



Notice Inviting Tender

Sealed Tenders from the reputed Original Equipment Manufacturers/ Dealers/Agencies for Supply and Installation of Equipments & Software for Language Laboratory at Dibrugarh University (DU) are invited by the undersigned up to **25.07.2017** till 11:00 A.M.

The detailed specification of the work to be done along with terms and conditions may be downloaded from website of the Institute www.dibru.ac.in. The Tender Fee is Rs.1000/- (Non-refundable) which is to be deposited by demand draft/Bankers Cheque drawn in favour of Registrar, DU, payable at Dibrugarh University. Tender document fees should be kept in EMD envelope. The tenders received will be opened on the same date *i.e.* **25.07.2017 at 2:30 P.M.** in the presence of the Tenderers or their representatives, if they so desire, at DU.

Terms & Conditions:

1. Tax shall be applicable as per GST Bill-2017, *w.e.f.* 01.07.2017
2. D.U reserves the absolute right to accept or reject any or all the tenders on whole or in part without assigning any reason thereof.
3. Technical features of the offered equipment vis-à-vis specification should conform to as per ***Annexure – I.***
4. The article supplied should conform to manufacturers of standard quality, specifications & test.
5. Articles/Services should be delivered to D.U. without any extra charge.
6. Guarantee/Warranty clause should be clearly mentioned and Guarantee card/ Warranty card should be furnished along with the article supplied.
7. **Terms of payment:** a) 90% of the supply price will be made against receipt of materials in good condition and their installation and after final inspection and satisfactory installation certificate given by the competent authority b) Remaining 10 % of the supply price will be paid after necessary training provided to D.U. personnel and PBG submitted against Security Deposit.
8. D.U. reserves the right to reject any articles/services found defective, damaged and or not of the desired quality and specification. Decision of D.U. will be final.
9. Any loss or damage caused to the article in transit is to be made good by the supplier free of cost within reasonable time.
10. Postal or courier delay will not be considered and the Tender received late will be rejected.
11. Earnest money of 2 % (*refundable*) of the total tendered value, which may be enclosed, in the form of Account Payee D.D / Bankers Cheque drawn in favour of the Registrar, D.U. payable at Dibrugarh University.

15. Security Deposit/E.M.D can be forfeited in case of non-supply/part supply /delayed supply of material unless permitted in writing by D.U.
16. No escalation in respect of materials, labour, custom duties, freight etc. will be allowed in any shape.
17. A declaration should also be furnished by the agency that they will supply the original product of the manufacturing company. In case of supply of duplicate product suitable action will be taken against the agency including forfeiture of E.M./Security Deposit.
18. The bid document/resultant contract will be interpreted under Indian Laws and subject to the jurisdiction of Dibrugarh court in only.
19. The bids shall be submitted in three parts, viz. i) EMD should be in the form of Account payee Demand Draft / Bankers' Cheque in favour of Registrar, D.U. payable at Dibrugarh along with tender fee of tender paper downloaded from website of the institute, ii) Technical bid and iii) Financial bid. Technical bid should contain papers regarding registration of the firm, Balance sheet for last 3 (three) years, proof of registration of VAT/CST, copy of I.T and PAN along with relevant experience certificate/document as mentioned in the Bid document.
20. Financial bid should contain duly filled up ***Annexure- I***, indicating installation charges, duties & taxes as applicable separately. The above 3 (three) bids may be sealed by the bidder in separate cover duly super-scribed EMD, Technical bid and Financial bid respectively and all 3 (three) sealed covers are to be put in a bigger cover which should also be sealed and duly super-scribed. *'Bid for Supply and Installation of Equipments & Software for Language Lab. at D.U.* A bidder who submits more than one bid shall be disqualified.

Sd/-
Registrar
Dibrugarh University

BID DOCUMENT

BID DOCUMENT FOR SUPPLY OF AND INSTALLATION OF EQUIPMENTS & SOFTWARE FOR LANGUAGE LAB. AT D.U.

1. Instructions to the bidders

- 1.1. Sealed bids are invited on behalf of the Registrar, D.U - 786004, Assam for Supply and Installation of equipments & Software for Language Lab. at D.U. as detailed in the *Annexure I.*
- 1.2. The bidders should quote their offer/rates in clear terms without ambiguity.
- 1.3. The rates should be quoted both in figures and words and legibly written without any over-writings. In case of any correction, the same must be attested by the bidder with full signature; however, no over-writing is permissible.
- 1.4. In case of any discrepancy between the rates in figures and that in words, the rate in words will be accepted as correct.
- 1.5. The last date for receipt of the bid is marked in the tender document. In case the above date is declared a holiday for D.U. then the bids will be received up to the given time on the next working day.
- 1.6. The bids may be sent by registered post/speed post/courier service/by hand so as to reach the Registrar, D.U. before/on the last date & time of receipt.
- 1.7. Bids received after the deadline of receipt indicated in para 1.5 above, shall not be taken in to consideration.
- 1.8. The bids shall be submitted in 3 (three) parts, viz. i) EMD should be in the form of Account payee Demand Draft / Bankers' Cheque in favour of Registrar, D.U. payable at along with tender fee of tender paper downloaded from website of the institute, ii) Technical bid and iii) Financial bid. Technical bid should contain papers regarding registration of the firm, Balance sheet for last 3 (three) years, proof of registration of VAT/CST, copy of I.T, PAN. Along with relevant experience certificate/document as mentioned in the Bid document.
- 1.9. The cover containing the bid must be sealed and super-scribed as "*Supply and Installation of Equipments & Software for Language Lab. at D.U.*" vide Tender No. DU/RG/B.01.07/17/2543 dated 12.07.2017. The bids shall be opened in the Registrar's office on the date and time given in the tender document. The bidders may attend themselves at the bid opening meeting or may send their authorized representative to attend the bid opening meeting, if they so desire. In the event of the above bid opening date being declared holiday for the D.U., the bids will be opened at the specified time and place on the next working day.
- 1.10. The bidder has to sign in full at all pages of the bidding document.

1.11. Technical features of the offered equipments vis-à-vis specification must be as per *Annexure – I*.

2. Conditions of the Bid

- 2.1 The rates quoted should preferably be net, inclusive of all charges indicating separately.
- 2.2 Supply must be completed within 45 (forty five) days from the date of award of the work to the successful bidder.
- 2.3 The goods offered should strictly conform to the specification and technical details as per *Annexure – I*.
- 2.4 The institute may like to conduct site inspection of goods, where ever applicable.
- 2.5 The bidder has to furnish up to date VAT and Income Tax Clearance Certificate along with the bid.
- 2.6 Security Deposit: 10 % Security Deposit shall have to be deposited by the concerned firm to whom the Work Order shall be awarded in the form of Demand Draft or Performance bank Guarantee drawn in favour of the Registrar, D.U. or the same shall be deducted from the total Bill Value.
- 2.7 In the event of any dispute arising out of the bid or from the resultant contract, the decision of the Registrar, D.U. shall be final.
- 2.8 The bid document/resultant contract will be interpreted under Indian Laws and subject to the jurisdiction of courts in Dibrugarh.
- 2.9 No escalation in respect of materials, labour, duties/cess, freight etc. will be allowed in any shape.
- 2.10 The University reserves absolute right to accept or reject any or all the Tender on whole or in part without assigning any reason thereof.
- 2.11 The University reserves the right to reject any article/service found defective, damaged and or not of the desired quality and specification, Decision of D.U. will be final. The agency will make good/suitable modification as per the direction of concerned authority without further delay at their cost.
- 2.12 Postal or courier delay will not be considered and the bid received late will be rejected.
- 2.13 Earnest money/Security deposit may be forfeited in case of non supply/part supply /delayed supply of work unless permitted in writing by the Institute.
- 2.14 Standard Technical literature on each of the items offered should be submitted by the tenderer and also should be available on OEM's website to validate that the quoted items are factory standard of the quoted brand.
- 2.15 The bidder should not unnecessarily quote for higher version, because given specification has been formulated keeping in view the requirement of this University. Therefore, offered higher version will not be evaluated by D.U. and may lead to disqualification of such bid (s).

- 2.16 The company should be in the business of Language Lab solution for the last 5 (five) Years. (relevant experience certificate/document should be attached in the Technical Bid)
- 2.17 The tendering firm / vendor must be ISO Certified.
- 2.18 The firm / vendor should have done a minimum business of 50 Lakhs per year for the last 5 years exclusively for the supply of language labs and content. The above should be certified by the auditor and submit a detailed report for these 5 years by giving name of the customers/Order value of each order year wise, clearly stating Language Lab / English content failing which their tender will be rejected.
- 2.19 The firm / vendor should have executed directly and not through any other company, principal, supplier/principals or agency a single order preferably from the Indian government for a value not less than Rs.1 (one) crore exclusively for supply of language labs and proof of the same has to be submitted, like Purchase Order copies clearly stating / Language Lab / English content *etc*, failing which the tender will be summarily rejected.
- 2.20 The bidder should have supplied their English Content Program / Language Labs to more than 15 universities/ institutes in India and documentary proof (*copy of purchase order*) of the same should be submitted for the tender to be technically accepted.
- 2.21 The firm / vendor must have a latest authorization from their international software publisher addressed directly to us clearly authorizing him to bid on their behalf and the letter duly signed and sealed must be submitted in the technical bid.
- 2.22 The company should be able to provide the / Language Lab solution that can handle any language. (relevant experience certificate/document should be attached in the Technical Bid)
- 2.23 The company should have an installation base of at least 20 Language Labs across India. (relevant experience certificate/document should be attached in the Technical Bid)
- 2.24 The publisher of this English Software content should have the experience of more than 15 years and the necessary certificate is to be attached.
- 2.25 Liquidated Damages: If a firm accepts an offer and fails to execute the same, in full or part, as per the terms and conditions stipulated therein, it will be open to this University to recover liquidated damages from the firm @ 0.5% of the value of un- delivered stores per week or part thereof, subject to a maximum of 5% of the value of the undelivered stores. It will also be open to this institute alternatively, to arrange procurement of the required stores from any other source at the risk and expense of the firm which accepted and then failed to execute the order according to stipulation agreed upon
- 2.26 The tendering firm / vendor must quote for the entire package, *i.e.* for the entire language lab. Quotation submitted in part shall be summarily rejected.
- 2.27 Dibrugarh University may relax / waive or add any points laid down in the Tender as and when deemed fit.

- 2.28 The bidder must submit their quotation within the stipulated time and date. Bids submitted late shall be summarily rejected.
- 2.29 The bidder should have supplied such solution to any polytechnic / technical Institute/University in Assam. Copy of the Purchase order should be enclosed in the tender failing which the tender will be summarily rejected.
- 2.30 The software offered should be designed on the CEFR pattern and a document should be submitted confirming the grading levels as per CEFR pattern for the English programs offered by the vendor for the tender to be technically accepted.

Supply and Installation of Equipments & Software for Language Laboratory at Dibrugarh University

Item Description	Specifications	Qty	Rate	Total
Language Lab Software	<ul style="list-style-type: none">• The language lab should support both hardware based and software based lab environment.• The system should be able to load on any windows operating systems.• The software should be capable of being installed in desktops, laptops and tablets.• The software should work in wired LAN as well as wireless LAN.• The software should be compatible with mobile/portable language labs.• The software should support one teacher work station and a maximum of sixty-two student stations.• The software should have a media activity which will enable a teacher to create/upload audio, video and texts (MSWORD, NOTEPAD, PDF and <i>etc</i>) based content and integrate customised study modules.• The teacher should be able to use one monitor dedicated as the control panel to manage the / language lab activity.• The teacher should be able to send the instructor screen, audio, video and text based content to student consoles for teacher presentation.• The teacher and students should be able to interact (speaking/ listening) using headset with built-in microphone. The teacher should also be able to silently monitor/listen to the audio of the student in real time.• There should be facilities for the teacher to have one to one talk with the students, to address them as a group, to facilitate student pairing, small group formation etc. to facilitate different/ language learning activities.• The student/teacher should be able to interact through the headset and microphone without interfering with other student's audio –visual track.• The students should be able to call the teacher through the system to clear doubts without disturbing the other students.• The software should be able to support an effective teaching and learning environment with interactivity and collaborative work, and should be able to provide tools to organize lessons and assess students' progress in the / language lab.• The teacher should be able to divide the students into virtual pairs, groups and facilitate collaboration. Teacher can also create designated			

	<p>group leaders who can be granted additional capabilities.</p> <ul style="list-style-type: none"> • The software should provide a track of students' progress in the / language lab. It should comprise tools for assessing students learning in the lab. • The software should be able to maintain a database of each registered student and should have necessary tools to assess the proficiency/level of each registered student in the lab. • The software must have a dual track facility for student to record their voice and compare. • The teacher should be able to monitor all or a student in a single view and assist them remotely. They should be able to have access to individual student's work station and take control of it when needed. • The teacher should be able to start, reboot, shut down student PCs, launch and close application and open website remotely from the teacher's panel. • The teacher should be able to share the screen of a particular student to the entire class. • The teacher should be able to transfer different format of files (photos, audio, video, text, doc, pdf etc.) to the specified folder on students' side and collect files from the students' computer. • The students should be able to submit their completed work, classroom assignment, home assignment, quizzes, and exercises to the teacher console. The teacher should be able to provide feedback or comment on students' performance. • The teacher should be able to broadcast media files of different format (including online content) from their console to the students' smoothly. • The teacher should be able to broadcast the text etc. on the whiteboard to student in real time. • The teacher should be able to use digital recorder to divide the language video file into several parts for student to repeat, and record student practice. • The teacher should be able to create several topics and enable the students to choose the topic to join in the discussion. • The software should be able to record audio or video student activities for evaluation and feedback purposes. • The software must have facility to conduct paperless exams with one answer, multiple answer, essay type. • The software must have restrict students on using USB, CD, Printer and website policies. 			
	<p>Digital Multimedia Language Lab Software Platform with English Content with High Quality Acoustic Audio Headsets.</p> <p>1. Language Enrichment: The content should focus on building all four language skills namely, LSRW.</p>			

The content should have activities, exercises and take home assignments and should be loaded with audio-video samples. There should be a special module for preparation of computer-based competitive exams such GRE, TOEFL, GMAT, IELTS *etc.*

1.1 Pronunciation :

- The software should help learners recognise and pronounce English phonemes; vowels, consonants and diphthongs.
- The program should include over 1,000 audio clips and 50 videos which provide both comprehensive input for the sounds, and models for learners to copy.
- The Recorder should enable users to record their voice and assess their pronunciation against a native speaker.
- The software should have minimum 13 units of consonants 8 units of vowels and 4 units of diphthongs.
- Each exercise to have a graphical lip movement.
- The Examples of the sound of the phoneme is commonly found should be initial, middle and final of the spoken word.
- There should be a discrimination exercise where they listen to the target phonemes and identify them to complete a task.
- The built in recorder for further practice in producing the sound.
- The program should target the entire user to use sounds in a real-world context.
- The program should have a randomised IPA test where learners refine and test their knowledge of phonemic symbols.
- The program should enable them to use phonemic transcriptions in dictionaries with confidence.

Speech

- This program should help them recognise and accurately produce word stress, sentence stress, consonant clusters, connected speech and intonation.
- Teacher can clearly explain and illustrate each topic in a series of videos. Learners then listen to audio clips, identify the target pronunciation feature and practise repeating it.
- The integrated Recorder enables users to record their voice and assess their pronunciation against a native speaker.

	<ul style="list-style-type: none"> • If they want to, they can save their recordings as MP3 files, and monitor their progress over time. • The Pronunciation programs should differ from other programs by exposing learners to the target elements of pronunciation in real-life speech. • The Pronunciation Software should include a wide range of speakers: male and female; young and middle-aged; British English, American and Indian. Learners are therefore exposed to the variety of accents they should expect to encounter in real life giving them an international exposure and is a concomitant feature. • This program should be suitable for both class work and as a self-study resource. <p>1.2 Grammar:</p> <ul style="list-style-type: none"> • The extensive detailed Grammar programs should focus grammar and also other learning areas like listening, speaking, reading and vocabulary skills. • This will cover 5 levels namely Elementary, Lower Intermediate, Intermediate, Upper Intermediate and Advanced. Elementary level should cover Am, is, are, I, my, me, simple present, questions, negatives, A, an, the, countable, some, my. • Lower Intermediate should cover simple present, simple past, present perfect, comparisons, present continuous and prepositions. • Intermediate should cover the passive, will and going to, equality, relative clauses, question tags, conditional. • Upper intermediate should cover past continuous, present perfects, Modals: must, might, can't, Adjectives and adverbs. • Advance level should cover past perfect, phrasal verbs, nouns, the passive and article. • Each page in all levels should have audio instructions and wherever we want we can pause and play any number of times, marking facility, scratch pad facility, progress, link to dictionary, recording facility and print page facility. • The main page of each level should have a test pattern and should have a facility to choose the topics. • In the progress page each student should have 			
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	<p>the facility to view the scores; time spent in each programme and compares the scores with others.</p> <p>1.3. Reading: The software should also be provided the detailed reading, listening comprehension and grammar minimum of 5 levels, covering areas like finding a home, taking a course, reading a story, using a dictionary, making a journey, finding a job, reading a newspaper, making friends, reading an email etc.</p> <p>1.4. Writing:</p> <ul style="list-style-type: none"> • The Software should be an enjoyable, thought provoking and practical course. • The software titles should have facility to learn the writing process, how to apply for a job, how to write a successful letter, how to write a successful email, how to write a report, how to arrange the documents. • Each stage of the title should have a marking facility, feedback facility, scratch pad, progress, print facility, web link and recording facility. • The practice session should have different type of exercises like drag and drop, multiple answers, fill in the blanks, cloze, etc <p>1.5 Authoring Program</p> <ul style="list-style-type: none"> • Software should helps the teachers to create own multimedia content/courses/exercise. • The software should have the options to choose, edit or create course. • After choosing the new course it should have a facility to create a new unit and new types of exercises like Multiple choices, Quiz, Drop down, Drag and drop, Drag on, Stop gap, Cloze, Count down, analyze, Presentation, Target spotting and proof reading. • After choosing the exercise the software should have a facility to create a menu name, also should have the facility to create Images, Video and Audio, marking facility, Feedback and time limit. • The software should have a facility to preview the multimedia exercises. • The software should have a facility to save, preview, adding new feedback and hints, adding multimedia options, changing the name of the course, changing the order of unit and exercises, moving and exercise one 			
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	<p>unit to another, adding a web link, adding dictionary link, audio recording, scratch pad and printing.</p> <p>Job skill Program Software should help the students to identifying their ideal career to writing his resume and cover letter, handling difficult questions in the interview, responding to job offers and negotiating salary. Software should have video collections includes over 500 clips from top HR professionals helping candidate to understand what employers are really looking for.</p> <p>Soft Skills:</p> <p>The software must have Soft skills programs and should cover, writing Emails Introduction, Writing Emails Rules, Writing Emails Sample, Resume Writing Introduction, Resume Writing Tips, Cover Letters, Group Discussions Introduction, Importance of Group Discussion, Tips on Group Discussion, Teamwork Introduction, Teamwork at Workplace, Tips to work well as a team, Communication Skills Introduction, Types of Communication, Communication Tips, Public Speaking Tips, Interview Skills Introduction, Different Types of Interview, Interview Questions, Interview Tips, Telephone Etiquette.</p> <p>The software must have Personality Development programs and should cover, Attitude Introduction, Attitude to be successful at your job, Positive Attitude, Negative thinking, Leadership Introduction, Styles of Leadership, Time Management Introduction, Inefficient Time Management, Managing your time well, Presentation Skills Introduction, Good Presenter Qualities, Tips for Good Presenter, Interpersonal Skills, Body Language.</p>			
Sub Total - A				

Hardware - Computer

Item Description	Specifications	Qty.	Rate	Total
Server and Client Computers for Language Lab Software.	Configuration of Server and Client Computers should be compatible with the Language lab Software. Above this the system must have atleast:			
	1. 1.33 GHz Quad Core Processor, 4 GB RAM, 500GB HDD for Clients			
	2. Licensed OS(Latest windows version compatible with the software)			
	3. Ethernet Card(on-board/external), At least 4 nos of USB ports, Sound Card(on-board/external)			
	4. Alleast 18.5" Display, Keyboard,			

	<p>Mouse, Headphones with Microphone.</p> <p>All connecting cables, networking for 20/25/40 Computers and accessories required for full functioning of the Language Lab Software must be provided.</p>			
Online UPS	25 KVA Online UPS with minimum 60 minutes back-up on full load.			
	Sub Total –B			
Interactive White Board	Interactive White Board Device (at least 90")			
Motorized Screen	Motorized Screen Size 8X4			
Projector	LCD Projector 3000 ANSI Lumens, XGA with contrast ratio 3000:1 Fan Noise 37 dB with 4000 Hrs. Normal Lamp Life. Aspect ratio 4:3			
Wireless Microphone / Speaker	60W Wireless Voice Amplifier Speaker System using latest main stream 2.4 Ghz technology (including 1 no. 07M Wireless Microphone with built in laser control with power point feature) – Ideal for Classroom, 60 Watt power output. (2 x 30 Watt)/Power 220V A/C, Supporting wireless microphone, microphone input, stereo line in and public broadcast audio input (70V-110V), Automatically pairing with wireless microphone, pairing time less than 1 second, with USB port & builtin line out, Weight : 7.68 Kgs			
IP Camera	Image Sensor-CMOS, Image sensor Size-1/3", Sensor size in Megapixel-2, Min illumination colour-.1 lux, Min illumination B/W-.02 lux, Video-Max video resolution 1920*1080, Max frames per second-30, lens-5.1-55 mm, Aperture-2, HDTV Resolution-720P			
	Sub Total-C			
Furniture:	Furniture should comprise of all necessary furniture comprising of 1 Table with 1 Chair for Teacher and booth for 20/25/40 Students with front side glass and both side compressed wood. As a complete turnkey installation with all the required Installation, Commissioning and Training completed in the universities.			
	Sub Total - D			
	Grand Total (A+B+C+D)			

Important Note:

1. The tendering firm / vendor must quote their price separately for **20 users, 25 users and 40 users Language Lab in separate sheets.**
2. The tendering firm / vendor must produce sample drawing/pictures for the furnitures to be installed including the Make and Model. Sample picture for the same is attached herewith for ready reference.
3. The program as mentioned above should have all the above features and qualification criteria for the vendor/ agency to qualify for this project and this is mandatory. Failure to qualify for any one of the above features as requested will be cause for rejection.
4. The tendering firm/vendor must provide at-least 3 (three) years of service maintenance or more after the date of installation.

Sd/-
Registrar
Dibrugarh University

Sample Picture:

