bank issuing the solvency certificate to confirm the correctness thereof. I/We also authorize EdCIL to approach individuals, employers, firms and corporation to verify our competency and general reputation.
5. I/We submit the following **certificates** in support of our suitability, technical knowledge and capability for having successfully completed the following works:

S.No.	Name of Work	Certificate From

6. Earnest Money Deposit amounting to Rs. 80,000 in the form of DD/Pay Order No. -----
 - dated ----- issued by ----- Bank is submitted.

7. Demand Draft of Rs. (NIL)/- towards Bid document cost.: If applicable

Enclosures:

Date of Submission :

ANNEXURE-IX**Bank Guarantee towards Bid Security (EMD)**

Bank Guarantee No. _____

To,
Chief General Manager (DES)
EdCIL (India) Limited
EdCIL House, 18 A,
Sector-16 A NOIDA – 201301 (U.P.), India

Whereas (here in after called "the Bidder") has submitted its Bid dated(Date) in response to the RFP No:..... for selection of service provider for “establishment of platform for language learning lab” across different states in India (here in after called "the Bid") KNOW ALL MEN by these presents that We having our registered office at..... (hereinafter called the "Bank") are bound onto EdCIL India Limited, Noida (hereinafter called "EdCIL") in the sum of for which payment well and truly to be made to the said EdCIL itself, its successors and assignees by these presents.

The conditions of these obligations are:

1. If the Bidder withdraws its Bid during the period of Bid validity or
2. If the Bidder, having been notified of the acceptance of its Bid by EdCIL

during the period of Bid validity:

1. fails or refuses to execute the Agreement form if required; or
2. fails or refuses to furnish the performance security, in accordance with the Bid requirement

We undertake to pay EdCIL up to the above amount upon receipt of its first written demand, without EdCIL having to substantiate its demand, provided that in its demand EdCIL will note that the amount claimed by it is due to it, owing to the occurrence of one or both of the two conditions, specifying the occurred condition or conditions.

This guarantee will remain in force up to (Date) and any demand in respect thereof should reach the Bank not later than the above date.

Dated: the Day of for

(indicate the name of bank)

Signature of Banks Authorized official

Witness (Name)_____ Designation with Code No. -----

1. Full Address-----

Annexure-X

Name of the Bank: _____

To

Chief General Manager (DES)
EdCIL (India) Limited
EdCIL House, 18 A, Sector-16 A
NOIDA – 201301 (U.P.)

PERFORMANCE BANK GUARANTEE FORMAT

In consideration of the Chief General Manager EdCIL acting through _____ (Designation & address of Contract Signing Authority), (hereinafter called “The EdCIL (India) Ltd”) having agreed under the terms and conditions of agreement/ Contract Acceptance letter No. _____

Dt : _____ Made between _____ (Designation & address of contract signing Authority) and _____ (here in after called “the said Agency” for the work _____ (here in after called “the said agreement”) having agreed for submission of a irrevocable Bank Guarantee Bond for ₹ _____ (₹ _____ only) as a performance security Guarantee from the Agency for compliance of his obligations in accordance with the terms & conditions in the said agreement.

1. We _____ (Indicate the name of the Bank) hereinafter referred to as the Bank, undertake to pay to the EdCIL (India) Ltd an amount not exceeding ₹ _____ (₹ _____ only) on demand by the EdCIL (India) Ltd.
2. We _____ (Indicate the name of the bank, further agree that (and promise) to pay the amounts due and payable under this guarantee without any demur merely on a demand from the EdCIL (India) Ltd through the CGM(DES), EdCIL (India) Ltd, Noida or _____ (Designation & Address of contract signing authority), stating that the amount claimed is due by way of loss or damage caused to or would be caused or suffered by the EdCIL (India) Ltd by reason of any breach by the said Agency of any of the terms of conditions contained in the said agreement or by reason of the Agency failure to perform the said agreement. Any such demand made on the Bank shall be conclusive as regards the amount due and payable by the Bank under this guarantee. However, our liability under this guarantee shall be restricted to an amount not exceeding ₹ _____ (₹ _____ Only).
3. (A) We _____ (indicate the name of Bank) further undertake to pay to the EdCIL (India) Ltd any money so demanded notwithstanding any dispute or dispute raised by the Agency

in any suite or proceeding pending before any court or Tribunal relating to liability under this present being absolute and unequivocal.

(B) The payment so made by us under this Performance Guarantee shall be a valid discharge of our liability for payment there under and the Agency shall have no claim against us for making such payment.

4. We _____ (Indicate the name of bank) to further agree that the guarantee herein contained shall remain in full force and effect during the period that would be taken for the performance of the said agreement and that it shall continue to be enforceable till all the dues of the EdCIL (India) Ltd under or by virtue of the said agreement have been fully paid and its claims satisfied or discharged by _____

(Designation & Address of contract signing authority) on behalf of the EdCIL (India) Ltd, certify that the terms and conditions of the said agreement have been fully and properly carried out by the said Agency and accordingly discharges this guarantee.

- 5 (a) Notwithstanding anything to the contrary contained herein the liability of the bank under this guarantee will remain in force and effect until such time as this guarantee is discharged in writing by the EdCIL (India) Ltd or until (date of validity/ extended validity) whichever is earlier and no claim shall be valid under this guarantee unless notice in writing thereof is given by the EdCIL (India) Ltd within validity/ extended period of validity of guarantee from the date aforesaid.
- (b) Provided always that we _____ (indicate the name of the Bank) unconditionally undertakes to renew this guarantee or to extend the period of guarantee form year to year before the expiry of the period or the extended period of the guarantee, as the case shall be on being called upon to do so by the EdCIL (India) Ltd. If the guarantee is not renewed or the period extended on demand, we _____ (indicate the name of the Bank) shall pay the EdCIL (India) Ltd the full amount of guarantee on demand and without demur.
6. We _____ (indicate the name of Bank) further agree with the EdCIL (India) Ltd that the EdCIL (India) Ltd shall have the fullest liberty without our consent and without effecting in any manner out of obligations hereunder to vary any of the terms and conditions of the said contract from time to time or to postpone for any time or from time to time any to the powers exercisable by the EdCIL (India) Ltd against the said Agency and to forbear or enforce any of the terms and conditions of the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said Agency for any bearance act or omission on the part of the EdCIL (India) Ltd or any indulgence by the EdCIL (India) Ltd to the said Agency for by any such matter or thing whatsoever under the law relating to sureties for the said reservation would relive us from the liability.

7. This guarantee will not be discharged by any change in the constitution of the Bank or the Agency.
8. We, _____ (indicate the name of the Bank) lastly undertake not to revoke this guarantee except with the previous consent of the EdCIL (India) Ltd in writing.
9. This guarantee shall be valid up to (Date of Completion plus 90 Days). Unless extended on demand by EdCIL (India) Ltd. Notwithstanding anything to the contrary contained hereinbefore, our liability under this guarantee is restricted to Rs..... (Rs.....only) unless a demand under this guarantee is made on us in writing on or before..... we shall be discharged from our liabilities under this guarantee thereafter.

Dated:	The	Day of	For
		(indicate the name of bank)	
		Signature of Banks Authorized official	
Witness		(Name)_____	
		Designation with Code No. -----	
1		Full Address-----	
2.			

ANNEXURE-XI**PROFORMA PRE CONTRACT INTEGRITY PACT****GENERAL**

This pre-bid pre-contract Agreement (hereinafter called the Integrity Pact) is made on ____ day of the month of 2026, between, on one hand, acting through Shri/Smt. _____, Designation, EdCIL (India) Limited (hereinafter called the “BUYER”/ “EdCIL” interchangeably, which expression shall mean and include, unless the context otherwise requires, his successors in office and assigns) of the First Part

AND

M/s _____ represented by Shri _____, Chief Executive Officer (hereinafter called the “BIDDER/Seller” which expression shall mean and include, unless the context otherwise requires, his successors and permitted assigns) of the Second Part.

WHEREAS the EdCIL proposes to procure services towards “establishment of platform for language learning lab” across different states in India”.

For its clients and BIDDER/Seller is willing to offer the said services and related items as referred to in the Bid document No. **EdCIL/DES/LL/2026/006** Dated 2026.

WHEREAS the BIDDER is a private company /public company / Government undertaking / partnership / registered expert agency, constituted in accordance with the relevant law in the matter and the EdCIL is a Public Sector Undertaking under Ministry of Human Resource Development performing its functions.

NOW, THEREFORE,

To avoid all forms of corruption by following a system that is fair, transparent and free from any influence / prejudiced dealings prior to, during and subsequent to the currency of the contract to be entered into with a view to:

Enabling the EdCIL to obtain the desired services as referred to in the Bid document No. **EdCIL/DES/LL/2026/006** dated2026 at a competitive price in conformity with the defined specifications by avoiding the high cost and the distortionary impact of corruption on public procurement and Enabling BIDDERS to abstain from bribing or indulging in any corrupt practice in order to secure the contract by providing assurance to them that their competitors will also abstain from bribing and other corrupt practices and the EdCIL will commit to prevent corruption, in any form, by its officials by following transparent procedures.

The parties hereto hereby agree to enter into this Integrity Pact and agree as follows:

1. Commitments of the EdCIL

- 1.1 The EdCIL undertakes that no official of the EdCIL, connected directly or indirectly with the contract, will demand, take a promise for or accept, directly or through intermediaries, any bribe, consideration, gift, reward, favor or any material or immaterial benefit or any other advantage from the BIDDER, either for themselves or for any person, organization or third party related to the contract in exchange for an advantage in the bidding process, bid evaluation, contracting or implementation process related to the contract.
- 1.2 The BUYER will, during the pre-contract stage, treat all BIDDERS alike, and will provide to all BIDDERS the same information and will not provide any such information to any particular BIDDER which could afford an advantage to that particular BIDDER in comparison to other BIDDERS.
- 1.3 All the officials of the EdCIL will report to the appropriate Government office any attempted or completed breaches of the above commitments as well as any substantial suspicion of such a breach.
2. In case any such preceding misconduct on the part of such official(s) is reported by the BIDDER to the EdCIL with full and verifiable facts and the same is prima facie found to be correct by the EdCIL, necessary disciplinary proceedings, or any other action as deemed fit, including criminal proceedings shall be initiated by the EdCIL and such a person shall be debarred from further dealings related to the contract process. In such a case while an enquiry is being conducted by the EdCIL the proceedings under the contract would not be stalled.
3. **Commitments of Bidders**

The BIDDER commits itself to take all measures necessary to prevent corrupt practices, unfair means and illegal activities during any stage of its bid or during any pre-contract or post-contract stage in order to secure the contract or in furtherance to secure it and in particular commit itself to the following:

- 3.1 The BIDDER will not offer, directly or through intermediaries, any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the EdCIL, connected directly or indirectly with the bidding process, or to any person, organization or third party related to the contract in exchange for any advantage in the bidding, evaluation, contracting and implementation of the contract.
- 3.2 The BIDDER further undertakes that it has not given, offered or promised to give, directly or indirectly any bribe, gift, consideration, reward, favour, any material or immaterial benefit or other advantage, commission, fees, brokerage or inducement to any official of the EdCIL or otherwise in procuring the Contract or forbearing to do or having done any act in relation to the obtaining or execution of the contract or any other contract with the Government for showing or forbearing to show favour or disfavor to any person in relation to the contract or any other contract with the Government.

- 3.3 Bidders shall disclose the name and address of agents and representatives and Indian BIDDERS shall disclose their foreign principals or associates.
- 3.4 BIDDERS shall disclose the payments to be made by them to agents/brokers or any other intermediary, in connection with this bid/contract.
- 3.5 The BIDDER further confirms and declares to the EdCIL that the BIDDER is the original manufacturer/integrator/authorized government sponsored export entity and has not engaged any individual or firm or company whether Indian or foreign to intercede, facilitate or in any way to recommend to the EdCIL or any of its functionaries, whether officially or unofficially to the award to the contract to the BIDDER, nor has any amount been paid, promised or intended to be paid to any such individual, firm or company in respect of any such intercession, facilitation or recommendation, as the case shall be for satisfactory performance of the proposed terms of Bidder.
- 3.6 The BIDDER, either while presenting the bid or during pre-contract negotiations or before signing the contract, shall disclose any payments he has made, is committed to or intends to make to officials of the EdCIL or their family members, agents, brokers or any other intermediaries in connection with the contract and the details of services agreed upon for such payments.
- 3.7 The BIDDER will not collude with other parties interested in the contract to impair the transparency, fairness and progress of the bidding process, bid evaluation, contracting and implementation of the contract.
- 3.8 The BIDDER will not accept any advantage in exchange for any corrupt practice, unfair means and illegal activities.
- 3.9 The BIDDER shall not use improperly, for purposes of competition or personal gain, or pass on to others, any information provided by the EdCIL as part of the business relationship, regarding plans, technical proposals and business details, including information contained in any electronic data carrier. The BIDDER also undertakes to exercise due and adequate care lest any such information is divulged.
- 3.10 The BIDDER commits to refrain from giving any complaint directly or through any other manner without supporting it with full and verifiable facts.
- 3.11 The BIDDER shall not instigate or cause to instigate any third person to commit any of the actions mentioned above.
- 3.12 If the BIDDER or any employee of the BIDDER or any person acting on behalf of the BIDDER, either directly or indirectly, is a relative of any of the officers of the EdCIL, or alternatively, if any relative of an officer of the EdCIL has financial interest / stake in the BIDDER's firm, the same shall be disclosed by the BIDDER at the time of filing of Bid.

3.13 The BIDDER shall not lend to or borrow any money from or enter into any monetary dealings or transactions, directly or indirectly, with any employee of the EdCIL.

4. **PREVIOUS TRANSGRESSION**

4.1 The BIDDER declares that no previous transgression occurred in the last three years immediately before signing of this integrity pact, with any other company in any country in respect of any corrupt practices envisaged hereunder or with any Public Sector Enterprise in India or any Government Department in India that could justify BIDDER's exclusion from the bid process.

4.2 The BIDDER agrees that if it makes incorrect statement on this subject. BIDDER can be disqualified from the Bid process or the contract, if already awarded, can be terminated for such reason.

5. **EARNEST MONEY DEPOSIT**

5.1 While submitting Technical bid, the BIDDER shall deposit an amount of Rs. 80,000 as Earnest Money with the EdCIL through Account Payee Bank Demand Draft/ BG in favor of EdCIL (India) Limited. The list of bank from where the EMD is acceptable is placed at Annexure-XIV.

5.2 The instrument for Security Deposit made shall be valid up to the specified period and the bidder shall be liable to keep the said instrument valid for such extended period as the case shall be for satisfactory performance of the terms of Bidder above referred till the complete conclusion of the contractual obligations to the complete satisfaction of both the BIDDER and the EdCIL, including O&M period, whichever is later.

5.3 In case of the successful BIDDER a clause would also be incorporated in the Article pertaining of Performance Bond in the corresponding Contract governing such agreement that the provisions of Sanctions for Violation shall be applicable for encashment of Performance Bank Guarantee deposited towards forfeiture of said amount in case of a decision by the EdCIL to forfeit the same without assigning any reason for imposing such sanction.

5.4 No interest shall be payable by the EdCIL to the BIDDER on Earnest Money Deposit for the period of its currency.

6. **SANCTIONS FOR VIOLATIONS**

7.1 Any breach of the aforesaid provisions by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER) shall entitle the EdCIL to take all or any one of the following actions, wherever required:

- i. To immediately call off the pre-contract negotiations without assigning any reason or giving any compensation to the BIDDER. However, the proceedings with the other BIDDER(s) would continue.
 - ii. The Earnest Money Deposit (in pre-contract stage) and/or Security Deposit / Performance Bond (Bank Guarantee) (after the contract is signed) shall stand forfeited either fully or partially, as decided by the EdCIL and the BUYER (EdCIL) shall not be required to assign any reason therefore.
 - iii. To immediately cancel the contract, if already signed, without giving any compensation to the BIDDER.
 - iv. To recover all sums already paid by the EdCIL, and in case of an Indian BIDDER with interest thereon at 2% higher than the prevailing Prime Lending Rate of State Bank of India, while in case of a BIDDER from a country other than India with interest thereon at 2% higher than the LIBOR as the case shall be. If any outstanding payment is due to the BIDDER from the EdCIL in connection with any other contract for any other stores or on any account whatsoever and by whatsoever name called, such outstanding payment could also be utilized to recover the aforesaid sum and interest thereto.
 - v. To encash the advance bank guarantee and performance bond/warranty bond, if furnished by the BIDDER, in order to recover the payments, already made by the EdCIL, along with interest.
 - vi. To cancel all or any other Contracts with the BIDDER. The BIDDER shall be liable to pay compensation for any loss or damage to the EdCIL resulting from such cancellation/rescission and the EdCIL shall be entitled to deduct the amount so payable from the money(s) due to the BIDDER.
 - vii. To debar the BIDDER from participating in future bidding processes of the Government of India for a minimum period of five years, which shall be further extended at the discretion of the EdCIL.
 - viii. To recover all sums paid in violation of this Pact by BIDDER(s) to any middleman or agent or broker with a view to securing the contract.
 - ix. In cases where irrevocable Letters of Credit have been received in respect of any contract signed by the EdCIL with the BIDDER, the same shall not be opened.
 - x. Forfeiture by way of encashment of Performance Bond in case of a decision by the EdCIL to forfeit the same without assigning any reason for imposing sanction for violation of this Pact.
- 6.2 The EdCIL will be entitled to take all or any of the actions mentioned at Para 6.1(i) to (x) of this Pact also on the Commission by the BIDDER or any one employed by it or acting on its behalf (whether with or without the knowledge of the BIDDER), of any offence as defined in Chapter IX of the Indian Penal code, 1860 or Prevention of Corruption Act, 1988 or any other statute enacted for prevention of corruption.
- 6.3 The decision of the EdCIL to the effect that a breach of the provisions of this Pact has been committed by the BIDDER shall be final and conclusive on the BIDDER. However, an Independent Monitor(s) shall be appointed by EdCIL, in case of breach of the provisions of the pact.

7. INDEPENDENT MONITORS

- 1.1 An Independent monitor (s) shall be appointed by EdCIL, in case of breach of the provisions of the pact.
- 1.2 The task of the Monitors shall be to review independently and objectively, whether and to what extent the parties comply with the obligations under this Pact.
- 1.3 The Monitors shall not be subject to instructions by the representatives of the parties and perform their functions neutrally and independently.
- 1.4 Both the parties accept that the Monitors have the right to access all the documents relating to the project / procurement, including minutes of meetings.
- 1.5 As soon as the Monitor notices, or has reason to believe, a violation of this Pact, he will so inform the Authority designated by the EdCIL.
- 1.6 The BIDDER(s) accept that the Monitor has the right to access without restriction to all Project documentation of the EdCIL including that provided by the BIDDER. The BIDDER will also grant the Monitor, upon his request and demonstration of a valid interest, unrestricted and unconditional access to his project documentation. The same is applicable to Sub-bidders. The Monitor shall be under contractual obligation to treat the information and documents of the BIDDER/Sub-bidder(s) with confidentiality.
- 1.7 The EdCIL will provide to the Monitor sufficient information about all meetings among the parties related to the Project provided such meetings could have an impact on the contractual relations between the parties. The parties will offer to the Monitor the option to participate in such meetings.
- 1.8 The Monitor will submit a written report to the designated Authority of BUYER/Secretary in the Department/within 8 to 10 weeks from the date of reference or intimation to him by the EdCIL / BIDDER and, shall the occasion arise, submit proposals for correcting problematic situations.

2. FACILITATION OF INVESTIGATION

In case of any allegation of violation of any provisions of this Pact or payment of commission, the EdCIL or its agencies shall be entitled to examine all the documents including the Books of Accounts of the BIDDER and the BIDDER shall provide necessary information and documents in English and shall extend all possible help for the purpose of such examination.

3. LAW AND PLACE OF JURISDICTION

This Pact is subject to Indian Law. The place of performance and jurisdiction is the seat of the EdCIL. s

4. OTHER LEGAL ACTIONS

The actions stipulated in this Integrity Pact are without prejudice to any other legal action that shall follow in accordance with the provisions of the extant law in force relating to any civil or criminal proceedings.

5. VALIDITY

5.1 The validity of this Integrity Pact shall be governed by the terms of the Bid No. **EdCIL/DES/LL/2026/006** towards complete execution of the contract to the satisfaction of both the EdCIL and the BIDDER/Seller, including O&M period, whichever is later. In case BIDDER is unsuccessful, this Integrity Pact shall expire after six months from the date of the signing of the contract awarding the Bidder with successful bidder.

5.2 Shall one or several provisions of this Pact turn out to be invalid; the remainder of this Pact shall remain valid. In this case, the parties will strive to come to an agreement to their original intentions.

6. The parties hereby sign this Integrity Pact at _____ on _____.

EdCIL (India) Limited
Name of the Officer :
Designation:

BIDDER
CHIEF EXECUTIVE OFFICER

Witness:

Witness:

1. _____

2. _____

(The Pre-Contract Integrity Pact shall be modified based in line with the conditions of the Bid Documents)

Annexure-XII**Contract Form**

THIS AGREEMENT made the day of 2026 between EdCIL (Hereinafter called "the Purchaser") of the one part and (Name & address of Supplier) (Hereinafter called "the Supplier") of the other part:

WHEREAS the Purchase is desirous that certain Goods and ancillary services viz. (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the supply of those goods and services in the sum of (Contract Prize in words and Figures) (Hereinafter called "the Contract Price")

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

1. In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
2. The following documents shall be deemed to form and be read and constructed as part of this Agreement, viz.,
 - [a] The Price Schedule submitted by the Bidder;
 - [b] The Schedule of Requirements;
 - [c] The Terms & Conditions
 - [d] The EdCIL's Notification of Award/ Purchase Order
3. In consideration of the payments to be made by the EdCIL to the Supplier as hereinafter mentioned, the Supplier hereby covenants with the EdCIL to provide the goods and services and to remedy defects herein in conformity in all respects with the provisions of the Contract.
4. The EdCIL hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract prices or such other sum as shall become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.

Brief particulars of the goods and services, which shall be supplied/ provided by the Supplier, are as under:

S. No.	Brief Description of Goods & Services	Quantity to be supplied	Unit Price	Total Price	Delivery Terms
--------	---------------------------------------	-------------------------	------------	-------------	----------------

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS where of the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the
said (For the EdCIL)

in the presence of

Signed, Sealed and Delivered by the
said (For the Supplier)

in the presence of

Annexure-XIII

FORM – A
DELIVERY CERTIFICATE

The items mentioned as per details given below, have been physically verified by way of opening the cartons/packing and verifying the machine/ equipment supplied and model of the Equipment/Items. It is certified and acknowledged that the same have been received at this Institution in good condition.

Sl. No.	Address	School Name	Description of Equipment	Serial No of Device	Make	Model	Quantity
1							

Please make appropriate column, as per requirement.

The items as per details given below was/were received in damaged conditions and therefore are not acceptable. This damaged goods / equipment have been returned to the supplier and supplier is required to supply the new equipment in lieu of damaged one.

Details of the Goods/Equipment received in objectionable condition

Sl. No.	Addresses	School Name	Description of Equipment	Serial No of Device	Make	Model	Quantity
1							

Signature of School Representative

Name: _____

Designation: _____

Date: _____

Rubber Seal: _____

ANNEXURE-XIV**LIST OF AUTHORISED BANKS FOR BG**

Any Guarantee issued by PSU Bank (or) Private Bank operating in India must be operational and invocable in Noida only. For Guarantee to be operational in Noida the issuing bank must designate a specified Bank Branch in Noida.

Following banks are permissible for accepting Bank Guarantees:

I- SCHEDULED PUBLIC SECTOR BANKS

S.No.	Name of the Bank
1	Bank of Baroda
2	Bank of India
3	Bank of Maharashtra
4	Canara Bank
5	Central Bank of India
6	Indian Bank
7	Indian Overseas Bank
8	Punjab & Sind Bank
9	Punjab National Bank
10	State Bank of India
11	UCO Bank
12	Union Bank of India

II- SCHEDULED PRIVATE SECTOR BANKS

S.No.	Name of the Bank
1	HDFC Bank Ltd
2	ICICI Bank Ltd
3	Axis Bank Ltd
4	Kotak Mahindra Bank Ltd
5	Indusland Bank Ltd

Equipment Specification Compliance**COMPLIANCE STATEMENT FORM**

- a) Bidders shall respond to basic sections of this tender clause by clause/Clauses, using a compliance summary statement, the sample format of which is given below. This shall be in sequential order, the same as is given in this specification.

S.No	Detailed Specifications	Compliance (Yes/No)
1	55-inch Smart TV • Display Screen Size: 55 inches (138 cm / 139.7 cm diagonal) LED Display with IPS Backlight panel. • Resolution: 4K Ultra HD (3840 x 2160 pixels) • Display Processor: Processor with advanced Vision AI picture enhancement and upscaling. • High Dynamic Range (HDR): Supports HDR10+ and HLG (Hybrid Log-Gamma). • Refresh Rate: 50/60 Hz • Viewing Angles: 178 degrees • Audio Speaker Output: 30 Watts RMS Output, 2.0 Channel built-in speakers. • Audio Tech: Object Tracking Sound Lite, integration, and Adaptive Sound. • Operating System: OS with support for educational and mirroring applications. • Smart Mirroring: Mobile to TV mirroring, Wireless TV On, Sound Mirroring, and DLNA support. • Wireless Connectivity: Dual-Band Wi-Fi (2.4GHz & 5GHz, IEEE 802.11ac/b/g/n), Wi-Fi Direct, and Bluetooth v5.3. • Interfaces/Ports: 3 x HDMI ports (with eARC support on HDMI 1), 1 x USB-A port, 1 x Ethernet (LAN) port, 1 x RF In, and 1 x Digital Audio Out (Optical). • Security: built-in for network threat protection. • Power Supply: AC 220V - 240V ~ 50/60 Hz; Energy-saving sensors built-in. • Installation Accessories: Heavy-duty Wall Mount bracket and Table Stand included in the box. • Onsite Warranty: 3 Years Onsite Comprehensive OEM Warranty.	

2

Language Learning Software Application

- License Type: Perpetual, Offline-enabled local server-client license for 21 computers per TRI.
- Regional Language Capability: Supports targeted regional languages in their native script along with English: Santali in Ol Chiki Script, Marathi, Kannada, Tamil, Odia, and Hindi.
- Platform Compatibility: Fully compatible with Windows 10/11 Home and Professional OS.
- Offline Mode: Operates completely locally over the school's LAN without requiring internet connectivity after installation.
- System Architecture: Centrally monitored by the teacher's PC; pushes lessons, administers tests, and collects performance analytics locally.

S/No.	Module / Specification Criteria	Minimum Required Specification
A. ALPHABETS MODULE – OL CHIKI		
1	Letter Coverage	All 30 Ol Chiki letters included
2	Letter Display	Each letter displayed along with its name
3	Pronunciation Audio	Basic pronunciation audio available for every letter
4	Letter Practice	Interactive practice for identification and learning of Ol Chiki letters
5	Letter Recognition	Exercises for identifying and matching Ol Chiki letters
B. WORDS MODULE – VOCABULARY		
6	Word Listing	Category-wise word list
7	Word Categorization	Words organized into categories such as Animals, Birds, Fruits, Vegetables, Family, Body Parts, Colours, Numbers, Objects, Places, Nature, Food, etc.
8	Word Audio	Basic pronunciation audio for each word
9	Word Meaning	Hindi and English meaning/translation for each word
10	Word Search	Search facility to find words by keyword or category
C. SENTENCE MODULE		

11	Sentence Display	Basic sentence display screen
12	Sentence Categorization	Sentences organized by categories such as Greetings, Introduction, Classroom, Family, Daily Activities, Questions, Requests, Conversation, etc.
13	Sentence Audio	Audio playback available for each sentence
14	Translation Support	Hindi / English translation for every sentence
15	Sentence Completion	Fill-in-the-blank exercises for sentence learning
D. PRONUNCIATION & SPEAKING		
16	Pronunciation Practice	Student can listen to correct pronunciation and practice speaking
17	Repeat & Practice	Students can repeatedly listen and practice pronunciation
E. LISTENING MODULE		
18	Listening Practice	Audio-based listening
F. QUIZ & ASSESSMENT MODULE		
19	Quiz Format	MCQ (Multiple Choice Question) based quiz
20	Quiz Categories	Quizzes based on alphabets, vocabulary, sentences and language skills
21	Scoring	Score displayed after quiz completion
32	Answer Feedback	Correct / wrong feedback shown to the learner
23	Question Bank	Centralized question bank for assessments
24	Difficulty Levels	Basic, Intermediate and Advanced difficulty levels
25	Randomized Questions	Questions can be presented in randomized order
26	Performance Analysis	Student-wise assessment and performance analysis
G. STUDENT REGISTRATION & USER MANAGEMENT		

27	Student Registration	Registration of students with name, class, section, roll number and other basic details
28	Student Login	Secure individual student login
29	Student Profile	Individual profile containing learning and assessment information
30	Class & Section Mapping	Students mapped to respective class and section
31	Teacher Account	Separate teacher login and access
32	Administrator Account	Administrator-level access for complete system management
33	Role-Based Access	Different access privileges for Student, Teacher and Administrator
H. ADMINISTRATOR DASHBOARD		
34	Administrator Dashboard	Centralized dashboard for complete Language Lab administration
35	Student Statistics	Total registered, active and inactive student statistics
36	Usage Analytics	Number of users, sessions, lessons accessed and quizzes attempted
37	Lab Utilization	Monitoring of overall Language Lab usage
38	Content Statistics	Overview of available alphabets, words, sentences, audio and assessments
39	Performance Analytics	Overall student/class performance analytics
I. REPORTS & ANALYTICS		
40	Student Reports	Individual student learning and performance report
41	Class Reports	Consolidated class-wise performance report
42	Usage Reports	Language Lab utilization and student engagement reports
43	Assessment Reports	Quiz and assessment performance reports
44	Attendance Reports	Student and class-wise attendance reports
45	Export Reports	Reports downloadable/printable in PDF/Excel formats

J. WINDOWS DESKTOP & NETWORK		
46	Platform	Windows-based desktop application
47	Desktop Installation	Application installed locally on computers in the Language Laboratory
48	User Interface	User-friendly graphical interface suitable for students, teachers and administrators
49	Local Network Support	Application capable of operating across computers connected through the school's LAN
50	Centralized Database	Centralized storage of student, learning, assessment and usage data
51	Multi-User Support	Multiple students, teachers and administrators can use the system
52	Offline Learning	Core learning modules accessible without continuous internet connectivity, subject to deployment configuration
53	Data Security	Secure authentication and role-based access
54	Backup & Recovery	Facility for backup and recovery of application/database data
55	System Administration	Administrative controls for users, classes, content, assessments and settings
K. GENERAL LANGUAGE LAB FEATURES		
56	Audio-Visual Learning	Combination of text, images, audio and interactive exercises
57	Search Facility	Search across words, sentences and learning content
58	Individual Learning	Students can independently access assigned and available learning materials
59	Centralized Monitoring	Management can monitor overall Language Lab usage and performance
60	Language Skill Development	System supports development of listening, speaking and reading skills

	61	Performance-Based Learning	Learning activities and assessments linked with individual student performance	
	Onsite Support Warranty: 3 Years Onsite Comprehensive Support & Free Software Updates.			

- b) If no compliance is stated for a clause, the good will be assumed not to comply with that particular specification item, contract and standard commercial terms and Conditions
- c) For purpose of compliance verification, a document and page number cross-reference should be given (where applicable) in the reference column of the compliance summary statement.
- d) The supplier may include other relevant documentation by indicating a page number of document. It is mandatory to include detailed technical documentation, covering specification and quality performance of goods to be offered.
- e) Any clause marked with “comply” in the bidders’ compliance summary statement is binding on the successful bidder to supply goods that meet the requirements of that clause. This shall apply for the lifetime of any awarded contract.

Pre-Bid Query Format

Pre-bid queries should be submitted in .XLS format.

RFP Description				
RFP No.				
Organization				
Address				
Contact Person				
Contact No.				
Mail Id				
S.No.	Section No.	Page No.	Clause as per RFP	Clarification Sought

**PERFORMA FOR DECLARATION ON PROCEEDINGS UNDER
INSOLVENCY AND BANKRUPTCY CODE, 2016**

Tender No. :

Name of Work :

Bidder 's Name :

I/ We, M/s. _____ declare that:-

- a) I /We am / are not undergoing insolvency resolution Process or liquidation or bankruptcy proceeding as on date.
- b) I /We am / are undergoing insolvency resolution process or liquidation or bankruptcy proceeding as on date as per Details mentioned below. (Attached detail with technical bid)

Note: Strike out one of above which is not applicable.

It is understood that if this declaration is found to be false, EdCIL (India) Ltd. shall have the right to reject my / our bid, and forfeit the EMD, if the bid has resulted in a contract, the contract will be liable for termination without prejudice to any other right or remedy (including holiday listing) available to EdCIL (India) Ltd.

Place:

Date: Signature of Bidder Name of Signatory

Annexure-XVIII

Land Border Undertaking
(On Bidder's Letter Head)

I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. (Where applicable, evidence of valid registration by the Competent Authority shall be attached.)

Place: _____

Date: _____

Signature of Bidder: _____

Name of Signatory: _____