

Government of Rajasthan
Secondary Education Department
Rajasthan, Bikaner
 Phone: 0151-2522238 Fax: 0151-2201861

Cost of Tender Form: Rs. 1,000/- only

Tender Form No. – 01

Tender Document
 For
**Third Party Evaluation of Centrally Sponsored Scheme of
 ICT in 250 Government Schools across Rajasthan**

Important Dates and references

Date of commencement of sale of tender form	: 01-06-2012	First June Two thousand and twelve.
NIT No.	: Shivira-Sec/Comp.cell/ICT/Vol.2/Inspec.-Evalu./2010	Dtd: 10.05.12
Pre-Bid Meeting	: 08 th . June 2012	Venue: Conference Hall, Block-V, 4 th . Floor, Dr. Radha Krishnan Shiksha Sankul, JLN Marg, Jaipur.
Last Date of Submission of filled tender form	: 26 th . June 2012 1500 Hours	
Date of Opening of Technical Bid.	: 26 th . June 2012 1600 Hours	
Validity of bid	: 120 days from the date of opening of Tender	

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Name of the Company/Firm: _____

Address of the Correspondence: _____

Tele. No.: _____ Fax No.: _____ Email Address: _____

Contact Person's Details: Name _____

Designation _____

Phone No. _____

Mobile No. _____

E-mail Address _____

PART-A: TECHNICAL BID

(To be sealed in a separate envelope)

Schedule I: Notice Inviting Tender**THE DIRECTOR, SECONDARY EDUCATION, RAJASTHAN, BIKANER**
NOTICE INVITING TENDER

No. Shivira-Sec/Comp.cell/ICT/Vol.2/Inspec.-Evalu./2010

Dated: 10.05.12

Third Party Evaluation of Centrally Sponsored Scheme of ICT in 250 Government Schools across Rajasthan

1. On behalf of The Governor of Rajasthan the Secondary Education Department, Government of Rajasthan invites sealed tenders for "Third Party Evaluation of Centrally Sponsored Scheme of ICT in 250 Government Schools across Rajasthan" as per details given below:

Description of work	Estimated Value (in lacs of Rs.)	EMD (in lacs of Rs.)
Third Party Evaluation of Centrally Sponsored Scheme of ICT in 250 Government Schools across Rajasthan	7.50	0.15

2. The tender document can be obtained on any working day from the office of Director, Secondary Education Department, Bikaner from dated 01.06.12. The details of the tender will also be available on website <http://www.rajshiksha.gov.in>, <http://www.rajasthan.gov.in> and <http://www.dipronline.org> from dated 01/06/2012 for download, which subsequently can be submitted along with a non refundable fee for tender document of Rs. 1,000/- (Rupees One Thousand) in the form of Cash/Demand Draft/Pay order on any Nationalized Scheduled bank payable at Bikaner in favor of Director, Secondary Education Department, Bikaner at the time of the submission of the tender.
3. Tender must be accompanied by Earnest Money Deposit of the amount as specified in the Tender document. Earnest money deposit will have to be in any one of the forms as specified in the Tender document and shall have to be valid for 120 days. The tender received without earnest money is liable for rejection.
4. Tender complete in all respect must be handed over to The Director, Secondary Education Department, Bikaner at Conference Hall, Block-V, 4th Floor, DPEP/SSA at Dr. Radha Krishnan Shiksha Sankul, JLN Marg, Jaipur on or before 1500 Hrs on dated 26.06.12 and First Cover (Technical Bid) will be opened on the same day at 1600 hrs. in the presence of the tenderer or his authorized representatives who wish to attend. If the office happens to be closed on the date of receipt of the tenders as specified, the tenders will be received and opened on the next working day at the same time and venue.
5. The date of opening Second Envelope (Financial Bid) will be intimated to the technically qualified tenderer on subsequent days through Telephone Fax/ Post/ Telegram/ Courier/ E-mail.
6. Tendering Authority reserves the right to amend, cancel or reject the tender or any part of the tender without assigning any notice or reason thereof and is also not bound to accept the lowest tender. The number of schools can be increased or decreased at the discretion of the tendering authority.
7. Other details can be seen in the tender document.

-sd-

Director

Secondary Education, Rajasthan
Bikaner - 334 001

Schedule II: Tender Form

NIT No:Shivira-Sec/Comp.cell/ICT/Vol.2/Inspec.-Evalu./2010

Dtd: 10.05.12

TENDER FORM

I. Addressed to:

a.	Name of the tendering authority	Director		
b.	Address	Department of Secondary Education, Bikaner, Rajasthan		
c.	Telephone	91-0151-2522238		
	Tele-Fax	91-0151-2201861		
	e-Mail	commsecedu@yahoo.com		

II. **NIT Reference:** NIT No:Shivira-Sec/Comp.cell/ICT/Vol.2/Inspec.-Evalu./2010

Dtd: 10.05.12

III. Other related details: -

1.	Name of Tenderer				
2.	Name & Designation of Authorized Signatory				
3.	Registered Office Address				
4.	Work/ Factory/ Go-down Address				
5.	Rajasthan Office	Address			
		Phone		Fax:	
		Contact Person			
6.	Jaipur Office	Address			
		Phone		Fax:	
		Contact Person			
7.	Year of Establishment				
8.	Type of Firm	Public Limited	Private Limited	Partnership	Proprietary
	Put Tick (√) mark				
9.	Telephone Number(s)/ Mobile				
10.	Website				
11.	Fax No.				
12.	Email Address				

Note: Please attach list of offices situated in Rajasthan along with address and phone & Fax numbers.

- IV. The cost of the Tender Document amounting to Rs. 1000/- (Rupees One Thousand Only) has been deposited vide cash receipt / DD/ Banker's cheque no. _____ dated _____ in favour of the Director, Secondary Education payable at Bikaner.
- V. I/We agree to abide by all the conditions mentioned in this Tender Document issued by the Tendering Authority and also the further conditions of the said Tender Notice given in the

attached sheets (all the pages of which have been signed by us in token of acceptance of the terms mentioned therein).

- VI. The rates for “Third Party Evaluation of Centrally Sponsored Scheme of ICT in 250 Government Schools across Rajasthan” are given separately in the financial bid.
- VII. Reproduced / re-word-processed formats or tenderer’s own formats for the price quotations will disqualify the tender.
- VIII. The rates quoted are applicable up to 120 days from the date of opening of bid. The validity can be extended with mutual agreement. Following documents are attached towards the proof of earnest money deposited in favour of the Director, Secondary Education payable at Bikaner.

Sno.	Earnest Money deposited through	Number	Dated
1.	Cash/FD/DD/Banker's Cheque (Local Only)		

IX. Tax Clearance Certificates (if required):

Sno.	Type of Tax	Whether tax clearance certificate enclosed (Yes/No)	Certificate Number	Page No.
1.	RST-TIN			
2.	CST			
3.	Service Tax			

X. The details of items to be procured, place of inspection, delivery, installation & on-site guarantee is given below: Not Applicable

XI. We accept payment schedule as per details given below:

Sr No	% age of payment	Condition/ Event
1.	No Advance	payment shall be made.
2.	100%	On successful completion of the work subject to certification of competent authority/ officer nominated by tendering authority. Certificate in original obtained from schools to be attached with the bill.

Note: Remittance charge on payment made shall be borne by the tenderer.

- XII. Technical Bid given at Schedule I to VI duly filled and signed is enclosed with this tender form along with Terms & Conditions mentioned in Schedule III in token of acceptance and with duly filled letter of undertaking / declaration at Schedule IV.
- XIII. Financial Bids given at Schedule VI of this Tender Document are enclosed in a separate envelope duly signed and sealed as per mandatory condition of this tender document.
- XIV. Service Tax No. : _____ (attach proof).

Dated: _____ **Name of the Tenderer:** _____

Schedule III: General Terms and Conditions of Tender

Note: Tenderers should read these conditions carefully and comply strictly while sending/submitting their tenders.

1. Eligibility Criteria:

- a. The Tenderer should be a Firm/ Society/ Trust/ Company/ NGO/ Reputed Institute registered & incorporated in India and in existence in India for the last 3 years at least having minimum 15 Nos of ICT skilled manpower.
- b. The Tenderer should have executed similar educational mandate(s) in Government schools for Central Government/ State Governments during the last 3 years for minimum 100 Nos Schools/ College. The work order along with work completion certificate is to be enclosed.
- c. The Tenderer should have experience in working in the Government school /Colleges specifically for evaluation of ICT enabled education project. Documentary support is required.
- d. No consortium bidding is allowed.
- e. The Tenderer should have a minimum average annual turnover/ funding of Rs. 21 Lakhs over the past 2 financial years with minimum annual turnover / funding of Rs. 21 Lakhs in the last financial year (to be supported by the audited/ certified balance sheet). Bank solvency certificate of Rs. 20 lakhs is also to be enclosed.
- f. The Tenderer should have successfully executed one such mandate as part of single mandate received from State/Central Government agencies/departments within last 3 years.
- g. **Any Firm/ Society/ Trust/ Company/ NGO/ Institute/ etc. engaged directly or indirectly in implementing and executing ICT Phase-I and Phase-II Schemes is NOT eligible to participate in the bidding process. The bidder has to submit a declaration in this regard (Schedule-IV).**
- h. Firms that are registered or incorporated in, and individuals and personal are eligibility to compete for consulting services. Government-owned enterprises may participate only if they can establish that they are legally and financially autonomous.

2. Objectives and scope of assignment to the Evaluation Agency:

- a. Development of appropriate questioners for the base line survey (to be approved by Department).
- b. Field visit, data collection and supportive evaluation of the identified project schools based on the learning achievement indicators.
- c. Submit a detailed qualitative & quantitative report of the findings on the learning achievement.
- d. Collate the needs of the field and prepare an impact assessment report on the same.

3. Guidelines for submission of Proposal: Interested Tenderers are required to submit their technical proposal and Financial bid in two separate sealed envelopes as per instructions given below: -

- a. The Bid packet should contain **ENVELOPE-A (Technical Bid in separate envelope)** containing :
 - All the documents required to fulfill the eligibility criteria mentioned in **Clause–1 above** duly attested by the persons authorized to sign the bid.
 - Both Hard and Soft copy of evaluation process, the questioners and sample report structure need to be submitted along with the bid document. If necessary, Tenderers will be asked to give a presentation of the evaluation process.
 - EMD and Cost of RFP document in a small separate envelope.
 - Tender Form duly signed and stamped.
 - The bid document, signed with company seal in each page as a token of acceptance.
- b. The Bid packet should contain **ENVELOPE-B (Financial Bid in separate envelope)** containing
 - Financial Bid in a sealed envelope duly sealed by the official seal of the Tenderer containing details of the cost in the price schedule (given in **Schedule VI**).
- c. Both the envelopes should be super- scribed with words "**Third Party Evaluation of Centrally Sponsored Scheme of ICT in 250 Government Schools across Rajasthan**", NIT No : **Shivira-Sec/Comp.cell/ICT/Vol.2/Inspec.-Evalu./2010** Dtd:10.05.12" and "PLEASE DO NOT OPEN BEFORE 26.06.12 at 16.00 Hrs"
- d. Both the envelopes shall be sealed in a covering envelope/ packet super scribed with words "Tender for Third Party Evaluation of Centrally Sponsored Scheme of ICT in 250 Government Schools across Rajasthan", NIT No : **Shivira-Sec/Comp.cell/ICT/Vol.2/Inspec.-Evalu./2010** Dtd: 10.05.12 and "PLEASE DO NOT OPEN BEFORE 26.06.12, at 16.00 Hrs"
- e. The sealed envelope/ packet containing the sealed Technical and Financial Bid each in separate envelope should be addressed to the Director, Secondary Education Department, Rajasthan, Bikaner, through post / speed post / Courier or dropped personally in the Tender Box kept with him within the stipulated time. No other mode of delivery shall be accepted. Department will not be responsible for any postal delay.
- f. The technical bid will be opened by the Purchase Committee or by an officer duly authorized in the presence of such tenderers or their authorized representatives who may choose to attend.

- g. Financial Bid of those Tenderers will be opened whose evaluation process is considered to be most suitable as per eligibility criteria laid down by the department. Date, Time and Venue for opening of Financial Bid will be communicated to all such eligible Tenderers in advance and the Financial Bid will be opened in presence of those successful Tenderers who choose to attend.
- h. The packet should be sealed and name of the Bidding Firm/Agency, address and telephone no. should be printed in each packet.
4. **Amendment of Invitation:** At any time prior to the deadline for submission of proposals, department reserves the right to add / modify / delete any portion of this document by issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Tenderer who have been issued the tender document. The Corrigendum shall be binding on all Tenderers and will form part of the bid documents (Technical as well as Financial Bid).
5. **Amendment of Proposals:** In order to afford prospective Tenderer reasonable time to make amendment in their proposals, department may, at its discretion, extend the deadline for the submission of proposals. However, no such request in this regard shall be binding on department.
6. **Language of Proposal & Correspondence:** The proposal submitted by the Tenderer should be in English language only. All the documents relating to the proposal (including brochures) supplied by the firm should also be in English, and the correspondence between the Tenderer & department will be in English language only. A duly signed formal copy must subsequently confirm the correspondence by fax/ e-mail.
7. **Proposal Currency:** Prices shall be quoted in Indian Rupees, inclusive of all prevailing taxes, levies, duties, etc.
8. **Period of Validity of Proposals:** The price offers shall remain firm within the currency of contract and no escalation of price will be allowed. The quoted offer and/ or rate must be valid for a minimum period of 120 days from the date of opening of the tender. The tender inviting authority reserves the right for seeking extension of validity of offered rates from the successful Tenderer. Acceptance of such request during actual offer is however optional to the Tenderer. The price validity will remain unaltered irrespective of any reason including foreign exchange rate variation. Variation in statutory rate levied by Government will however be reflected for both reduction and escalation. A Bid valid for shorter period shall be rejected being non-responsive.
9. **Formats and Signing of Proposals:** The original and all copies of the proposals shall be neatly typed and shall be signed by an authorized signatory / signatories on behalf of the Tenderer. The authorization shall be provided by written Power of Attorney accompanying the proposal. The person or persons signing the proposal shall initial and stamp all pages of the proposal, except for un-amended printed literature. The proposal shall contain no interlineations, erase or overwriting. In order to correct errors made by the Tenderer, all corrections shall be done & initialed with date and stamp by the authorized signatory after striking out the original words / figures completely.
10. **Sealing and Marking of Proposals:** Tenderer shall seal & mark various parts of the proposal as mentioned in the tender document.
- a. Every envelope and forwarding letter of various parts of the proposal shall be addressed to the tendering authority.
- b. Signing across all joints & pasting good quality transparent adhesive tape on top of such joints & signatures with company seal shall seal the envelope. Proposals sent through telex / telegrams / fax / e-mail shall not be accepted. Department shall not be responsible for delay on account of delivery by the postal authorities as well as of courier companies. Such delivery shall be at the risk and cost of the Tenderer.
- c. If the envelopes/ packet(s) are not sealed and marked as required above, Department shall assume no responsibility for the proposal's misplacement or premature opening.
11. **Deadline for Submission of Proposals:** Proposals will be received by Department at the specified address not later than 15.06.12, at 15.00 hrs. Department may, at it's discretion, extend this deadline. Department may also extend this deadline for any other administrative reason or reasons beyond its control.
12. **Late Proposals:** Any proposal received by Department after the deadline for submission of proposals, as referred above shall not be accepted and will be summarily rejected.
13. **Interpretation of documents:** If any Tenderer should find discrepancies or omission in the specifications or other tender documents, or if he should be in doubt as to the true meaning of any part thereof, the tenderer shall, before signing the contract, refer the same to the Purchase Officer and get clarifications
14. **Payment Terms:** Advance payment will not be considered. Payment will be done as per Schedule II clause XI.
15. **Preparation of Tender:** Tender shall be submitted in accordance with the following instructions:
- a. Tenders shall be submitted in the prescribed forms. All signatures shall be in longhand. Where there is conflict between the words and the figures, the words shall govern.

- b. All notations must be in ink or type written. No erasing or overwriting will be permitted. Mistakes may be crossed out and corrections typed or written with ink adjacent thereto and must be initialed in ink and sealed by the person or persons signing the tender.
 - c. Tenders shall not contain any recapitulation of the work to be done. Alternative proposals will not be considered unless called for. Written, oral, electronic, telegraphic or telephonic proposals for modifications will not be acceptable.
 - d. Tenders shall be delivered to the office as notified on or before the date and time set for the opening of tenders in the Notice Inviting Tenders. The packet of documents including the tender shall be enclosed in sealed envelope having the title of the work and the name of the Tenderer.
 - e. Tenders subject to any conditions or stipulations imposed by the Tenderer are liable to be rejected. In one word, conditional tender will not be accepted.
 - f. Each and every page of the tender document must be signed with date and company seal by the Tenderer.
- 16. Withdrawing the Tender:** Any Tenderer may withdraw his tender by written request at any time prior to the scheduled closing time for receipt of tenders and not thereafter.
- 17. Opening of Tender:** The tenders shall be opened at the time set forth in the document. Tenderers or their authorized representatives are invited to be present and to put their signatures on the records of tender opening as each tender is opened.
- 18. Assignments:** The contractor shall not assign or sub-let his contract or any substantial part thereof to any other agency.
- 19. Deduction of Statutory Levies & Taxes:** Deduction of all statutory and necessary Tax from bill will be made as per Government Order prevailing at the time of payment. The department will issue necessary tax deduction certificate on demand.
- 20. Tax Registration Certificate:** Tenderers submitting a tender shall produce up to date VAT, Service Tax, Income Tax clearance Certificate in the standard form from the Tax Authority or a Certificate that the assessment is under consideration. All such clearance certificates shall remain valid on the last date of permission.
- 21. Canvassing:** Canvassing or support in any form for the acceptance of any tender is strictly prohibited. Any Tenderer doing so will render him liable to penalties.
- 22. Deliverables:** The work should be started within 15 days of issuing LOI/ order to the agency. The deliverables are INTERIM REPORTS and its Analysis of different types to be intimated time to time.
- 23. Work completion:** The tenderer whose tender is accepted shall arrange to complete the work **within a period of 120 days from the date of order** at all the locations.
- 24.** Tenders received after the prescribed time and date will not be accepted & considered.
- 25.** Tenders would be considered in the prescribed tender form/ document only. A complete set of bidding documents may be purchased from above Office against a written application during office hours 09.30 Hrs to 18.00 Hrs on all working days or by post upon payment of a non-refundable fee of Rs. 1000/- (Postal Charges Extra) as indicated below by Demand Draft/ Banker's Cheque favoring The Director, Secondary Education payable at Bikaner.
- 26.** The tendering authority is Director, Secondary Education Department, Rajasthan, and Bikaner.
- 27.** Tendering authority is not bound to accept the lowest tender and may reject any tender or any part of the tender without assigning any reason thereof and the Tenderer will not challenge such decision in any forum what so ever.
- 28.** While claiming any exemption, the Tenderer is required to attach along with the Tender Form, a certified copy of the recent exemption certificate issued by the appropriate authority, failing which no claim shall be entertained and the Tenders would be liable for summary rejection.
- 29.** Any Change in the constitution of the firm, etc. shall be notified forth with by the contractor in writing to the purchase officer and such change shall not relieve any former member of the firm, etc., from any liability under the contract.
- 30.** No new partner/ partners shall be accepted in the firm by the contractor in respect of the contract unless he/they agree to abide by all its terms, conditions and deposits with the purchase officer a written agreement to this effect. The contractor's receipt for acknowledgement or that of any partners subsequently accepted as above shall bind all of them and will be sufficient discharge for any of the purpose of the contract.
- 31. Comparison of Rates:**
- a. In comparing the rates tendered by firms outside Rajasthan and those in Rajasthan but not entitled to Price Preference under the Rules, the element of Rajasthan Sales Tax shall be excluded whereas that of Central Sales Tax shall be included.
 - b. While comparing the rates in respect of firms within Rajasthan, The element of Rajasthan Sales Tax shall be included.

- 32. Earnest Money:** Consultants have deposit Earnest Money @ 2% of estimated cost of consultancy work. However, if a retired Government officer or society of such Government servants participate in tenders (in case of within 2 years of retirement with the permission of Government as per rules) for consultancy. The quantum of the earnest money to be deposited would be at the rate of ½% of estimated cost of consultancy work subject to maximum of Rs. 1.00 Lac..
- Refund of earnest money:** The earnest money of unsuccessful tenderer shall be refunded soon after final acceptance of tender & placing order to successful tenderer.
 - Exemption from earnest money:**—Firms which are registered with the Director of industries and Supplies, Government, shall furnish the amount of earnest money in respect of items manufactured by them, for which they are registered as such, subject to their furnishing registration certificate in original or a Photostat copy or a copy thereof duly attested by any Gazetted Officer along-with a Competency Certificate from the Director of Industries, Rajasthan at the rate of 0.5%.
 - The Central Government and Government of Rajasthan Undertakings need not furnish any amount of earnest money.
 - The earnest money/ security deposit lying with Department/ office in respect of other tenders awaiting approval or rejected or on account of contracts being completed will not be adjusted towards earnest money/ security money for the fresh tenders. The earnest money may however, be taken into consideration in case tenders are re-invited.
- 33. Forfeiture of earnest money:** The earnest money will be forfeited in the following cases:
- When tenderer withdraws or modifies the offer after opening of tender but before acceptance of tender.
 - When tenderer does not execute the agreement if any, prescribed within the specified time.
 - When the tenderer does not deposit the security money after the work order is given.
 - When he fails to commence the ICT evaluation work as per work order within the time prescribed.
 - Tenderer does not accept the ICT evaluation work order.
- 34. Agreement and Security Deposit:**
- Successful tenderer will have to execute an agreement on a Non-Judicial Stamp paper of prescribed value at his cost Rs. 500/- **within a period of 15 days** of receipt of order and **deposit security equal to 5% of the value of stores** prior to signing of agreement.
 - The earnest money deposited at the time of tender will be adjusted towards security amount. The Security amount shall in no case be less than earnest money.
 - No interest will be paid by Secondary Education Department on the security money.
 - The departmental purchase committee and the committee at the level of Head of Department may permit the firms to submit Bank Guarantee also for the part (up to 50%) all full amount (where the amount exceeds Rs.7.50 Lacs) in lieu of cash / demand draft/ Bankers cheque/ receipted copy of challan in appropriate cases towards earnest money/ security deposit..
 - The form of security money shall be as below: -
 - Cash/ Bank Draft/ Bankers Cheque duly discharged in favor of the Director, Secondary Education Department payable at Bikaner.
 - Post-office Saving Bank Pass Book duly pledged to the Director, Secondary Education Department payable at Bikaner.
 - National Savings Certificate, Defense Savings Certificates, Kisan Vikas Patras or any other script/instrument under National Saving Scheme for promotion of small savings, if the same can be pledged. These certificates shall be accepted at surrender value.
 - The security money shall be refunded immediately after expiry of satisfactory guarantee period and provided there is no breach of contract on the part of supplier.
- 35. Exemption from Security Deposit**
- Firms which are registered with the Director of industries, Rajasthan in respect of Stores **manufactured by them** subject to their furnishing registration certificate in original or a Photostat copy or a copy thereof duly attested by any gazetted officer along with a Competency Certificate from the Director of Industries, Rajasthan, shall deposit 0.5% of earnest money and shall pay security deposit @ 1% of the estimated value of the tender.
 - Central Government and Government of Rajasthan's Undertakings will be exempted from furnishing security amount.
- 36. Forfeiture of Security Deposit:**
- Security amount in full or part may be forfeited in the following cases:
 - When the terms and conditions of contract is breached / infringed.
 - When the Tenderer fails to make complete services satisfactorily.
 - When contract is being terminated due to non-performance of the agency for consecutive 30 days.
 - Notice of reasonable time will be given in case of forfeiture of security deposit. The decision of the Purchase Officer in this regard shall be final.

B. Failure of the successful Tenderer to comply with the requirement of the contract shall constitute sufficient grounds for the annulment of the award and forfeiture of the bid security, in which event the tendering authority may make the award to the next lowest evaluated Tenderer or call for new bids.

37. The tenderer shall pay the expenses of stamp duty for execution of agreement.

38. **Penalties::** In case of extension in the submission of evaluation report the recovery shall be made on the basis of following percentages of value of agreement / work completion which the tenderer has failed to complete the evaluation work as per T.O.R -

No.	Condition	Comparable Payable
a.	Delay up to one fourth period of the prescribed period, as per given in clause 11 of T.O.R	2.5 %
b.	Delay exceeding one fourth but not exceeding half of the prescribed delivery period, successful installation & completion of work	5.0 %
c.	Delay exceeding half but not exceeding three fourth of the prescribed delivery period, successful installation & completion of work	7.5 %
d.	Delay exceeding three fourth of the prescribed delivery period, successful installation & completion of work	10.0 %

- Fraction of a day in reckoning period in supplies/ completion of work shall be eliminated if it is less than half a day.
- The maximum amount Penalty for non-satisfactory /delay in submission of evaluation report shall be 10% (including all taxes & duties and other charges). In the event of penalty exceeds 10% of the contract value, Department reserves the right to terminate the contract and Department will get the job completed by any other competent party. This amount will be adjusted from the security deposited.
- If the tenderer requires an extension of time in completion of evaluation report on account of occurrence of any hindrance, he shall apply in writing to the authority, which has placed the completion of work for the same immediately on occurrence of the hindrance but not after the stipulated date of completion of evaluation report.
- Evaluation work period may be extended with or without penalty if the delay in the completion of evaluation work is on account of hindrances beyond the control of the tenderer.

39. **Recoveries:** Recoveries of penalties shall ordinarily be made from bills. Amount may also be withheld to the extent of penalty, and in case of failure in satisfactory evaluation report by the tenderer along with amount of penalty shall be recovered from his dues and security deposit available with the department. In case recovery is not possible recourse will be taken under Rajasthan PDR Act or any other law in force.

40. **If a tenderer imposes conditions, which is in addition to or in conflict with the conditions mentioned herein, his tender is liable to summary rejection.** In any case none of such conditions will be deemed to have been accepted unless specifically mentioned in the letter of acceptance of tender issued by the Purchase Officer.

41. The Purchase Officer/Tendering Authority reserves the right to accept any tender not necessarily the lowest, reject any tender without assigning any reasons and accept tender for all or anyone or more of the articles for which tenderer has been given or distribute items of stores to more than one firm/supplier.

42. If any dispute arises out of the contract with regard to the interpretation, meaning and breach of the terms of the contract, the matter shall be referred to by the Parties to the Principal Secretary, School & Sanskrit Education, Government of Rajasthan who will appoint his senior most deputy as the **Sole Arbitrator** of the dispute who will not be related to this contract and whose decision shall be final.

43. All legal proceedings, if necessary arises to institute may by any of the parties (Department of Secondary Education or approved supplier) shall have to be lodged in courts situated in Bikaner/ Jaipur and not elsewhere.

44. **Reservation of Rights:** Department of Secondary Education reserves the right to:

- Extend the Closing Date for submission of the Proposals.
- Amend the proposal requirements at any time prior to the Closing Date, provided that the amendment is notified to prospective Tenderers.
- Seek information from with one or more of the Tenderers on any issue at any time and to continue to seek information from one or more of the Tenderers.
- Allow a Tenderer to change its Technical proposal if the same opportunity is given to all Tenderers.
- Terminate or abandon this Procedure or the entire project whether before or after the receipt of proposals.

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- f. Seek the advice of external consultants to assist Department in the evaluation or review of proposals.
 - g. Make enquiries of any person, company or organization to ascertain information regarding the Tenderer and its proposal.
 - h. Reproduce for the purposes of this Procedure the whole or any portion of the Proposal despite any copyright or other intellectual property right that may subsist in the Proposal.
 - i. Negotiations shall be held as per provisions of GF&AR Part-II.
- 45. Force Majeure:** Neither party will be liable in respect of failure to fulfill its obligations, if the said failure is entirely due to Acts of God, Governmental restrictions or instructions, natural calamities or catastrophe, epidemics or disturbances in the country. The party affected by an event of Force Majeure will immediately notify the other party of such an event and will also notify the unaffected party on cessation of disability resulting from such Force Majeure Act.
- 46. Pre-bid Meeting:**
- a) For the benefit of the tenderer, who have purchased/downloaded tender documents and seeking any clarification thereof, a pre-bid meeting will be held in the Conference Hall at Dr. Radha Krishnan Shiksha Sankul, JLN Marg, Jaipur. Only prospective tenderers are allowed to participate in the pre-bid meeting. The soft copy of the queries is also required to be submitted along with written queries.
 - b) The purpose of the meeting will be to clarify issues and to answer questions on any matter that may be raised at that stage. Non attendance at the Pre-bid meeting will not be a cause for disqualification of a tenderer.
 - c) The revised tender document after incorporating the changes suggested during pre-bid, if required, would be displayed on the respective websites.
- 47. Cost of Tender Document**
- a) The cost of tender document is Rs. 1,000 (Rupees One Thousand only) and is not refundable.
 - b) The cost of earnest money is 2% of the estimated tender cost.
- 48. Fraud & Corruption:** The consultants are required to observe the highest standard of ethics during the selection and execution of such contracts. For the purpose of this provision the terms set forth below as follows:
- I. "corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of a public official in the selection process or in contract execution; and
 - II. "fraudulent practice" means a misrepresentation of facts in order to influence the selection process or the execution of contract to the detriment of the department and includes collusive practices among consultants (prior to or after submission of proposals) designed to establish prices at artificial, non-competitive levels and to deprive the department of the benefits of free and open competition.
- In case a consultant is found responsible for corrupt and fraudulent practice following action shall be taken:
- a) The department will reject the proposal for award.
 - b) The department will declare a consultant ineligible, either indefinitely or a stated period of time, to be awarded any contract.
- 49. Evaluation of the performance of the consultant:** Consultants shall observe due diligence and prevailing standards in the performance of the assignment. The department shall evaluate the performance of the consultants employed under contracts in a fair and confidential process. The performance rating will be an input for future short-listing. In the case of repeated poor performance, the firm will be notified and provided an opportunity to explain the reasons for it and the remedial action participation in future assignment for a stated period. Besides, the consultants shall be responsible for the accuracy and suitability of their work.

Schedule IV: Letter of Undertaking / Declaration

(ON THE LETTER HEAD OF THE TENDERER)

We, M/s hereinafter called as “Tenderer” complete address hereby declare in favor of the Director, Secondary Education Department, Rajasthan, Bikaner, Hereinafter called as the “Tendering Authority/ Purchaser” and agree to abide by the following:

1. Certificate of satisfactory past performance have been enclosed.
2. The annual turnover of our firm is as given below:

Financial Year	Paid up Capital (Rs. In Crores)	Reserves & Surplus (Rs. in Crores)	Turnover (Rs. in Crores)	Audited Accounts submitted? (Yes/No)
2009-10				
2010-2011				
2011-2012				

3. We shall give benefit of any price reduction found by the time of placing the supply order.
4. We agree to accept partial order if it is placed.
5. We agree to accept and abide by all the terms and conditions of this tender.
6. I am/ we are not engaged directly or indirectly in the implementation and execution of ICT Phase-I and Phase-II schemes of Government of Rajasthan.
7. The above document is executed on ___/___/2012 at (place) _____ and we accept that if anything out of the above information is found wrong, then without prejudice our tender shall be liable for rejection and my / our security deposit may be forfeited in full.

Name of Person: _____

Complete Address: _____

Schedule-V: Number of Schools District wise.

Secondary Education Department, Rajasthan, Bikaner intends to evaluate the ICT Tools for Education Project in 250 Government Schools in the state of Rajasthan to assess the learning achievement of the students of the project schools in different districts of Rajasthan. List of Schools is as under:

RANGE NAME	Total no. of Govt. Sec/ Sr. Sec. Schools in the Range
(1)	(2)
Jaipur	45
Udaipur	40
Churu	40
Ajmer	40
Jodhpur	35
Kota	25
Bharatpur	25
TOTAL	250

1. Department will not allow any extra expenditure except the contracted price.
2. Field visit, data collection and supportive evaluation are to be conducted in the schools mentioned above on school working days and within the working hours of the school. Certificate from schools to be submitted.
3. Tenderers shall quote all-inclusive rates per school including Service Tax.

आई.सी.टी. (प्रथम चरण) योजनान्तर्गत 250 माध्यमिक/उच्च माध्यमिक विद्यालयों की जिलेवार संख्या

क्र. सं.	मण्डल का नाम	जिले का नाम		मा./उ.मा.विद्यालयों की संख्या		
				छात्र	छात्रा	कुल
1	जयपुर	1	जयपुर –प्रथम	05	02	07
		2	जयपुर –द्वितीय	05	02	07
		3	अलवर–प्रथम	07	01	08
		4	अलवर–द्वितीय	07	01	08
		5	सीकर–प्रथम	04	01	05
		6	सीकर–द्वितीय	04	01	05
		7	दौसा	04	01	05
			योग:–	36	09	45
2	जाधपुर	8	जोधपुर	07	01	08
		9	जैसलमेर	05	00	05
		10	बाडमेर	04	01	05
		11	सिरोही	06	01	07
		12	जालौर	04	01	05
		13	पाली	04	01	05
			योग:–	30	05	35
3	उदयपुर	14	उदयपुर–प्रथम	06	01	07
		15	उदयपुर–द्वितीय	05	01	06
		16	राजसमन्द	05	01	06
		17	डूंगरपुर	05	01	06
		18	बांसवाड़ा	05	01	06
		19	चित्तौड़गढ़	08	01	09
	योग:–	28	06	40		
4	कोटा	20	कोटा	05	02	07
		21	बुन्दी	05	01	06
		22	बारा	05	01	06

After Pre-Bid

		23	झालावाड़	05	01	06
			योग:-	20	05	25
5	अजमेर	24	अजमेर-प्रथम	05	02	07
		25	अजमेर-द्वितीय	04	02	06
		26	नागौर-प्रथम	05	02	07
		27	नागौर-द्वितीय	04	01	05
		28	भीलवाडा-प्रथम	04	01	05
		29	भीलवाडा-द्वितीय	04	01	05
		30	टौक	04	01	05
			योग:-	30	10	40
6	चूरु	31	चूरु	08	02	10
		32	बीकानेर	05	01	06
		33	हनुमानगढ	05	01	06
		34	श्रीगंगानगर	08	02	10
		35	झुन्झुनू	06	02	08
			योग:-	32	08	40
7	भरतपुर	36	भरतपुर-प्रथम	04	01	05
		37	भरतपुर-द्वितीय	04	01	05
		38	घौलपुर	04	01	05
		39	करौली	04	01	05
		40	सवाई माधोपुर	04	01	05
			योग:-	20	05	25
			महायोग:-			250

Note: List of school D.E.O wise will be provided to the successful tenderer with the LOI / Work order. However Department has the right to change any name of school in which external evaluation work will be done during the course of external Evaluation work.

PART- B : FINANCIAL BID

(To be sealed in a separate envelope)

Schedule-VI: Financial Bid

Name of the Tenderer : _____

Address for Correspondence: _____

I / we hereby submit the proposal for **Third Party Evaluation of Centrally Sponsored Scheme of ICT in 250 Government Schools across Rajasthan** as per the Scope of work given in this tender document within the time specified and in accordance with the terms and conditions. The consolidated rate is quoted in the prescribed format given below:

Unit Rate per School (in rupees including all taxes, duties, levies & and any other charges)	No. of Schools	Total Amount (in Rupees) in figures	Total Amount (In words)
1	2	3=(1x2)	4
	250		

Note:

1. The rate should not be provided as a percentage figure.
2. All rates quoted must be FOR destination.
3. The consolidated rate should include all govt. and any other levies (e.g. Service Tax, VAT, CST etc.)
4. The tenderer is advised to quote rate in absolute Indian Rupees.
5. The rate quoted will be valid for 120 days from the date of opening of technical bid. The period can be extended with mutual agreement.
6. No condition will be entertained and conditional tender will be liable to be rejected
7. The tenderer must bid for all the schools in the range(s) irrespective of their location within that range(s). Partial bidding would disqualify the tenderer.
8. Tenderer may be further required to submit a detailed component wise breakup as and when required.

(Signature & seal of the tenderer)

Name:

Designation:

Schedule-VII: T.O.R [Term of Reference]

Terms of Reference (ToR) between Third party and Director
ate of Secondary Education, Rajasthan. Bikaner for the
study of entitled.....

“Impact study of Centrally Sponsored Scheme Information and Communication technology @ schools scheme Phase-I in 250 Government Schools across Rajasthan”

Information & Communication Technology (ICT) is universally acknowledged as an important catalyst for social transformation and National progress. However, disparities in the level of ICT readiness and use could translate into disparities in level of productivities and hence could influence a country’s rate of economic growth. Understanding and leveraging ICT is therefore critical for countries striving for continued social and economic progress.

India shows enormous geographic and demographic disparity in ICT use. India has one of the largest ICT work forces in the world. One can find intense ICT use in technology clusters such as Bangalore and Gurgaon or amongst the upper middle brackets of incomes. The other side of the story is that large parts of the country lack even telephone connectivity.

1. Background/ Need for the study:

Adequate vigilance, continuous monitoring and supervision are quintessential for successful implementation of any educational program. In this context, a continuous assessment of progress, diagnosis of strength & weaknesses and provisions for introduction of remedial and corrective measures is necessary.

As the ***Information and Communication technology @ schools scheme Phase-I*** is comparatively in the nascent stage and objectively targeted to educate enabling learning environment to promote the usage of ICT especially in Secondary and Higher Secondary schools in rural areas. Promote critical thinking and analytical skills by developing self-learning. The need for an overall assessment of its functioning and effectiveness seems more imperative.

The outcome of the study will throw light on best practices, challenges, issues in implementing school ICT programs, and suggest a way forward for the existing ICT programs and new ICT programs of the state.

2. Objectives of the Scheme:

- i. To establish an enabling environment to promote the usage of ICT especially in Higher Secondary and Secondary Government Schools in rural areas. Critical factors of such an enabling environment include widespread availability of access device, connectivity to the Internet and promotion of ICT literacy.
- ii. To ensure the availability of quality content on-line and through access devices both in the private sector and by SIETs.
- iii. Enrichment of existing curriculum and pedagogy ICT tools for teaching and learning.
- iv. To enable students to acquire skills needed for the Digital world for higher studies and gainful employment.
- v. To provide an effective learning environment for children with special; needs through ICT tools.
- vi. Promote critical thinking and analytical skills by developing self-learning. This shall transform the classroom environment from teacher-centric to student-centric learning.
- vii. To promote the use of ICT tools in distance education including the employment of audio-visual medium and satellite based devices.

3. Vision:

The ICT Policy in school education aims at preparing youth to participate creatively in the establishment, sustenance and growth of a knowledge society leading to all round socio-economic development of the nation and global competitiveness.

4. Mission:

To devise, catalyze, support and sustain ICT and ICT enabled activities and processes in order to improve access, quality and efficiency in the school system.

5. Policy Goals:

To achieve the above, the ICT Policy in school education will endeavor to

Create

- An environment to develop an ICT knowledgeable community
- An ICT liberate community who can deploy, utilize, benefit from ICT and contribute to nation building
- An environment of collaboration, cooperation and sharing, conducive to the creation of a demand for optimal utilization of and optimum returns on the potentials of ICT in education.

Promote

- Universal, equitable, open and free access to state of the art ICT and ICT enabled tools and resources to all students and teachers
- Development of local and localized quality content and enable students and teachers to partner in the development and critical use of shared digital resources
- Development of professionals networks of teachers, resources persons and schools to catalyze and support resource sharing, up gradation and continuing education of teachers; guidance, counseling and academic support to students; and resource sharing, management and networking of school managers and administrators, resulting in improved efficiencies in the schooling process
- Researches, evaluation and experimentation in ICT tools and ICT enabled practices in order to inform, guide and critically utilize the potentials of ICT in school education.

Motivate and enable

- Wider participation of all sections of society in strengthening the school education process through appropriate utilization of ICT.

6. Key objectives of the External Evaluation:

As mentioned in the tender document Third party has to focus on the key aspects during the conduct of ICT evaluation study in sample schools.

- a) Teaching hours of classes/students.
- b) Medium of instruction(Hindi and English)
- c) Usage of computer lab through business confederate for commercial purpose before and after the school hours as per the prescribed terms and conditions which will be binding on the Head of Institution and tenderer.
- d) Is the scheme being monitored, assessed and reviewed at the district and range level time to time?
- e) Has an annual plan to complete syllabus of each class (IX to XII) on time developed by the tenderer.
- f) The tenderer has deputed female instructors (preferably) in Girl's school or not?
- g) Availability & usage of internet along with mode of connectivity (Dialup/Broad Band etc.)
- h) Syllabus of BSER followed or not?
- i) Software supplied or not?
- j) Preparation of e-content as per the tender document & its usage.
- k) Details of penalty imposed, if any.
- l) Down time of Hardware.
- m) Weather the service provider has solved the theft cases.

- n) Number of teachers and non-teachers staff trained per year.
- o) Evaluate the instructor & his qualification, work duration etc. provided by the tenderer.
- p) Any other issue/requirements as per ICT phase-I RFP.

The objectives of the external evaluation will be guided by the following documents:

- The policy documents of the scheme.
- Tender document of ICT phase-I
- Conditions described in the evaluation tender.

7. Suggested Design framework for the study:

Based on the objectives of the study related to quality, usage, benefits of ICT programs in Rajasthan and for suggesting a way forward for ICT programs for schools in Rajasthan, LLF would undertake sample size of listed 250 schools across the 33 districts of Rajasthan. The questioners, formats and the detailed evaluation study plan would be chalked out in consultation with the department of Secondary School Education. The design of the impact assessment evaluation study will adopt an interactive and analysis based study with the help of tools and instruments developed for the execution of quality audits and learning outcomes as mutually agreed upon.

8. Proposed Methodology:

The study would be based on a cross sectional research design. It is proposed to adopt a judicious mix of quantitative and qualitative methods. While the quantitative data would give the measure of change, the qualitative data would give a good read out to the quantitative data. The actual process of change, relevance etc. would be captured through the qualitative data.

The Target groups for the evaluation study would be-

a) Head of the Institutions:

- To assess the attitude of the principal towards ICT facility in the school.
- To know the measures being taken by them in the case of the functionality of computer education.
- To know the ICT facility provided in the teaching-learning process.
- To know the suggestions for best use of the scheme.

b) Instructor :

- To assess the attitude of the instructor towards ICT facility in the school.
- The availability of computer trained teacher and attitude towards using computers in the school.

c) Students:

- To know the achievement status of students regarding ICT skills.
- Use of ICT enhancement of their learning.
- The availability of computer period for each class in the school time table.

9. Tools and Techniques:

Collection of data will be based as per the scope of evaluation as mentioned in the third party evaluation document. The following tools and techniques would be used to fulfill the objective of the evaluation study as mentioned in the tender document:

- a) Achievement in the learning levels of student and other documents, community and educational officers, inventories.
- b) Availability list for ICT resources in schools (ALIRS)
- c) Checklist for survey of ICT program hardware and software.
- d) Checklist for sampling of respondent.
- e) Detailed questioner for head of the institutions (Hindi and English)
- f) Detailed questioner for students. (Hindi and English)
- g) Field visit checklist by research staff.
- h) Explanatory notes/ process document for research staff.(Hindi and English)
- i) Interview schedules.
- j) School visit plan and schedule.

- k) Detailed Questioner for interview of Deputy Director (Divisional HQ) on review and monitoring of their implementation of program in their respective divisions as discussed and required by the secondary Education, Rajasthan, Bikaner.
- l) Achievement test in ICT-literacy for the Students at Secondary and Higher Secondary level.(QBCUIS)

10. Random sampling of schools:

10% of the 2500 schools computerized under ICT @ school scheme Phase-I in the state .250 schools would be taken up for the evaluation study in Phase-I as per the list Of ICT Phase-I schools as shared by The department of secondary Education, Rajasthan, Bikaner in the tender.[List of the school attached Annexure-]

11. Time line schedule:

Third party will have to complete the entire project activities within four months from the date of signing the agreement.

12. Evaluation process :

With respect to the data collection this is an exploratory survey study. On the basis of data analysis process in this survey Mixed Method Research Design has to be adopted. In education we deal separately with quantitative methods and qualitative methods. However, a growing number of research and evaluation studies make use of mixed methods, that is, both quantitative and qualitative methods within a single study. Given that each of these approaches has its own strengths and limitations, combing them seems a good idea. It appears to offer a more comprehensive approach to finding answers to research questions, especially since many questions in education are complex and cannot easily be answered using a single method.

PHASE-I (PLANNING)

- i. Research Design will be finalized with the education department team. For validity of the design expert opinion of persons from reputed institution like Central Institute of Educational Technology, NCERT will be engaged.
- ii. Tools for data collection will be finalized after following steps.
 - a) Content analysis of the ICT scheme documents like policy and tenders.
 - b) Content analysis of the ICT curriculum and text books of the schools.
 - c) Preliminary field try out of the tools.
 - d) Suggestions from the language and subject experts.
 - e) Workshop with education department team and invited experts from NCERT or IGNOU of other reputed institution.

PHASE-II (FIELD SURVEY)

- i. **Selection of Field Investigators**-The field investigators must be ICT skilled Teacher Educators or Research Scholars with M.Ed or experienced teachers. Selection will be preceded by the firm expert committee appointed by the Head of the Firm.
- ii. **Training of the Field investigators**- Training will be given to the field investigators for the collection of the valid and reliable data.
- iii. **Data Collection-**
 - a) First level data will be collected by the field investigators through questionnaire and interview from all 10% schools (i.e., 250 schools)
 - b) Photographic evidence will be also collected by the field investigators.
 - c) After primary analysis, for the corroboration of the findings second level data will be collected by senior investigators or principle investigators.

Sample at each school level	4 students from each class	4 x 250 =4,000
Sample at each school level	3Teachers from each school	3 x 250 =7,500

Sample at each school level	1 H.M/ Principal	1 x 250 = 250
Sample at each school level	1 Instructor	1 x 250 = 250
District Education Officer	1 from each	41
Deputy Director (Zone)	1 from each	7

PHASE-III (DATA ANALYSIS)

- Project data will be tabulated and converted into digital formats simultaneously.
- Under qualitative analysis process conclusion will be drawn through frequency and percentage analysis with graphical representation.
- SWOT analysis will be applied for the scheme.
- To draw the inferences across the 2500 schools, parametric and non-parametric (as per the nature) test will be applied.
- Triangulation process of corroboration of evidences will be used to draw the conclusions.
- Interim report will be discussed with secondary education department team.
- The analysis will be focused on the following variables.

PHASE-IV (REPORTING)

Report will be finalized as follows:

- As per guideline of the tender document.
- Will include a comprehensive related literature from reputed journals and researches.
- The interpretation of the result will be in terms of the objectives, hypothesis, previous findings and limitation of tools.
- A complete bibliographical reference and acknowledgment will be include.

13. Proposed Project Milestones and Timelines:

Discussions and finalization of the study design, sampling strategy, review documents, submission of inception report, finalization of research tools and instruments like questionnaire, interview guidelines etc. in consultation with Department of Secondary Education and development of field.	20 Days
Training of Research Staff (Supervisors and field level persons)	10 Days
Field visit and collection of data by research staff along with the certificates as per the given format duly signed by the school principal.	60 Days
Statistical analysis, report writing and presentation of findings and submission of interim reports.	15 Days
Discussions with department of Secondary Education and ICT experts for final report.	15 Days

14. Data, service and facilities to be provided by the department:

- Authority letter to interact with and undertake collection of data from District Education Officer.
- Detailed data relevant to the study.

15. Necessary document to be submitted:

- The evaluation report in 6 hard copies and a soft copy.
- All raw data (questionnaire, test copies, formats developed, interview schedule etc.) will be submitted by the service provider to The Director ate of Secondary Education, Rajasthan, Bikaner after the completion of the study on external evaluation of ICT phase-I Government schools.
- The report shall have a detailed chapter on recommendations and suggestions based on the findings of the evaluation study.
- The firm will submit an executive summary of the study.

-
16. The evaluator will present the report /study in a workshop to be organized at The Director rate Secondary Education, Rajasthan, Bikaner to share the findings with other stake holders.
 17. The agreement is signed on.....

For and on behalf of Evaluator.

**For and on behalf of
The Director of Secondary Education,
Rajasthan
Bikaner.**

**Name and Signature
Designation.....**

Witness-

Witness-

BASIC TECHNOLOGY ASSESSMENT [Questionnaire]

Name of the school / SEMIS code number :

Name of the Head of the school / designation:.....

Date :..... Time :.....

Hardware:

1. How many computers does the school use on the regular basis?
2. How many printers does your school have?
3. What is the current inventory of the Hardware and software school uses?
4. What maintenance schedule school has for computer and other devices?
5. Do you replace your computers every three or five years?

Virus Protection:

1. Is virus protection software installed on every computer in your organization?
2. Does your organization update virus definitions at least twice a month?
3. Does your organization update virus definitions whenever new viruses are reported or widespread?
4. If your staff members received a virus alert or a virus attached to an e-mail message, are you confident that they would know how to avoid triggering it and what to do with it?

Computer Network:

1. Please write the option that best describes your computer network?
A) Cable LAN B) Wi Fi LAN
2. If you have a network, is it connected to the internet?
3. Do you have written information about technology at use, such as tech support numbers, Hardware, software, network, internet setup and manuals, for easy access when needed to maintain or modify the systems?

Internet:

1. How are your computer connected to the internet?
2. Do you have a firewall installed and correctly configured?
3. Does each staff member who needs internet access have it on demand, i.e., on demand i.e., without having to remove another user off the system?

World Wide Web:

1. Does your organization have a website?
2. Does the organization have the ability to easily update the website?
3. Does the organization have a website with interactive opportunities i.e., to collect information from?

Backup:

1. Do you backup important files on a weekly basis or more frequently?
2. Do you test your backup copies on a monthly basis to ensure you can recover your data?
3. Do staff members know each file to make backup copies of, and how to make and store those copies?

Training:

1. Do you have a current record of staff member's computer skilled?
2. Does all staff receive technology training to meet minimum level of technology competency required for their job?
3. Does your organization use more than one operating system?
4. Does your organization use only one application?(Type of software for each task)
5. Does your organization track software licenses to guarantee that all software in use is owned by your organization?

AMC Schedule
(Maintenance of Computer Peripherals)

1. Are computers/Peripherals properly maintained in a timely manner? Yes / No
2. How is the work of maintenance of computers/Peripherals carried out?
 - a) A private firm carries out maintenance work.
 - b) Govt. department / organization carry out maintenance work?
 - c) Nearby shops/individuals carry out maintenance work.
 - d) There is no maintenance of computer peripherals.
3. How is record maintained?
 - a) Record is kept in proper format/in a register.
 - b) Call reports/ service reports are kept.
 - c) Bills/ invoice are kept.
 - d) No record is kept.
4. How much time is taken for repair / maintenance of computer/ peripherals after they become out of order?
 - a) One day
 - b) One week
 - c) One month
 - d) More than one month
 - e) Never
5. How much approximate expenditure is incurred on an average, on the repair / maintenance of computer peripherals in a year?
 - a) Nil
 - b) Less than Rs.2000
 - c) Rs. 1000-Rs. 5000
 - d) Rs.5000-Rs.20,000
 - e) More than Rs.20,000

Teacher's aptitude towards ICT in schools[Questionnaire]

[Hello! Dear teachers. This questionnaire deals with the use of ICT in teaching by you. Questions involve what kind of equipment, support and courses are provided by the service provider and the formal requirements of teachers. Thank you so much for agreeing to assist in this survey research. We know you are busy, as all teachers are and we value your input highly. The following set of questions will help us to get a better understanding about your experience of using ICT tools in education.]

Name of the school / SEMIS code number :
Name of Teacher / designation :.....
Educational qualification :.....
Telephone No. / e-mail address :.....
Date :..... Time :.....

1. Which grade level and subject(s) do you teach?
2. How many years have you taught?
3. Do you have your own computer?
4. If yes than what? A desktop/ A laptop/ Both of them/ No.
5. Could you estimate the time you use ICT for personal use?
6. Does your school has computers Yes/No
7. How comfortable are you with computers? Very comfortable/ Comfortable/Uncomfortable.
8. Do you integrate technology in your classroom?
9. If yes, then How?
10. What describes your level of technology expertise in your classroom?
 - a) I,m very uncomfortable using technology in my classroom.
 - b) I,m fairly uncomfortable using technology in my classroom.
 - c) I,m fairly comfortable using technology in my classroom.
 - d) I,m very comfortable using technology in my classroom.
11. Does your institution provide internet access to the teachers? Yes/No/Other
12. Does your institution have broadband access to the internet? Yes/No/Other
13. Does your institution have Wi Fi Network? Yes/No/Other
14. Does the institution apply technical measures (such as filtering) to prevent access to certain content?
Yes/No
15. Has your institution had major training program in ICT in the last five years?
 - a) Not yet provided.
 - b) Optional courses or activities are provided.
 - c) Mandatory courses or activities are provided.
 - d) Optional or mandatory courses or activities depending on program.
 - e) Others (Please specify)
15. Does the institute have a policy to promote or support ICT based innovations by teachers in their teaching? Yes/No
16. Is there a special academic department dedicated to the pedagogical use of ICT at your institution?
17. How would you rate the quality of the technical support? Poor/ Mediocre/Good / Very Good.
18. Does your institute computer lab employs qualified computer professionals?
19. Have you ever been engaged personally in a project aimed at using ICT in new and innovative use as a teacher?
20. What are the future areas where you would like to use the computers?(Please give details)

[Annexure-D]

Head of the Institution aptitude towards ICT in schools[Questionnaire]

[Hello! Dear Principals, This questionnaire deals with the use of ICT in teaching by you. Questions involve what kind of equipment, support and courses are provided by the service provider and the formal requirements of teachers. Thank you so much for agreeing to assist in this survey research. We know you are busy, as all teachers are and we value your input highly. The following set of questions will help us to get a better understanding about your experience of using ICT tools in education.]

Name of the school / SEMIS code number :
Name of Teacher / designation :.....
Educational qualification :.....
Telephone No. / e-mail address :.....
Date :..... Time :.....

1. Which grade level and subject(s) do you teach?
2. How many years have you taught?
3. Do you have your own computer?
4. If yes than what? A desktop/ A laptop/ Both of them/ No.
5. Could you estimate the time you use ICT for personal use?
6. Does your school has computers Yes/No
7. How comfortable are you with computers? Very comfortable/ Comfortable/Uncomfortable.
8. Do you integrate technology in your classroom?
9. If yes, then How?
10. What describes your level of technology expertise in your classroom?
 - e) I,m very uncomfortable using technology in my classroom.
 - f) I,m fairly uncomfortable using technology in my classroom.
 - g) I,m fairly comfortable using technology in my classroom.
 - h) I,m very comfortable using technology in my classroom.
11. Does your institution provide internet access to the teachers? Yes/No/Other
12. Does your institution have broadband access to the internet? Yes/No/Other
13. Does your institution have Wi Fi Network? Yes/No/Other
14. Does the institution apply technical measures (such as filtering) to prevent access to certain content?
Yes/No
15. Has your institution had major training program in ICT in the last five years?
 - f) Not yet provided.
 - g) Optional courses or activities are provided.
 - h) Mandatory courses or activities are provided.
 - i) Optional or mandatory courses or activities depending on program.
 - j) Others (Please specify)
15. Does the institute have a policy to promote or support ICT based innovations by teachers in their teaching? Yes/No
16. Is there a special academic department dedicated to the pedagogical use of ICT at your institution? Yes /No
17. How would you rate the quality of the technical support? Poor/ Mediocre/Good / Very Good.
18. Does your institute computer lab employs qualified computer professionals?

19. Have you ever been engaged personally in a project aimed at using ICT in new and innovative use as a teacher?
20. What are the future areas where you would like to use the computers?(Please give details)
21. What kind of technological equipment is available in the classroom / School
 - a) Personal Computers
 - b) Interactive whiteboard
 - c) Video Conferencing Systems.
 - d) Audio Equipment (Including Software)
 - e) Digital Photo cameras (Including editing software)
 - f) Digital Video cameras (Including editing software)
 - g) Mobile Phones
 - h) Projection Systems
 - i) Others Please Specify.
22. How much money was spent on technological equipment (including maintenance) for ICT lab in your school?
23. How could you rate the quality of the technological support?
Poor/Mediocre/Good/Very Good
24. Does your institute computer lab employs qualified computer professionals?
Yes/No If yes, whether they are contractual or permanent?
25. Tick the areas where you technology as a management tool.
 - a. For organizing your work and keeping records.
 - b. For preparing lessons.
 - c. For finding digital learning resources.
 - d. For finding and producing your own digital learning resources.
 - e. To communicate with colleagues.
 - f. To communicate with your pupils.
 - g. To communicate with parents.
 - h. To communicate with school management and educational administration.
 - i. To analysis student achievement/ Performance data.
- 26 What are the future areas where you would like to use the computer?

OBSERVATION SCHEDULE

(To be conducted by Observer)

Name of the school / SEMIS code number :

Name of Observer :

Educational qualification :

Telephone No. / e-mail address :

Date : Time :

1. Number of computers in the school:
2. Hygienic condition of the lab:
3. Is the lab well ventilated and clean:
4. Status of the internet connection: DSL/BROADBAND/OTHER.
5. Name of the computer instructor :
6. Qualification of the computer instructor:
7. Experience of the computer instructor:
8. Does the school have a fixed schedule for theory classes?
9. Does the school have a fixed schedule for practical classes?
10. Hardware framework of the lab:
11. Anti-virus loaded Yes/No
12. Does the school have proper electricity backup?
13. Does the computer lab have a blackboard/Whiteboard?
14. Does the computer lab have written instructions on efficient handling of the computer?
15. Is the lab well decorated with the charts, posters or other useful information about computer?
16. Does the computer lab have 10 tables and 20 chairs?
17. How much time is taken for repair/ maintenance of computer/Peripherals after they become out of order? Day/Week/Month/More/Never
18. Is the lab under AMC contract? Yes/No
19. If yes then file a copy of the AMC?
20. Do the students make any computer project under the supervision of the instructor?
21. Does the company have provided any stationery like Cds/ DVDs/cartridge/ computer papers etc.?
22. Is there any electric meter fitted in the computer room?
23. Is the projector under working condition?
24. Can students perform basic operations of the computer?
25. Was the computer lab opened during Summer/winter/Diwali vacations?
26. Does the school administration use computer for official work?
27. Does the school administration allow the computers in election official work?
28. Does the student know the use of web cam and scanners?
29. Does the head of the institution take any interest in computer education?
30. Has the computer instructor trained any teacher in the school?

GROUP DISCUSSION
(TO BE CONDUCTED WITH STUDIES)

Name of the school :

Name of the student :

Class :

Address of the school :

Date :Time :

[To be filled in by the student]

1. For what purpose you use computer?
2. What is Desktop?
3. Do you have computer in the school?
4. How many computers are there in your school?
5. How many theory periods do you get?
6. How many practical periods do you get?
7. Do you have computer book/Manual exclusively meant for your class?
8. Describe the working condition of computers?
9. What is the average time you get to use the computer in a class?
10. Do you feel confident in using the computer?
11. Do you prefer using the computer yourself or do you prefer working with a friend?
12. What are the areas where you use computers?
 - a) Playing games
 - b) Send/Receive message
 - c) Instant messaging
 - d) Using the internet
 - e) Finding things
 - f) Art (making pictures/graphics)
 - g) Music
 - h) Typing word document
13. Which key do you use to check the spelling of a word?
14. Do you practice computer in summer vacation?
15. What do you do when light goes off in the computer room?
16. Do the genset make sound when you study in the computer?
17. When do we use Ctrl+ V command?
18. How many table and chair are there in your computer room?
19. Does your computer instructor take your classes regularly?
20. How do you open e-mail? Show it.
21. What is the full form of RAM?
22. Does your school have any website?
23. What is the full form of www?
24. Anti-virus has been installed in your computer or not?
25. What is the use of pen drive in our daily life?