



Request for Proposal for "Supply & Installation of 02 No.s of Continuous flow macro nutrients analyzer along with Peripherals and 3 year standard warranty and 4 years CAMC to be delivered and maintained at INCOIS, Hyderabad and at Digha, West Bengal, respectively"

Dear Sirs,

On behalf of Director, INCOIS tenders are invited in "Two Bid System" (Technical Bid and Price Bid) from tenderer's with appropriate registration having adequate resources and setup and dealing with similar works i.e., "Supply & Installation of continuous flow macro-nutrients analyzer". The offers, in the prescribed format, shall be submitted online at <http://eprocure.gov.in/eprocure/app> as per the tender document. No tender will be accepted in hard copy, fax, e-mail or any other such means. The intending, bidders must be registered with Public Procurement <http://eprocure.gov.in/eprocure/app>.

1.	Name of the work	:	Supply & Installation of 02 No.s of continuous flow macro-nutrients analyzer along with peripherals ,03 year standard warranty and 4 years CAMC
2.	Submission of Bid	:	Please note that the subject tender has to be submitted online via e-tender portal only. http://eprocure.gov.in/eprocure/app
3.	Type of Bid	:	Two Bid Cover I - Techno-Commercial Bid, EMD of Rs. 1,80,000/- or USD 2500/- Cover II - Price Bid in the prescribed format.
4.	Last date for seeking the clarifications	:	On or before 09 00Hrs of February 20, 2020
5.	Bid submission due date online	:	On or before 1500 Hrs of March 12, 2020
6.	Bid opening date	:	After 15 00 Hrs of March 13, 2020
7.	Bid validity	:	90 days from the date of opening of tender
8.	Delivery Period	:	Within 90 days from the date of acceptance of the order
9.	*Acceptance of the Order by the successful bidder upon AOC	:	* Within 10 days from the date of issue of the PO/Order.

Being an e-tender the bid has to be submitted online through the e-tender portal i.e., <https://eprocure.gov.in/eprocure/app>. Kindly refer **Appendix** for the detailed procedure. For any assistance, please contact help line of e-Tender portal. The following personnel may also be contacted: Mr. Devendra Kumar (email: devendra.kumar@incois.gov.in; Phone No. 040 23886074)/Mr. R V Giridhar (email: rvgiridhar@incois.gov.in Phone No. 040-2388 6055)

INCOIS may, at its discretion, extend the deadline for submission of bids by issuing a corrigendum, in which case all rights and obligations of the Owner and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

Postal Address	Location Address
Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Govt. of India, "Ocean Valley", Pragathi Nagar (BO), Nizampet (SO), Hyderabad - 500 090	Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Govt. of India, "Ocean Valley", Survey No.342/3, Beside ALEAP, Near Pragathi Nagar, Opp. JNTU-Kukatpally, Hyderabad 500 090, Ph.No.040-2388 6000 , Fax No.040-23892910

Index: Supply & Installation of 02 No.s of continuous flow macro-nutrients analyzer along with peripherals and 03 year standard warranty and 4 years CAMC

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1. INTRODUCTION

The Indian National Centre for Ocean Information Services (INCOIS), Hyderabad, an autonomous body under Ministry of Earth Sciences (MoES), Govt. of India is engaged in providing ocean information and advisory services. INCOIS deals with the projects related to tsunami early warning system, ocean state forecast, ocean observing systems, ocean modelling, satellite oceanography, coastal geospatial applications, ocean data and information management and web-based services relevant to societal needs. INCOIS is the nodal agency for providing ocean information services on operational basis to the various stakeholders of the country.

The requirement in this particular tender is Supply & Installation of 02 No.s of continuous flow macro-nutrients analyzer along with peripherals and 03 year standard warranty and 04 years CAMC to be delivered and maintained at INCOIS, Hyderabad and at Digha, West Bengal respectively

2. Scope of Tender

Scope of the work is to Supply & Installation of continuous flow macro-nutrients analyzer along with peripherals one set each at INCOIS, Hyderabad and at Digha, West Bengal along with 03 year standard warranty and 04 years CAMC.

3. Deliverables

Material component		
1	Continuous flow macro-nutrients analyzer with its accessories	2 No.s
2	Operation and maintenance manual & Troubleshooting manual (both Hardcopy and softcopy); Software for operation, data acquisition and visualization	2 sets
3	Peripherals (Desktop computer and inktank Printer)	2 sets
Service component		
4	On-site Installation, calibration, performance certification and training after delivery	
5	On-site Comprehensive AMC for total system for 04 years period after completion of 03 year onsite standard warranty	

4. Technical Specifications

a. Continuous flow macro-nutrient analyzer for open ocean applications: Generic specifications

SI	Parameters	Specification
1	Nutrient Analyzer	Bench-top continuous flow analyzer for nutrients in seawater
1.1	Parameters	The system should be able to analyze Nitrite, Nitrate+Nitrite, Phosphate, Silicate and Ammonia dissolved in marine, brackish and fresh water samples
1.2	Method	Analyzer should be equipped with adequate multichannel peristaltic pumps to support 30 or more positions for tubes
1.3	Approach	The analyzer should be capable of analyzing five parameters (Ammonia, Nitrite, Nitrate+Nitrite, Phosphate and Silicate) simultaneously on a single console
1.4	Reagents	The instrument may have in-built drawers or similar arrangement for storing reagent
1.5	Detection Sensitivity	The instrument should have wide analytical ranges with lowest detection limits (0.04uM for silicate; 0.01uM for nitrite, nitrate, ammonium and phosphate)
1.6	Detection Range	The instruments should show linearity within 0.01-20uM for Nitrate, 0.01-20uM for Nitrite, 0.01-10uM for phosphate, 0.04-50uM for Silicate, 0.01-20uM for Ammonium with good precision
1.7	Detector Type	Colorimeter detector with high sensitive analogue digital converter
1.8	Spectral Characteristics	The spectral range of the detector should cover 500 and 850 nm, optical path from 5 to 50mm
1.9	Handling capacity	a) The system should be equipped with auto-sampler (to accommodate more than 100 samples) b) The system must have pre and post dilution capability, and preferably dedicated slots (other than sample positions aforementioned) for dilution/ wash etc.
2	Accessories	Manifolds should come with the pre-connected tubes, relevant accessories such as heating baths, cadmium column should be included
3	Peripherals	Desktop computer (64-bit MS-Windows OS (with Genuine OS media) and with minimum i5 processor, 4GB RAM, 500 GB HDD), and ink tank Printer
4	Software	Software provided should have the adaptability to sample preparation accessories
		Software should be windows based and easily upgradeable to higher version. Software should be computer-independent and to be provided along with license and media CD / DVD to INCOIS.
5	Documents	Method of analysis for each of the parameter to be supported with application document
6	Delivery, Installation, Calibration and Training	Onsite at INCOIS, Hyderabad
7	Warranty	3 yr std warranty
8	CAMC	2 yr CAMC + 2 yr CAMC

b. Continuous flow macro-nutrient analyzer for coastal applications: Generic specifications

SI	Parameters	Specification
1	Nutrient Analyzer	Bench-top continuous flow analyzer for nutrients in seawater
1.1	Parameters	The system should be able to analyze Nitrite, Nitrate+Nitrite, Phosphate, Silicate and Ammonia dissolved in marine, brackish and fresh water samples
1.2	Method	Analyzer should be equipped with adequate multichannel peristaltic pumps to support 30 or more positions for tubes
1.3	Approach	The analyzer should be capable of analyzing five parameters (Ammonia,

		Nitrite, Nitrate+Nitrite, Phosphate and Silicate) simultaneously on a single console
1.4	Reagents	The instrument may have in-built drawers or similar arrangement for storing reagent
1.5	Detection Sensitivity	The instrument should have wide analytical ranges with lowest detection limits (0.5uM for silicate, nitrite, nitrate, ammonium; and 0.1uM for phosphate)
1.6	Detection Range	The instrument should show linearity (linear dynamic range) within 0.5-40uM for Nitrate, 0.5-40uM for Nitrite, 0.1-10uM for phosphate, 0.5-100uM for Silicate, 0.5-10uM for Ammonium with good precision.
1.7	Detector Type	Colorimeter detector with high sensitive analogue digital converter
1.8	Spectral Characteristics	The spectral range of the detector should cover 500 and 850 nm, optical path from 5 to 50mm
1.9	Handling capacity	a) The system should be equipped with auto-sampler (to accommodate more than 100 samples) b) The system must have pre and post dilution capability, and preferably dedicated slots (other than sample positions aforementioned) for dilution/wash etc.
2	Accessories	Manifolds should come with the pre-connected tubes, relevant accessories such as heating baths, cadmium column should be included.
3	Peripherals	Desktop computer (64-bit MS-Windows OS (with Genuine OS media) and with minimum i5 processor, 4GB RAM, 500 GB HDD), and inktank Printer
4	Software	Software provided should have the adaptability to sample preparation accessories
		Software should be windows based and easily upgradeable to higher version. Software should be computer-independent and to be provided along with license and media CD / DVD to INCOIS.
5	Documents	Method of analysis for each of the parameter to be supported with application document
6	Delivery, Installation, Calibration and Training	Onsite INCOIS lab at Digha , West Bengal
7	Warranty	3 yr std warranty
8	CAMC	2 yr CAMC + 2 yr CAMC

5. Eligibility Criteria

Only those bidders fulfilling the following criteria should respond to the tender.

1. The bidder should be either registered Indian firm under Indian Company Act 1956 or Foreign firm with experience of supply and maintenance of oceanographic instruments. The bidder should have end to end arrangement with the OEM/(s) to supply and commissioning of the equipment supplied under this tender. The bidder as consortium can also quote, if meeting the required qualification/criteria. In this case each of the partners should have specified annual turnover.
2. A bidding firm may be a corporation/company or consortium of companies/corporations. Consortium shall mean more than one company with complementing skills joining together to undertake the scope of the work defined.
3. Quotation should be submitted by the original manufacturer / supplier or its sole authorized distributor / dealer / Indian agent. In case of bid by authorized dealer / distributor / Indian agent, the manufactures authorization should be attached with the technical bid
4. One Indian Channel Partner/Agent can participate in a tender on behalf of one manufacturer only. No offer will be entertained if the same Indian Agent is representing another manufacturer for the same item.

5. Each OEM is allowed to bid directly or through multiple system integrator (SI) / Bidder for this tender. (Manufacturer Authorization Form (MAF) from OEM with specific reference to this tender is to be attached).
6. Bidder should submit an authorization letter from principal company in case of foreign principal authorizing Indian representative to submit the tender document on behalf of its foreign principal.
7. The firm should not be blacklisted by any Central Govt. / State Govt. / PSU / or any other Govt. Bodies. A certificate signed by the authorized signatory must be submitted in this regard.
8. Definition of Consortium:
 - a. A bidding firm may be a corporation/company or consortium of companies/corporations. Consortium shall mean more than one company with complementing skills joining together to undertake the scope of the work defined.
 - b. In case of consortium applicant, consortia shall submit a valid Memorandum of Association (MoA) agreement among the members signed by the authorized signatories of the companies dated prior to the submission of the bid.
 - c. If the Bidder had formed an association, each member of the association may be evaluated separately/jointly as per the qualification/eligibility.
 - d. The MoA shall specify the prime bidder, stake of each member and outline the roles and responsibilities of each member. The MoA shall be exclusively for this project and should confirm that each member of the consortia is liable jointly and severally for execution of the contract.
 - e. The bidder and consortium companies must be a Company registered under Indian Companies Act 1956 or may be reputed foreign bidder.
 - f. In the event of consortium, one of the partners shall be designated as "Prime Bidder". Each member of the consortium shall be equally responsible jointly and separately for execution of the contract.
 - g. A bidding company/ consortium cannot be part of more than one consortium. Any member of consortium cannot bid separately as a sole bidder. The bidder and all its consortium partners must have company registration certificate, valid GST registration certificate and Income Tax return with Audit report from CA. Bidder shall provide an attested copy of all the above certificates along with this document.
 - h. Where the Bid is made by a Consortium, the bid shall specifically indicate the members of the consortium by whom and/or on whose behalf the Bid is being made and shall indicate with reference to each whether such member contributes directly to the work or not and, if so, to what extent he contributes to the said work. In the event of a person/firm who is not a member of the said consortium, details of name and address of such person/firm shall be accompanied by valid proof of authority drawn in favour of Consortium to bind such person/firm.
9. The bidder should have an average annual financial turnover of Rs. 35.20 lakhs or more during the last three years ending March 31 2019 or End of the last financial years. . Proof of turnover and Proof of annual profit certificate issued by the chartered accountant to be submitted.
10. Tenderer should have past experience in similar nature of works in last seven years ending previous day of last date of submission of the online Bid. Out of which one work of value Rs.70.40 lakhs or two works of value Rs. 52.80 lakhs or three works of value Rs. 35.20 lakhs. Client certificates / PO to be enclosed in this regard.
11. Tenderer must submit Quotations with technical compliance statement for all the specifications along with the detailed data sheets/ catalogues. Relevant remarks can be provided in the compliance statement if required. Quotations without technical compliance and data sheets/catalogues will not be considered.
12. The systems should not be obsolete within 7 years. The support, service and spares are to be

available for providing uninterrupted service to INCOIS. Undertaking is to be submitted by the bidder along with the bid towards confirmation of 1) The sole responsibility of the functioning of the system lies with the successful Bidder 2) Acceptance to submit a) Test reports and b) necessary Diagrams along with the delivery of material.

13. The net worth of the Bidder (Manufacturer or Principal of authorized rep) should not be negative on 31.03.2019. Net worth of the company should not have been eroded by 30% over the last 3 years as on 31.03.2019.
14. Vendor should provide list of clients , address and the installation/commissioning reports
15. Vendor should have well established service / support centre in India with trained / certified manpower in maintaining the infrastructure covered under this tender. The details of location of service / support centre are to be submitted. The bidder should provide company profile including its infrastructure, technical manpower and their expertise.
16. Start ups: In order to promote make in India and startups, the prior turnover and prior experience for all startups shall be relaxed subject to their meeting of quality, technical specifications and tender conditions as per tender. The bidder who intends to participate as "start up" company should enclose the certificate towards startup enterprise registration/recognition issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant.

Note

- a. Offers of bidders who do not fulfill the eligibility criteria or who fail to submit documentary proof for all the points under eligibility criteria will not be considered for further evaluation.
- b. No further communication in this regard will be entertained.
- c. The bids submitted without EMD as per clause 7 under section 10 of General T & C will be summarily rejected and no further communication in this regard will be entertained.

6. Contents of the Bid

The quote should be submitted in two bid format. (i) Technical Bid and (ii) Commercial Bid

(i) Technical Bid:

Technical bid should contain all the information as listed below without which the offer will not be considered further.

NOTE:

- Technical bid should contain filled-in following Table (**Technical Compliance Statement**), without which the offer will not be considered further.
- Part/conditional/incomplete quotations will not be accepted.

Table-1: Technical Compliance Statement

S No.	Description	Make & Model	Compliance status Yes / No	Page number against the Proof attached.	Remarks, if any
Technical specifications:					
1.	Continuous flow macro-nutrient analyzer (All specifications mentioned in the Technical specifications 4.a to be complied)				
2.	Peripherals (All specifications mentioned in the Technical specifications 4.b to be complied)				
3.	Letter of Authorization" from manufacturer				
4.	List of Indian & International laboratories where the quoted equipment is currently operational.				
5.	Reliability/ performance report				
6.	Undertaking is to be submitted by the bidder				

	along with the bid towards confirmation of 1) The sole responsibility of the functioning of the system lies with the successful Bidder 2) Acceptance to submit a)Test reports and b)necessary Diagrams along with the delivery of material.				
General Terms & Conditions:					
1.	Earnest Money Deposit (EMD).				
2.	The bidder is a 1) Registered Indian under Indian Company Act 1956 / 2) Foreign firm /3) OEM/(s) / 4)Consortium 5) System Integrator				
3.	In consortium , Compliance to all the terms in sl no. 8 under clause 5 of Eligibility Criteria				
4.	Bidder should submit an authorization letter from principal company in case of foreign principal authorizing Indian representative to submit the tender document on behalf of its foreign principal				
5.	The Tenderer must be a Company registered under Indian Company Act 1956 or a registered firm. Registration certificate to be submitted. Proofs for Registration of company, PAN and GST certificates to be submitted.				
6.	The firm should not be blacklisted by any Central Govt. / State Govt. / PSU / or any other Govt. Bodies. A certificate signed by the authorized signatory must be submitted in this regard.				
7.	Tenderer should have past experience in similar nature of works in last seven years ending previous day of last date of submission of the online Bid. Out of which one work of value Rs.70.40 lakhs or two works of value Rs. 52.80 lakhs or three works of value Rs. 35.20 lakhs. Client certificates / PO to be enclosed in this regard.				
8.	The bidder should have an average annual financial turnover of Rs. 35.20 lakhs or more during the last three years ending March 31, 2019 or End of the last financial years. Proof of turnover and Proof of annual profit certificate issued by the chartered accountant to be submitted.				
9.	The net worth of the Bidder (Manufacturer or Principal of authorized rep) should not be negative on 31.03.2019. Net worth of the company should not have been eroded by 30% over the last 3 years as on 31.03.2019.				
10.	Vendor should have well established service / support centre in India with trained / certified manpower in maintaining the infrastructure covered under this tender. The details of location of service / support centre is to be submitted. The bidder should provide company profile including its infrastructure, technical manpower and their expertise.				
11.	The systems should not be obsolete within 7 years. The support, service and spares are to be available for providing uninterrupted service to INCOIS. Undertaking is to be submitted by the bidder along with the bid towards confirmation of 1) The sole responsibility of the functioning of the system lies with the successful Bidder 2) Acceptance to submit a)Test reports and b)necessary Diagrams along with the delivery of material				
12.	Vendor should provide list of clients , address and the installation/commissioning reports				

13.	Signature on all the pages of the tender document, including addendum/ corrigendum, if any, issued by INCOIS.			
14.	Escalation matrix with full contact details, for the resolution of reported issues during warranty period.			
15.	Start ups: In order to promote make in India and startups, the prior turnover and prior experience for all startups shall be relaxed subject to their meeting of quality, technical specifications and tender conditions as per tender. The bidder who intends to participate as "start up" company should enclose the certificate towards startup enterprise registration/recognition issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant.			

Table-2: Compliance Statement - 2 (un-priced bid)

NOTE:

- Technical bid should contain filled-in Table-1 and Table-2 along with legible documentary proof, without which the offer will not be considered further.
- Part/conditional/incomplete quotations will not be accepted.
- Bidder has to quote for all the components given in the Price bid. Hence, please indicate as Yes or No in the table given below.

S.No.	Description	Qty	Unit price (Rs./USD)	Total price (Rs./USD)
Material component along with 03 Years standard onsite warranty				
1	Continuous flow macro-nutrients analyzer (Open Ocean) along with its cables & connectors and other accessories	1 No.	Please do not quote price here.	
2	Continuous flow macro-nutrients analyzer (Coastal Ocean) along with its cables & connectors and other accessories	1 No		
3	Desktop computer	2 No.s		
4	Ink tank Printer	2 No.s		
5	Operation and maintenance manual & Troubleshooting manual(both Hardcopy and softcopy); Software for operation, data acquisition and visualization	2 sets		
Service component				
6	On-site Installation, Calibration, Performance certification and Training after delivery at 2 sites		Please do not quote price here.	
	INCOIS, Hyderabad	1 Site		
	Digha, West Bengal	1 Site		
7	On-site CAMC for the 1st year total system after completion of 3 Years standard onsite warranty.			
	INCOIS, Hyderabad	1 Year		
	Digha, West Bengal	1 Year		
8	On-site CAMC for the 2nd year total system after completion of 1st year CAMC.			
	INCOIS, Hyderabad	1 Year		
	Digha, West Bengal	1 Year		
9	On-site CAMC for the 3rd year total system after completion of 2nd year CAMC.			
	INCOIS, Hyderabad	1 Year		
	Digha, West Bengal	1 Year		
10	On-site CAMC for the 4th year total system after completion of 3rd year CAMC.			
	INCOIS, Hyderabad	1 Year		
	Digha, West Bengal	1 Year		

- Price bid should be filled the .xls format provided in the price bid cover of CPP Portal only.

- Financial quote should consist of item wise price details for ALL the items, without which the offers will not be considered. (The successful bidder may be asked to submit details with respect to price break-up, if required.)
- Partial quotations will not be accepted.
- Price should be quoted as per the format. Lump-sum quotes will not be considered and line-item-wise break-up is mandatory. The format of the Price bid should not be changed in any case.
- If the order is to be placed on foreign firm, Price quoted should be on INCO term CIP, Hyderabad, India (for 1 set) and CIP, Kolkata, India (for 1set) basis.
- Else price quoted should be on INCO term FOR, INCOIS, Hyderabad and FOR , Digha, West Bengal only.
- Bidder has to clearly indicate the INCO term offered for the supply of the material.
- If the order is to be placed on foreign vendor, Insurance should be obtained for 110% of value from warehouse of origin to warehouse of destination basis.
- The price of the 4 (2+2) years onsite CAMC cost will also be considered in price bid for arriving L1. However placement of orders for onsite CAMC will be at the discretion of INCOIS.

7. Quality of Service: The vendor should provide OEM warranty support. The vendor shall be responsible for replacing any defective part / parts (consumable / non-consumable) without any extra cost to INCOIS during the warranty period.

The Technical documentation (Manual) – one set hard copy and soft copy having detailed instructions for Installation, Operations, Maintenance and trouble-shooting is to be delivered along with the delivery of the material.

The vendor should provide OEM warranty support during warranty & CAMC period from the date of installation & commissioning as part of this tender.

The vendor shall be responsible for replacing any defective part / parts (consumable / non-consumable) without any extra cost to INCOIS during the warranty period.

The vendor shall be responsible to provide necessary spare parts upgrades and updates for various firmware/software's released by OEM from time to time without any extra cost to INCOIS during the warranty /CAMC period.

The Firm is requested to provide a plan for post-warranty support for operational maintenance of the system to be taken up on yearly basis. These details may please be provided in the Price Bid only.

i) During 3 years Warranty:

For the defects noticed during the entire service period, replacement/rectification should be arranged free of cost. The to and fro freight charges shall be borne by the successful bidder during warranty period if any.

If the problem is not rectified in the specified time, the penalty clause will be applicable as below:

Penalty clause:

- Successful bidder should make sure that the reported issues are resolved within 24 hrs from the time of reporting. If any system / peripheral fails and not replaced with similar / higher configuration brand new system / peripheral of same make and duly accepted by INCOIS within 48 hrs from the time of reporting, it will be considered as an Instance. If the successful bidder fails to resolve the reported issues within 48 hrs, INCOIS will take up alternative measures for resolving the issues at the risk and cost of the successful bidder.
- During the warranty period of three years, each such instance will attract a penalty of 10% of PBG value. More than three such occasions will lead to forfeiture of total PBG amount.

- In case, if successful bidder fails to resolve the reported issues with-in 48 hrs and INCOIS gets the issues resolved through alternative means, it should not have any implications on the already agreed support for the systems / peripherals provided.

The successful bidder has to sign the formal agreement and the bidder shall guarantee and adhere to the following standards.

ii) During the 4 years Extended onsite warranty:

A. No Penalty:

1. Up to 24 hours.
2. 24-48 hrs: If a stand-by of same make and whose configuration is similar / higher and duly accepted by INCOIS is arranged or faulty system is repaired and put to operations.
3. 48-96hrs : If the faulty system is repaired or a new system of same make and whose configuration is similar / higher and duly accepted by INCOIS, in the place of faulty system is arranged and put to operations.

B. Penalty:

1. 24-48hrs: If the above criteria (Sl no 2 of A above) is not fulfilled then 2% of yearly extended onsite warranty charges of that system / peripheral will be imposed.
2. 48-96 hrs: If the above criteria (Sl no 3 of A above) is not fulfilled then 5% of yearly extended onsite warranty charges (total amount of extended onsite warranty of that quarter) will be imposed.
3. Beyond 96hrs: 10% of yearly extended onsite warranty charges (total amount of extended onsite warranty of that quarter) will be imposed and the rectification of the problem through OEM will be initiated at the risk and cost of the successful bidder.

8. Technical Evaluation Criteria

- The purpose of two bid system (technical and commercial) is to evaluate all the firms on technical basis with reference to the tendered specifications, performance of similar service rendered elsewhere and obtaining users views with reference to the earlier services. This will enable the technical committee to arrive at a fair recommendation in the interest of the organization.
- In the event of seeking any clarification from various bidders by INCOIS, the bidders are required to furnish only technical clarifications that are asked for. No amendment to commercial bid will be entertained at that stage. In case, if a bidder fails to quote for a particular item, it amounts to non-compliance and such bid will not be considered for further evaluation. Further, during this process, if any bidder indicates the price during the clarification, such bids also will not be considered for further evaluation.
 - On the due date, Technical bids will be opened.
 - The bids submitted together will be examined vis-a-vis the tendered specifications and evaluation is made accordingly.
 - Bids complete in all respects will qualify for further evaluation.
 - After initial technical evaluation based on the bids submitted, all technically qualified vendor/s has / have to provide onsite demonstration of technical specifications (including accuracies required) on the at his own lab or at a pre-existing client location where similar equipment was installed in India, preferably in Hyderabad to the technical experts nominated by INCOIS. The demonstration will be evaluated by the members of the technical expert's panel/ committee constituted for the purpose. The vendor/s, whose accuracies of the equipment is acceptable to the committee, those bids will only be considered as the technically qualified bids. This is mandatory for all the bidders including the startup companies / make in India products. Those Startup companies promoting 'Make in India' products, which have no prior experience, may demonstrate the technical specifications and accuracies of the equipment at their own labs.

- After completion of technical evaluation, the commercial bid of the technically qualified bidders will be opened through e-Portal (CPPP).
- **Preference will be given to the eligible Make in India offered products for this scientific requirement.**

9. Commercial Evaluation Criteria

- Generally the contract is awarded to the technically qualified eligible bidder whose bid has been determined as the lowest evaluated commercial bid. The price of the 4 years extended onsite extended onsite warranty cost also will be considered in price bid for arriving L1. **However placement of orders for extended onsite extended onsite warranty will be at the discretion of INCOIS.**
- Notwithstanding anything stated above, INCOIS reserves the right to assess Bidder's capability and capacity to perform the contract. Should circumstances warrant such an assessment in the overall interest of the organization, INCOIS reserves the right to reject any or all tenders/ bids at any time prior to award of contract, without assigning reasons thereof, and without thereby incurring any liability to the affected Bidder or Bidders.
- If the order is to be placed on foreign firm, Price quoted should be on INCO term CIP, Hyderabad, India (for 1 set) and CIP, Kolkata, India (for 1set) basis.
- Else price quoted should be on INCO term FOR, INCOIS, Hyderabad and FOR , Digha, West Bengal only.
- Bidder has to clearly indicate the INCO term offered for the supply of the material.
- If the order is to be placed on foreign vendor, Insurance should be obtained for 110% of value from warehouse of origin to warehouse of destination basis.
- The price of the 4 (2+2) years onsite CAMC cost will also be considered in price bid for arriving L1. However placement of orders for onsite CAMC will be at the discretion of INCOIS.

10. General terms and Conditions

Point No.	Details
1.	Quotation: Quotation have to submitted online in the e-tender portal i.e., http://eprocure.gov.in/eprocure/app only.
2.	A two bid system will be followed in selecting the vendor
3.	Validity Period: Bids/Offer shall have the validity period of 90 days from the tender closing date.
4.	Delivery Schedule: Within 90 days from the date of acceptance of the order
5.	* Acceptance of the order by successful bidder upon AOC : Within 10days from the date of issue of the PO/Order. If the acceptance communication is not received within 10days. Then PO would be deemed as accepted and binding to the successful bidder.
6.	Warranty clause: 03 years standard onsite warranty and 04 (02+02) years onsite CAMC. Three years standard onsite warranty of the Equipment will start from the date of Installation & Acceptance of the system at INCOIS..
7.	<p>Earnest Money Deposit (EMD) : An amount of Rs 1,80,000/- or USD 2500/- has to be submitted by way of Demand Draft/Bank Guarantee/ NEFT/RTGS electronic transfer from any Nationalized Bank in favor of "Director, INCOIS payable at Hyderabad".</p> <p>The Scanned copy of the Demand Draft/Bank guarantee/UTR details is to be uploaded to the CPP Portal while submitting the offer. Bank guarantees should be obtained from any of the Nationalized bank of India with a validity of 90 days from the date of opening of tender+60 days claim period and should be sent/forwarded the issuing banker directly to the office of INCOIS, Hyderabad and must reach on or before 14 30Hrs of 12.03.2020. Offers received without EMD will be summarily rejected.</p> <p>The original DDs/BG/NEFT/RTGS transfer should reach to INCOIS on or before 14 30Hrs of March 12, 2020 ie., before opening of the Technical Bid of the tender. Offers received without EMD will be summarily rejected.</p> <p>Vendors registered with Ministry of Micro Small and Medium Enterprises (MSME) /National Small Scale Industries Corporation (NSIC) are exempted from payment of EMD only if, the vendor is manufacturing /supplying/providing the services for the tendered products for this</p>

	<p>particular tender. A copy of valid registration certificate should be submitted along with the technical bid.</p> <p>This deposit will be free of interest. The EMD submitted by the unsuccessful bidder shall be returned to the respective bidder.</p>						
8.	<p>Tender Document Cost : Tender document can be downloaded from tender portal or our website on Free of Cost. However, if the bidder wishes to collect the tender document personally from our office (INCOIS, Hyderabad) , needs to submit a written request letter along with a demand draft for an amount of Rs. 500/- issued by any Nationalized Bank in favour of "Director, INCOIS payable at Hyderabad".</p> <p>Vendors registered with Ministry of Micro Small and Medium Enterprises (MSME) /National Small Scale Industries Corporation (NSIC) are exempted from payment of Tender fee only <u>if the vendor is manufacturing and supplying the tendered products for this particular tender.</u> A copy of valid registration certificate should be submitted along with the technical bid. Tender fee/Tender document cost/DD received towards the tender is non refundable.</p>						
9.	<p>Security Deposit: Successful bidder has to submit 05% of the Order value (Material component) within 15days towards Security Deposit by means of Demand Draft drawn in favour of Director, INCOIS payable at Hyderabad or Bank Guarantee from any Nationalized Bank valid for a period of 06 months. The EMD submitted by the successful tenderer shall be converted as Security Deposit and the balance amount required for 05% of order value to be submitted in the form of Demand Draft / Bank Guarantee for the purpose of fulfillment of the contract. This deposit will be free of interest and is refundable after the satisfactory execution of the contract and complete fulfillment of contractual obligations.</p>						
10.	<p>Performance Guarantee: In case of placement order for onsite CAMC, successful bidder has to submit 5% of the CAMC Order value towards Performance Guarantee by means of BG/Demand Draft drawn in favour of Director, INCOIS payable at Hyderabad or Bank Guarantee from any Nationalized Bank valid for a period of contract plus 60 days. This deposit will be free of interest and is refundable after the satisfactory execution of the contract and complete fulfillment of contractual obligations</p>						
11.	<p>SD/PG is liable to forfeiture in the event of :</p> <ol style="list-style-type: none"> Withdrawal of order during validity period of the contract If the service of the successful bidder is found to be unsatisfactory and fails to adhere to our tender terms and conditions. Any unilateral revision made by the successful bidder during the validity period of the contract. 						
12.	<p>Payment Terms:</p> <p>For Indian Order:</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 35%;">Delivery of equipment</td> <td> <ul style="list-style-type: none"> 75% value will be released after supply and acceptance of material at site along with signing of SLA. 15% will be released through wire transfer after completion of installation, testing, commissioning, demonstration and training at INCOIS. Balance 10% will be released after successful completion of three years warranty or on submission of advance BG for the said amount and period plus 60 days </td> </tr> <tr> <td>Onsite CAMC for a period of 4 (2+2) years after completion of 3 years standard onsite warranty</td> <td> <p>Placement of orders for onsite CAMC will be at the discretion of INCOIS.</p> <p>100% of the cost payable on yearly basis (upon completion of preventive maintenance service once in 06 months) against submission of the invoice in original and subject to satisfactory performance.</p> </td> </tr> </table> <p>For Foreign Order:</p> <table border="1" style="width: 100%;"> <tr> <td style="width: 35%;">Delivery of equipment</td> <td> <ul style="list-style-type: none"> LC will be established for 75% value upon receipt of Order Acceptance and Proforma Invoice, acceptance </td> </tr> </table>	Delivery of equipment	<ul style="list-style-type: none"> 75% value will be released after supply and acceptance of material at site along with signing of SLA. 15% will be released through wire transfer after completion of installation, testing, commissioning, demonstration and training at INCOIS. Balance 10% will be released after successful completion of three years warranty or on submission of advance BG for the said amount and period plus 60 days 	Onsite CAMC for a period of 4 (2+2) years after completion of 3 years standard onsite warranty	<p>Placement of orders for onsite CAMC will be at the discretion of INCOIS.</p> <p>100% of the cost payable on yearly basis (upon completion of preventive maintenance service once in 06 months) against submission of the invoice in original and subject to satisfactory performance.</p>	Delivery of equipment	<ul style="list-style-type: none"> LC will be established for 75% value upon receipt of Order Acceptance and Proforma Invoice, acceptance
Delivery of equipment	<ul style="list-style-type: none"> 75% value will be released after supply and acceptance of material at site along with signing of SLA. 15% will be released through wire transfer after completion of installation, testing, commissioning, demonstration and training at INCOIS. Balance 10% will be released after successful completion of three years warranty or on submission of advance BG for the said amount and period plus 60 days 						
Onsite CAMC for a period of 4 (2+2) years after completion of 3 years standard onsite warranty	<p>Placement of orders for onsite CAMC will be at the discretion of INCOIS.</p> <p>100% of the cost payable on yearly basis (upon completion of preventive maintenance service once in 06 months) against submission of the invoice in original and subject to satisfactory performance.</p>						
Delivery of equipment	<ul style="list-style-type: none"> LC will be established for 75% value upon receipt of Order Acceptance and Proforma Invoice, acceptance 						

		<p>of LC guidelines and submission of security deposit (as per section 10 (9) General T&C, page 12).</p> <ul style="list-style-type: none"> • 15% will be released through wire transfer after completion of installation, testing, commissioning, demonstration and training at INCOIS along with signing of SLA. • Balance 10% will be released after successful completion of three years warranty through wire transfer or on submission of advance BG for the said amount and period plus 60 days claims period
	Onsite CAMC for a period of 4 (2+2) years after completion of 3 years standard onsite warranty	<p>Placement of orders for onsite CAMC will be at the discretion of INCOIS.</p> <p>100% of the cost payable on yearly basis (upon completion of preventive maintenance service once in 06 months) against submission of the invoice in original and subject to satisfactory performance.</p>
	<i>No advance payment will be allowed and no other payment terms will be considered.</i>	
13.	A Service Level Agreement is required to be executed between successful bidder and INCOIS. The vendor/authorised representative should submit the SLA in prescribed format on Indian non-judicial stamp paper worth Rs. 200/- duly signed by authorised signatory within 30 days of receipt of order.	
14.	GST: The bidder should specifically/particularly state GST if any applicable as extra and the rate at which the same is chargeable, failing which, the prices quoted, will be deemed to be inclusive of such levies. If a particular bidder is not registered under the GST Act, the prices quoted by him will be treated as net and inclusive of all taxes and statutory levies and that any future claims made by him for reimbursement of those levies on account of retrospective registration under the GST Act will under no circumstances be entertained by the INCOIS and that liability for payment of these levies will be wholly and exclusively that of the bidder quoting against our tender.	
15.	INCOIS is partially exempted from GST under Notification No. 45/2017-Central Tax (Rate) dated 14.11.2017. Concessional GST under this section is 5% only. INCOIS will issue the Concessional GST Certificate upon request as applicable.	
16.	Bidder should clearly indicate the Make & model of the unit offered by him along with supporting documents for the model. Bidder should also fill the technical specification compliance sheet enclosed along with his technical offer.	
17.	INCOIS is partially exempted from Custom duty under Notification No. 51/96 dated 23.7.1996	
18.	Price bid is to be submitted on-line in enclosed price bid format only. Price bids submitted in any other formats will be summarily rejected. <u>Price quoted should be on Inco term CIP, Hyderabad and CIP, Kolkata basis, if the order is placed on foreign firm.</u>	
19.	<p>If the quote is offered on High Sea Sale basis, price should be inclusive of clearance charges, Nominal Customs Duty applicable for Duty Exempted items under notification 51/96, Transportation charges including unloading. Standard format of High Sea Sales Agreement will be signed by INCOIS upon submission of the same by the successful bidder. Documents such as DSIR Registration Copy, Customs Duty Exemption Certificate duly signed by the Head of the Institute and Authorization will be provided by INCOIS.</p> <p>The complete responsibility to deliver the material at designated sites lies with the successful bidder only (including payment of nominal customs duty (approx @5.13% at present), clearance of the material and delivery at designated sites), if the order is to be placed on Indian firm on 'High sea Sales basis'.</p>	
20.	Price quoted by Bidder should remain firm during the entire period of contract and no escalation in any form will be considered by INCOIS. No extra will be paid by INCOIS and neither any exemption certificate will be issued.	
21.	Bidders should fill and submit the technical compliance sheet along with Techno-Commercial	

	bid. Offers received without the compliance sheet will be summarily rejected.
22.	Tenders not in complete shape or not conforming to technical specifications or not conforming to terms and conditions are liable for rejection.
23.	All above relevant documents must be enclosed with technical bids failing which bids may be ignored and will not be considered for technical evaluation.
24.	The bidder must submit a copy of UNPRICED commercial bid along with the technical bid, which should be identical with the commercial bid except the Price column. Technical bids without the copy of UNPRICED commercial bid shall not be considered.
25.	Full details of technical specifications along with catalogues / literature of the models offered, documentary proof of the eligibility criteria and commercial conditions should be submitted along with the technical bid. Full illustrative literature, details of previous experience with documentary proof, details about agreements entered into with various companies, etc. should be attached separately with the bid.
26.	Proof for fulfillment of eligibility criteria mentioned above should be submitted along with the tender. If the tender is submitted without valid documents, INCOIS shall not consider the bid offered as responsive. Tenders received without proof of eligibility criteria will be rejected
27.	Any deviations technically or commercially should be clearly indicated in the Technical bid offer only.
28.	The vendor shall be liable and responsible for any defect in the composition or substance and defect in the workmanship or process of manufacture and defect in the design of goods, shall make good by free replacement or repairs defects which under normal use appear therein or arise from defective composition or substance of material defective workmanship or process of manufacture and defective design as per the reliability/warranty clause.
29.	<p>Liquidated Damages Clause: In case the supply/delivery/services is delayed and delay is attributed to the Tenderer or is not as per our specifications and in the event of breach of any of the terms and conditions mentioned in the Purchase Order, INCOIS shall have the right.</p> <p>a) To recover at the rate of 0.5% per week for the value equivalent to undelivered material / services against the delay in execution of the order or part thereof subject to a maximum of 10% of the services/material not executed/delivered.</p> <p>b) To purchase elsewhere, after due notice to the Tenderer Inc., on the account and at the risk of the defaulting supplier for the stores/services not supplied or others of a similar description without cancelling the work order in respect of the job not yet due for supply or</p> <p>c) To cancel the order or a portion thereof and if so desired to purchase the stores / services at the risk and cost of the defaulting supplier and also.</p> <p>d) To extend the period of delivery with or without penalty shall not be more than agreed liquidated damages referred to in clause (a) above,</p> <p>e) To forfeit the security deposit full or in part at the discretion of Director, INCOIS.</p>
30.	<p>Force Majeure Clause: If the execution of the contract / supply order is delayed beyond the period stipulated in the contract as a result on out-break of hostilities, declaration of an embargo's or blockage or fire flood, acts of nature or any other contingency beyond the supplier's control, Director, INCOIS may allow such additional time by extending the delivery period as he considers to be justified by the circumstances of the case and his decision shall be final, conclusive and binding. If and when additional time is granted by the INCOIS, the contract/supply shall be read and understood as if it had contained from its inception the delivery date as extended.</p>
31.	<p>Patent Indemnification Clause: The Contractor shall indemnify and keep indemnified the purchaser from and against any and all claims, action, cost charges and expenses arising from or for infringement of patent rights, copy right and other protected rights of any design, plans, diagrams drawings in respect of the stores supplied by the contractor or any of the manufacturing methods or process adopted by the contractor for the stores supplied under the contract. In the event of any claim being made or action being brought against the purchaser in respect of the matter referred above, the contractor shall promptly be notified thereof and he shall at his own expense, conduct all negotiations for settlement of the same and any drawings, plans or diagrams or any manufacturing methods or of patent or any other protected rights and use thereof is at no costs to the latter, the rights to continue using the same or to the extent it is possible to replace the same so as to avoid such infringement and subject to approval by the purchases or modify them so that they</p>

	become non-infringing but such modifications shall otherwise be to the entire satisfaction of the purchaser. The provision of this clause shall remain effective and binding upon the contractor even after the completion, expiration or termination of the contract.
32.	If any tenderer withdraws his tender after price bid is opened, within the validity period or makes any modifications in the terms and conditions of tender, which are not acceptable to the INCOIS, then INCOIS shall without prejudice to any other right or remedy available to it, be at liberty to forfeit the partial or entire Earnest Money amount.
33.	The bidder shall sign and upload the Bids with the exact name and address of the firm, which is bidding for the tendered requirement.
34.	The Bids shall be uploaded only after signed by a duly authorized officer of the firm which is bidding for the tendered requirement, and in the case of a Corporation, seal, or otherwise appropriately executed under seal.
35.	Where the Bid is made by a Consortium, the bid shall specifically indicate the members of the consortium by whom and/or on whose behalf the Bid is being made and shall indicate with reference to each whether such member contributes directly to the work or not and, if so, to what extent he contributes to the said work. In the event of a person/firm who is not a member of the said consortium, details of name and address of such person/firm shall be accompanied by valid proof of authority drawn in favour of Consortium to bind such person/firm.
36.	Preference will be given to the eligible Make in India offered products for this scientific requirement.
37.	Start ups: In order to promote make in India and startups, the prior turnover and prior experience for all startups shall be relaxed subject to their meeting of quality, technical specifications and tender conditions as per tender. The bidder who intends to participate as "start up" company should enclose the certificate towards startup enterprise registration/recognition issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant.
38.	The acceptance of tender will solely rest with Director, INCOIS who does not bind himself to accept the lowest or any other tender. No reasons will be furnished for acceptance or rejection of any tender.
39.	Director, INCOIS reserves the right to cancel the tender at any stage due to any technical /administrative reasons. The bidder shall not have any claim under what so ever reasons.
40.	Canvassing in connection with tender is strictly prohibited and any canvassing will render the bid of such tenderer ineligible.
41.	INCOIS reserves the right to alter the scope or reduce/increase/enhance quantum of work, before/after issue of work order and tenderer shall not have any claim whatsoever on this account. INCOIS also reserves the right to split the tender and award to separate tenderer(s) if necessary and tenderer shall not have any claim whatsoever on this account.
42.	In case of any un resolved dispute or differences arising at any time between this Institute and the firm holding the contract, these shall be resolved in terms of the Arbitration and Conciliation Act 1996 and held at Hyderabad, Telangana, India only. Further, this contract is subject to laws of India alone

11) Clarifications & Contact details: Queries or clarifications on tender document, if any, may be submitted by the firms (via e-mail) on or before **09 00 Hrs of February 20, 2020** *Note: Preferably the Firms should submit a consolidated query.* e-mail: bala@incois.gov.in/raja@incois.gov.in E-mail subject should be mentioned as "Supply & Installation of 02 Nos of continuous flow macro-nutrients analyzer along with peripherals".

1) Head-ISG
Indian National Centre for Ocean Information Services
(INCOIS)
Ministry of Earth Sciences, Govt. of India
"Ocean Valley", Pragathi Nagar (BO), Nizampet (SO)
Hyderabad - 500 090, T S., India
Phone:009140 2389 5007; FAX: 009140- 23895008
E-mail: bala@incois.gov.in/raja@incois.gov.in

2)Director
Indian National Centre for Ocean Information Services
(INCOIS)
Ministry of Earth Sciences, Govt. of India
"Ocean Valley", Pragathi Nagar (BO), Nizampet (SO)
Hyderabad - 500 090, T.S., India
Fax: 040 2389 5001 / 23892910
e-mail: director@incois.gov.in

3) Delivery address:

Indian National Centre for Ocean
Information Services (INCOIS)
"Ocean Valley", Pragathi Nagar (BO),
Nizampet (SO)
Hyderabad - 500 090, T.S., India

Dr.Jatisankar Bandyopadhyay,PI-INCOIS Project
Department of Remote Sensing & GIS,
Vidyasagar University, Midnapore-721102,
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West Bengal, India.
Tel.(office):+913222-276554/5/7/8 Extn.488.
FAX(office):+913222-275329/275297.
Mobile No. +919433455107.
E-mail:
jatib@mail.vidyasagar.ac.in,
jatiban@gmail.com,
jatib@yahoo.com
Website:<http://www.vidyasagar.ac.in>

We have read and understood the above terms and conditions in detail and the same are accepted by us.

Signature of the Tenderer/ Authorised Signatory & date

Name

OFFICE SEAL,

Address

Note: The bidder/tenderer has to sign & stamp on all pages of tender document and upload the same

Instructions for Online Bid Submission:

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL: <http://eprocure.gov.in>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates.

The instructions given below are meant to assist the bidders in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <https://eprocure.gov.in/eprocure/app>.

REGISTRATION

1. Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “Click **here to Enroll**” on the CPP Portal is free of charge.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
2. Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.
3. The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

PREPARATION OF BIDS

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

and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents(e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders.

4. Bidders can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
3. Bidder has to select the payment option as "offline" to pay the tender fee / EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the Tender Processing Section, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BoQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BoQ file, open it and complete the white coloured (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BoQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured. Socket Layer 128 bit encryption technology. Data storage encryption of sensitive fields is done.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
10. The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800-3070-2232.