



INCOIS: PUR:41/2021



04.05.2022

Supply, Installation, Configuration and Commissioning of Servers for INCOIS Web Environment along with 3 years onsite Warranty and 4 years CAMC (4th, 5th, 6th, 7th years)

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 on regular basis "**Supply, Installation, Configuration and Commissioning of Servers**". 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, Configuration and Commissioning of Servers for INCOIS Web Environment along with 3 years onsite Warranty and 4 years CAMC (4th, 5th, 6th, 7th years)
2.	BID Reference No.	:	INCOIS: PUR:41/ 2021
3.	Submission of Bid	:	Please note that the subject tender has to be submitted online via e-tender portal only.
4.	Earnest Money Deposit (EMD)	:	Rs. 5,50,000/- OR USD 7400/- As per clause 9 of the General Terms and Conditions section 9
5.	Last date for seeking the clarifications	:	On or before 09 00Hrs of May 12, 2022
6.	Bid submission due date online	:	On or before 1500 Hrs of June 01, 2022
7.	Bid opening date	:	After 15 00 Hrs of June 02, 2022
8.	Delivery/ Completion Period	:	Within 08 weeks from the date of acceptance of the order
9.	*Acceptance of the Order by the successful bidder upon AOC	:	* Within 15 days from the date of issue of the PO/Order.

Being an e-tender the bid has to be submitted online through the 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. 040-23886055)

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

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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 has a data ware house of ocean related information gathered from various institutions in India related to marine data collection. Some of the potential users of INCOIS services includes Fishing Community, State Fishery Department, NITI Ayog, Ports and Harbours, Shipping Industry, Navy, Coast Guard, NHO, Central Pollution Control Board etc.

INCOIS has a vision to emerge as a knowledge and information technology enterprise for the oceanic realm with a focus on:

- Developing capability to forecast critical ocean parameters, processes, and phenomena, which have significant societal, economic and environmental benefits
- Providing scientific and technical support for ecosystem-based management for sustainable use of resources.
- Defining and deploying satellite and in situ-based ocean observing system to support forecasting and ecosystem-based management system.
- Synergy and knowledge networking with centres of excellence in ocean sciences, atmospheric sciences, space applications and information & communication technology as well as translating this scientific knowledge into useful products and services became the cornerstones of INCOIS in its pursuit for organisational excellence, national relevance and international significance.

2. Scope of the Work:

1. Supply, Installation, Configuration and Commissioning of Servers for INCOIS Web Environment as per the requirements of INCOIS.
2. Providing Standard onsite Warranty support for a period of three years from the date of acceptance, along with back-to-back support from OEM for the bill of material.
3. Providing CAMC support for 4th and 5th year along with back-to-back support from OEM for the bill of material.
4. Providing CAMC support for 6th and 7th year along with back-to-back support from OEM for the bill of material.

3. **Technical Specifications:** INCOIS expects the bids submitted by bidder should meet the requirements, provisions, specifications, etc. as stipulated in the tender document without any deviations and exceptions.

i. **Server Type-1 Technical Specifications – 11 Nos.**

Processor Architecture &	<ul style="list-style-type: none"> 2 CPU with 24 cores each @ 2.8 GHz or higher achievable using latest version processor
RAM	<ul style="list-style-type: none"> 512 GBDDR4RegisteredRAM using 32GB DIMM slots expandable to 1 TB
SSD's	<ul style="list-style-type: none"> 2 X 960 GBSSD drives with 6GSAS and with 3 DWPD Additional 6 X 960 GBSSD drives with 6GSAS and with 3DWPD for 05 Nos of servers only Additional 6 X 3.84 TB SSD drives with 6G SAS and with 3DWPD for 06 Nos of servers only
RAID Controller	<ul style="list-style-type: none"> Should be supplied with 6 Gbps Raid Controller with 2GB Flash Backed Write Cache.
RAID Support	<ul style="list-style-type: none"> Should support Raid0,5
Network	<ul style="list-style-type: none"> 2 x 10/100/1000 on board Gigabit Ethernet ports or more 2No's of 10Gbps Ethernet ports (UTP/Copper) or more 1x RJ-4510/100/1000Mb Ethernet systems for management port
Ports	<ul style="list-style-type: none"> USB3.0Ports- 3Nos.
PCI Express slots	<ul style="list-style-type: none"> Server should have min 2No's Gen 3 PCIe X16 and 2 No's of Gen 3 PCIe X8 (full height & full length) free slots
Remote Management	<ul style="list-style-type: none"> Server should support remote management Should support browser based Graphical Remote Console. Virtual Power button, Remote boot using USB / CD/ DVD Drive and should be capable to offer upgrade of software and patches from a remote client using Media / image/folder. Server power capping and historical reporting; Should have support for multifactor authentication.
Power	<ul style="list-style-type: none"> Redundant hot swap power supplies and cooling fans
Other	<ul style="list-style-type: none"> Other standard required cables/connectors (Indian power cards, USB cable, etc.)
Licenses	<ul style="list-style-type: none"> All licenses required for the H/W implementation and managing servers should be included as part of the solution.
OS	<ul style="list-style-type: none"> Red Hat Enterprise Linux 8.4 with Media and Licenses and 7 years subscription and support (for all Servers - 11 No's)
Database Software	<ul style="list-style-type: none"> My SQL Enterprise Edition Software, Subscription & Support 7 (3+2+2)years for 03 Nos of servers only.
Warranty	<ul style="list-style-type: none"> 3 years onsite warranty
CAMC	<ul style="list-style-type: none"> 2+2 years onsite CAMC

ii. **Server Type-2 Technical Specifications – 02 Nos.**

Processor Architecture &	<ul style="list-style-type: none"> 4 CPU with 18 cores each @ 2.3 GHz or higher achievable using latest version processor
RAM	<ul style="list-style-type: none"> 512 GBDDR4 Registered RAM using 32GB DIMM slots expandable to 1 TB
SSD's	<ul style="list-style-type: none"> 2X 960 GBSSD drives with 6GSA Sand with 3DWPD in RAID 1 configuration Additional 5 X 3.84 TB SSD drives with 6G SAS and with 3DWPD in RAID 5 configuration
RAID Card	<ul style="list-style-type: none"> Should be supplied with 6Gbps Raid Controller with 2GB Flash Backed Write Cache.
RAID Support	<ul style="list-style-type: none"> ShouldsupportRaid0,5
Network	<ul style="list-style-type: none"> 2 x 10/100/1000 on board Giga bit Ethernet ports or more 2No'sof10Gbps Ethernet ports (UTP/Copper)or more 1x RJ-4510/100/1000Mb Ethernet systems for management port
Graphics	<ul style="list-style-type: none"> Graphics card with 2GB or better with HDMI Ports
Ports	<ul style="list-style-type: none"> USB 3.0 Ports- 3Nos, Serial port-1 No.
PCI Express slots	<ul style="list-style-type: none"> Server should have min 2No's Gen 3 PCIe X16 and 2 No's of Gen 3 PCIe X8 (full height & full length) free slots

Remote Management	<ul style="list-style-type: none"> • Server should support remote management • Should support browser based Graphical Remote Console. • Virtual Power button, Remote boot using USB / CD/ DVD Drive and should be capable to offer upgrade of software and patches from a remote client using Media / image/folder. • Server power capping and historical reporting; Should have support for multifactor authentication.
Monitor	<ul style="list-style-type: none"> • 27-inch IPS, LED backlight Monitor with HDMI ports.
Keyboard and Mouse	<ul style="list-style-type: none"> • Wireless Keyboard and Wireless Mouse
Cables	<ul style="list-style-type: none"> • 5 Nos. of 5 mtr HDMI Cables with each server
Power	<ul style="list-style-type: none"> • Redundant hot swap power supplies and cooling fans
Other	<ul style="list-style-type: none"> • Other standard required cables/connectors (Indian power cards ,USB cable, etc.)
Licenses	<ul style="list-style-type: none"> • All licenses required for the H/W implementation and managing servers should be included as part of the solution.
OS	<ul style="list-style-type: none"> • Red Hat Enterprise Linux 8.4 with Media and Licenses and 7 years subscription and support.
Warranty	<ul style="list-style-type: none"> • 3years on site warranty
CAMC	<ul style="list-style-type: none"> • 2+2 years onsite CAMC

iii. Server Rack Specifications – 01 No.

42 U Black Color Server Rack Front, back and Side door's
Two side PDU's with 6/16 AMP socket's that can accommodate fully populated rack, PDU should have power utilization display.
19-inch sliding TFT Color Monitor (rack mounted monitor with required cables, keyboard, mouse and touch pad).
24 port IP based KVM Switch along with required cables
24 No's of KVM to server connectivity cables
5 Meter Comm Scope Make 10G factory crimped UTP patch card's - 30 No's.
10 Meter Comm Scope Make 10G factory crimped UTP patch card's - 20 Nos.
3 years Onsite Warranty, 2+2 years onsite CAMC

4. Eligibility Criteria

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

- 1) 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.
- 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/representative. In case of bid by authorized dealer / distributor / Indian agent/representative, 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/representative is representing another manufacturer for the same item.
- 5) The bidder can be either the Principal/OEM if self or Indian agent on behalf of the Principal/OEM . Both cannot bid simultaneously for the same item/product in the same tender. If an agent submits bid on behalf of the Principal/OEM, the same shall not submit a bid on behalf of another principal/OEM in the same tender for the same item/product.

- 6) Each OEM is allowed to bid directly or through single system integrator (SI) / Bidder for this tender. (Manufacturer Authorization Form (MAF) from OEM with specific reference to this tender is to be attached).
- 7) 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.
- 8) 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 (all 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) 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.
- 10) The bidder should have an average annual financial turnover of Rs. 138.00 lakhs or more during the last three years ending March 31, 2021. Proof of turnover and Proof of annual profit certificate issued by the chartered accountant to be submitted.
- 11) Tenderer (OEM/SI) should have past experience in similar nature of works of similar volume in last five years ending previous day of last date of submission of the online Bid. Out of which one work of value Rs. 220.00 lakhs or two works each of value Rs. 165.00 lakhs or three works each of value Rs.110.00 lakhs. Client certificates/Work Completion Certificate/ Experience certificate along with the P.O no. as a reference to be enclosed in this regard.
- 12) Similar work means: Supply, Installation, Commissioning and Maintenance of Servers
- 13) The bidder should provide profile of their company including its infrastructure, technical manpower and their expertise.

- 14) Bidder should provide list of clients and their contact details and the installation/commissioning reports.
- 15) Earnest Money Deposit (EMD) : As per clause 9 of the General Terms and Conditions under section 9.
- 16) Escalation matrix with full contact details, for the resolution of reported issues during contract period.
- 17) Manufacturer Authorization Form (MAF) from OEM with specific reference to this tender is to be attached.
- 18) Vendor should have well established service / support centre in Hyderabad with trained / certified manpower in maintaining the infrastructure covered under this tender. The details of location of service / support centre along with certified/trained manpower details is to be submitted. Server OEM should have support/service centre in India. The location details of support/service centre is to be submitted.
- 19) **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 or should be registered with GeM as startup. Applicable certificate should be enclosed.
- 20) Bidder's offer is liable to be rejected if they don't upload any of the certificates/ documents sought in the Bid document, ATC and corrigendum if any.

NOTE:

- Offers of bidders which do not fulfill the eligibility criteria or fail to submit documentary proof for all the points under eligibility criteria will not be considered for further evaluation.
- No further communication in this regard will be entertained.
- The bids submitted without EMD will be summarily rejected and no further communication in this regard will be entertained.

- 5. Contents of the Bid:** The quote should be submitted in two bid format. (i) Technical Bid and (ii) Commercial Bid

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 Technical Compliance Statement along with legible documentary proof, without which the offer will not be considered further.
- Part/conditional/incomplete quotations will not be accepted.

5.01 Technical Compliance Statement

S. No.	Description	Make and Model	Compliance status Yes/No	Page number against the Proof attached.	Remarks/ Deviations, if any
1.	Name of the Bidder				
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.	Bidder Address and contact details like E Mail , Phone etc.,				

S. No.	Description	Make and Model	Compliance status Yes / No	Page number against the Proof attached.	Remarks/ Deviations, if any
4.	MSE / NSIC certificate details if any Registration/ License from the Government: GST Registration No. PAN Number				
5.	Details of Indian Channel Partner/ Agent or OEM				
6.	Manufacturer Authorization Form (MAF)				
7.	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.				
8.	In case of consortium, Compliance to all the terms in sl no. vii under section 4 of Eligibility Criteria				
9.	Technical compliance statement for all the specifications along with the detailed data sheets/ catalogues				
10.	The bidder should provide profile of their company including its infrastructure, technical manpower and their expertise.				
Technical specifications					
A) Server Type-1 Technical Specifications - 11 Nos.					
11.	Processor&Architecture	2 CPU with 24 cores each @ 2.8 GHz or higher achievable using latest version processor			
12.	RAM	512 GB DD R4 Registered RAM using 32GB DIMM slots expandable to 1 TB			
13.	SSD's	<ul style="list-style-type: none"> 2 X 960 GBSSD drives with 6GSAS and with 3DWPD Additional 6 X 960 GBSSD drives with 6GSAS and with 3DWPD for 05 Nos of servers only Additional 6 X 3.84 TB SSD drives with 6G SAS and with 3DWPD for 06 Nos of servers only 			
14.	RAID Controller	Should be supplied with 6 Gbps Raid Controller with 2GB Flash Backed Write Cache.			
15.	RAID Support	ShouldsupportRaid0,5			
16.	Network	<ul style="list-style-type: none"> 2 x 10/100/1000 on board Gigabit Ethernet ports or more 2No's of 10Gbps Ethernet ports (UTP/Copper) or more 1x RJ-4510/100/1000Mb Ethernet systems for management port 			
17.	Ports	USB3.0Ports- 3Nos.			

S. No.	Description		Make and Model	Compliance status Yes / No	Page number against the Proof attached.	Remarks/ Deviations, if any
18.	PCI Express slots	Server should have min 2No's Gen 3 PCIe X16 and 2 No's of Gen 3 PCIe X8 (full height & full length) free slots				
19.	Remote Management	<ul style="list-style-type: none"> Server should support remote management Should support browser based Graphical Remote Console. Virtual Power button, Remote boot using USB /CD/ DVD Drive and should be capable to offer upgrade of software and patches from a remote client using Media/image/folder. Server power capping and historical reporting; Should have support for multi factor authentication. 				
20.	Power	Redundant hot swap power supplies and cooling fans				
21.	Other	Other standard required cables/ connectors (Indian power cards, USB cable, etc.)				
22.	Licenses	All licenses required for the H/W implementation and managing servers should be included as part of the solution.				
23.	OS	Red Hat Enterprise Linux 8.4 with Media and Licenses and 7 years subscription and support (for all Servers - 11 No's)				
24.	Database Software	My SQL Enterprise Edition Software, Subscription & Support 7 (3+2+2) years for 03 Nos of servers only.				
25.	Warranty	3years onsite warranty & 2+2 Years onsite CAMC				
B) Server Type-2 Technical Specifications – 02 Nos.						
26.	Processor&Arc hitecture	4 CPU with 18 cores each @ 2.3 GHz or higher achievable using latest version processor				
27.	RAM	512 GBDDR4 Registered RAM using 32GB DIMM slots expandable to 1 TB				
28.	SSD's	<ul style="list-style-type: none"> 2X 960 GBSSD drives with 6GSAS and with 3DWPD in RAID 1 configuration Additional 5 X 3.84 TB SSD drives with 6G SAS and with 3DWPD in RAID 5 configuration 				
29.	RAID Card	Should be supplied with 6Gbps Raid Controller with 2GB Flash Backed Write Cache.				
30.	RAID Support	Should support Raid 0,5				
31.	Network	<ul style="list-style-type: none"> 2 x 10/100/1000 on board Gigabit Ethernet ports or more 2No's of 10 Gbps Ethernet ports (UTP/Copper) or more 				

S. No.	Description		Make and Model	Compliance status Yes / No	Page number against the Proof attached.	Remarks/ Deviations, if any
		<ul style="list-style-type: none"> 1x RJ-45 10/100/1000Mb Ethernet system management port 				
32.	Graphics	Graphics card with 2GB or better with HDMI Ports				
33.	Ports	USB3.0 Ports- 3Nos, Serial port-1 No.				
34.	PCI Express slots	Server should have min 2No's Gen 3 PCIe X16 and 2 No's of Gen 3 PCIe X8 (full height & full length) free slots				
35.	Remote Management	<ul style="list-style-type: none"> Server should support remote management Should support browser based Graphical Remote Console. Virtual Power button, Remote boot using USB /CD/ DVD Drive and should be capable to offer upgrade of software and patches from a remote client using Media/image/folder. Server power capping and historical reporting; Should have support for multi factor authentication. 				
36.	Monitor	27-inch IPS, LED backlight Monitor with HDMI ports.				
37.	Keyboard and Mouse	Wireless Keyboard and Wireless Mouse				
38.	Cables	5 Nos. of 5 mtr HDMI Cables with each server				
39.	Power	Redundant hot swap power supplies and cooling fans				
40.	Other	Other standard required cables /connectors (Indian power cards, USB cable, etc.)				
41.	Licenses	All licenses required for the H/W implementation and managing servers should be included as part of the solution.				
42.	OS	Red Hat Enterprise Linux 8.4 with Media and Licenses and 7 years subscription and support.				
43.	Warranty	3years onsite warranty & 2+2 Years onsite CAMC				
C) Server Rack Specifications - 01 No.						
44.	42 U Black Color Server Rack Front, back and Side door's Two side PDU's with 6/16AMP socket's that can accommodate fully populated rack, PDU should have power utilization display.					
45.	19-inch sliding TFT Color Monitor (rack mounted monitor with required cables, keyboard, mouse and touchpad).					
46.	24 port IP based KVM Switch along with required cables					
47.	24 No's of KVM to server connectivity cables					
48.	5 Meter Comm Scope Make 10G factory crimped UTP patch card's -30 No's. 10 Meter Comm Scope Make 10G factory crimped UTP					

S. No.	Description	Make and Model	Compliance status Yes / No	Page number against the Proof attached.	Remarks/ Deviations, if any																
	patch card's- 20Nos.																				
49.	3 years onsite warranty & 2+2 Years onsite CAMC																				
General Terms																					
50.	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.																				
51.	<div>The bidder should have an average annual financial turnover of Rs.138.00 lakhs or more during the last three years ending March 31, 2021. Proof of turnover and Proof of annual profit certificate issued by the chartered accountant to be submitted.</div> <table><tr><th>Financial year</th><th>Details of Turnover</th><th>Details of Profit</th><th>Details of Net worth</th></tr><tr><td>2020-21</td><td></td><td></td><td></td></tr><tr><td>2019-20</td><td></td><td></td><td></td></tr><tr><td>2018-19</td><td></td><td></td><td></td></tr></table>	Financial year	Details of Turnover	Details of Profit	Details of Net worth	2020-21				2019-20				2018-19							
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53.	<div>Tenderer (OEM/SI) should have past experience in similar nature of works of similar volume in last five years ending previous day of last date of submission of the online Bid. Out of which one work of value Rs. 220.00lakhs or two works of value Rs.165.00 lakhs or three works of value Rs.110.00 lakhs. Client certificates/Work Completion Certificate/ Experience certificate along with the P.O no. as a reference to be enclosed in this regard .</div> <div>Experience details: Details are to be provided on the letter head duly signed and stamped by the authorized signatory along with copies of contract orders.</div> <table><tr><th>Sl.No.</th><th>Contract Order details</th><th>Scope of work</th><th>Period of contract</th><th>Contract Value</th></tr><tr><td></td><td></td><td></td><td></td><td></td></tr></table>	Sl.No.	Contract Order details	Scope of work	Period of contract	Contract Value															
Sl.No.	Contract Order details	Scope of work	Period of contract	Contract Value																	
54.	The bidder should provide profile of their company including its infrastructure, technical manpower and their expertise.																				
55.	Earnest Money Deposit (EMD) : As per clause 9 of the General Terms and Conditions under section 9.																				
56.	Escalation matrix with full contact details, for the resolution of reported issues during contract period.																				
57.	Manufacturer Authorization Form (MAF) from OEM with specific reference to this tender is to be attached.																				
58.	Vendor should have well established service/ support centre in Hyderabad with trained/ certified manpower in maintaining the infrastructure covered under this tender. The details of location of service /support centre along with certified /trained manpower details is to be submitted. Server OEM should have support/ service centre in India. The location details of support/service centre is to be submitted.																				
59.	Signature on all the pages of the tender document, including addendum/ corrigendum, if any, issued by INCOIS.																				
60.	Start ups: In order to promote make in India and startups, the prior turnover and prior experience for																				

S. No.	Description	Make and Model	Compliance status Yes / No	Page number against the Proof attached.	Remarks/ Deviations, if any
	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 or should be registered with GeM as startup. Applicable certificate should be enclosed.				

Bidders should fill and submit the technical compliance sheet along with supporting documents along with Techno-Commercial bid. Offers received without the compliance sheet will be summarily rejected.

Commercial Bid:

NOTE:

- Part/conditional/incomplete quotations will not be accepted.
- **Offered prices should valid for 8 years from the opening of the bid and placement of order for the CAMC will be at the discretion of Director, INCOIS**

Table 5.02 – Price bid format

S. No.	Item Description	Qty	Units	Rate		
				Unit price (Rs.)	GST (RS)	Total price (Rs.)
1	Server Type-1 along with three years standard onsite warranty (As per point no.(i) of clause 3 Technical Specifications)	11	No	Please do not quote the price here		
1.01	CAMC for 4 th and 5 th year after completion of 3years standard onsite warranty along with back-to-back support from OEM (As per point no.(i) of clause 3 Technical Specifications)	2	Year			
1.02	CAMC for 6 th and 7 th year after completion of 4 th and 5 th years CAMC along with back-to-back support from OEM (As per point no.(i) of clause 3 Technical Specifications)	2	Year			
2	Server Type-2 along with three years standard onsite warranty (As per point no.(ii) of clause 3 Technical Specifications)	2	No			
2.01	CAMC for 4 th and 5 th year after completion of 03years standard onsite warranty along with back-to-back support from OEM (As per point no.(ii) of clause 3 Technical Specifications)	2	Year			
2.02	CAMC for 6 th and 7 th year after completion of 4 th and 5 th years CAMC along with back-to-back support from OEM (As per point no.(ii) of clause 3 Technical Specifications)	2	Year			

3	Server Rack along with three years standard onsite warranty (As per point no.(iii) of clause 3 Technical Specifications)	1	No.
3.01	CAMC for 4 th and 5 th year after completion of 3 years standard onsite warranty along with back-to-back support from OEM (As per point no.(iii) of clause 3 Technical Specifications)	2	Year
3.02	CAMC for 6 th and 7 th year after completion of 4 th and 5 th years CAMC along with back-to-back support from OEM (As per point no.(iii) of clause 3 Technical Specifications)	2	Year

Note:

- 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. Part/conditional/incomplete quotations will not be accepted.
- The vendor should quote for all the items specified. Partial quotations will not be accepted

6. Penalty Clauses for Systems/ peripherals:

During the warranty period:

- A. Successful bidder should make sure that the reported issues are resolved with-in 24hrs from the time of reporting. If any system/peripheral fails and not replaced with similar/higher configuration system/peripheral of same make and duly accepted by INCOIS with-in 24hrs from the time of reporting, it will be considered as an Instance. During the warranty period of three years, Six such instances will attract a penalty of 10% of Performance Guarantee (PG) value. More than six such occasions will lead to forfeiture of total PG amount.
- B. If the successful bidder fails to resolve the reported issues with-in 24hrs, INCOIS will take up alternative measures for resolving the issues at the risk and cost of the successful bidder. And this step of INCOIS should not have any implications on the already agreed support for the systems / peripherals provided.

During the CAMC period:

A. No Penalty:

1. Up to 24 hours.
2. 24 - 48 hours: 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 under section A above) is not fulfilled then 5% of quarterly CAMC charges of that system will be imposed.
2. Beyond 48hrs: 10% of quarterly CAMC charges of that system will be imposed and the rectification of the problem will be initiated at the risk and cost of the successful bidder. And this step of INCOIS should not have any implications on the already agreed support for the systems / peripherals provided

7. Technical Evaluation Criteria:

The following elements will be the primary considerations in evaluating all submitted proposals and in the selection of a vendor or vendors:

- Completeness of the Proposal
- Financial Status of the Firm

- Track Record of similar projects executed
 - Technical Compliance of the Products Quoted
 - Price & Acceptance to Payment Terms& other terms and conditions
- The purpose of two bid systems (technical and commercial) is to evaluate all the firms on technical basis with reference to the tendered specifications, performance of similar service rendered else where 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.
 - Technical bids will be opened on due date.
 - The bids submitted will be examined vis-a-vis the tendered specifications and evaluation is made accordingly.
 - Bids complete in all respects will qualify for further evaluation.
 - The vendor/s, whose accuracies of the equipment is acceptable to the committee, those bids will only be considered as the technically qualified bids.
 - After completion of technical evaluation, the commercial bid of the technically qualified bidders will be opened through e-Portal.

8. 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.
- Not with standing 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 organisation, 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. The firm has to ship the goods with the insurance coverage of 110% of invoice value from the warehouse of origin to the warehouse of INCOIS, Hyderabad, India.
- The un-satisfactory performance / delay in services during warranty period may lead to forfeiture of balance warranty amount, which is at the discretion of Director, INCOIS after ascertaining the circumstances.

Foreign bidders have to give quote/price on the Inco term of CIP, Hyderabad, India basis

9. 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.	INCOIS expects the bids submitted by Bidder should meet the requirements, provisions, specifications, etc. as stipulated in the tender Document without any deviations and exceptions.
4.	Validity Period: Bids/Offer shall have the validity period of 90 days from the tender closing date.
5.	Delivery Schedule: The successful bidder must ensure that the supply, installation and commissioning of the material should be completed within 8 weeks from the date of acceptance of order.
6.	Warranty clause: Bidder should offer three years standard onsite warranty from the date of joint

	<p>acceptance of the material.</p> <p>CAMC: CAMC period of 4th, 5th, 6th& 7th (after completion of 03 year warranty) will be at the discretion of INCOIS)</p>
7.	<p>* Acceptance of the order by successful bidder upon AOC: Within 15 days from the date of issue of the PO/Order. If the acceptance communication is not received within 15 days, then PO would be deemed as accepted and binding to the successful bidder.</p>
8.	<p>Payment Terms: Material Component:</p> <p>If Indigenous Purchase Order</p> <ul style="list-style-type: none"> • 60% will be released after supply & acceptance of material. • 30% will be released after successful completion of Installation, Commissioning and Joint acceptance. • Balance 10% will be released after successful completion of 3 years warranty or on submission of advance BG for the said amount and period <p>If Foreign Purchase Order</p> <ul style="list-style-type: none"> • LC will be established for 60% order value against submission of Order Acceptance, Proforma Invoice, LC details and other shipping documents etc., • 30% will be released through wire transfer upon successful completion of Installation, Commissioning and Joint acceptance. • Balance 10% will be released through wire transfer upon successful completion of 03 years warranty or on submission of advance bank guarantee for 03 years+60 days claim period of warranty period from the date of acceptance at INCOIS, Hyderabad. <p>Service Component:</p> <p>Payments for CAMC: The CAMC charges will be paid for each completed maintenance period on a quarterly basis or against advance bank guarantee for the like amount upon submission of the maintenance/call log reports, Service reports and Invoice in original subject to satisfactory performance of the system.</p> <p>(Placement of orders for CAMC period of 4th& 5th and 6th& 7th will be at the discretion of INCOIS)</p> <p><i>Net payment will be released after statutory deductions. No advance payment will be allowed, and no other payment terms will be considered.</i></p>
9.	<p>Earnest Money Deposit (EMD):</p> <p>An amount of Rs. 5,50,000/- (Rupees five lakhs fifty thousand only) OR USD 7400/- has to be submitted by way of Demand Draft/RTGS from any Nationalized Bank in favour of "Director, INCOIS payable at Hyderabad". The Scanned copy of the Demand Draft/RTGS/ Bank Guarantee/FDR/Insurance Surety Bond is to be uploaded to the CPP Portal while submitting the offer. Bank Guarantees/Counter Guarantees should be obtained from any of the Nationalized bank of India with a validity of 6 months from the closing of the bid due date and should be sent by the issuing banker directly to the office of INCOIS, Hyderabad.</p> <p><i>The original DDs/ Financial Instruments if any should reach to INCOIS on or before 14 00 Hrs of 01.06.2022 i.e., before opening of the tender. Offers received without Tender Document cost and EMD will be summarily rejected. (RTGS details: Name of the Bank: SBI, HAL campus Branch; Account Name: Director, INCOIS ; A/c No. 10442322840; IFSC Code: SBIN0001676)</i></p> <p>Vendors registered with Ministry of Micro Small Enterprises (MSE) /National Small Scale Industries Corporation (NSIC) are exempted from payment of EMD only <u>if the vendor is manufacturing and supplying the tendered products for this particular NIT.</u> A copy of valid registration certificate should be submitted along with bid securing declaration to be submitted on the bidding firm's letter head duly signed and stamped by the authorized signatory as per Annexure -I</p>
10.	<p>Bidder's from a country which shares a land border with India will be governed by Department for</p>

	Promotion of Industry and Internal Trade (DPIIT)'s Order (Public procurement No. 1) issued by Ministry of Finance, Department of Expenditure in line with OM No. F.No.6/18/2019-PPD dt 23rd July, 2020 and F.18/37/2020-PPD, dt. 08.02.2021 inserting Rule 144 (xi) in GFR 2017.
11.	Preference to Make In India: Preference will be given to the eligible Make in India offered products for this mission critical project, in accordance with the CVC letter No. 018/VGL/022-377353 dated 20.04.2018, pertaining to Department of Industrial Policy and Promotion (DIPP) in connection with Preference to Make in India, Order 2017'(PPP- MII Order) dated 15.07.2017 pursuant to rule 153(iii)of General Financial Rules 2017.
12.	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 or should be registered with GeM as startup. Applicable certificate should be enclosed.
13.	Security Deposit: Successful bidder has to submit 03% of the order value within 15days from the acceptance of order 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 up to 06 Months. This deposit will be free of interest and is refundable after the satisfactory execution of the contract and complete fulfillment of contractual obligations.
14.	Performance Deposit: In case of placement of CAMC order, Successful bidder has to submit 03% of the order value towards Performance Deposit by means of Demand Draft drawn in favour of Director, INCOIS payable at Hyderabad or Bank Guarantee from any Nationalized Bank valid for upto 60days beyond the CAMC period. This deposit will be free of interest and is refundable after the satisfactory execution of the contract and complete fulfillment of contractual obligations.
15.	Performance Deposit/ Security Deposit is liable to forfeiture in the event of: <ul style="list-style-type: none"> a. Non Execution order during validity period of the contract b. If the service of the successful bidder is found to be unsatisfactory and fails to adhere to our tender terms and conditions. c. Any unilateral revision/decision made by the successful bidder during the validity period of the contract.
16.	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.
17.	INCOIS is partially exempted from GST under Notification No. 45/2017& 47/2017-Central Tax (Rate) dated 14.11.2017. Concessional GST under this section is 5% only. INCOIS will issue the Concessional GST Certificate upon request.
18.	INCOIS is partially exempted from Custom duty under Notification No. 51/96 dated 23.7.1996
19.	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>If the order is be placed on foreign firm, Price quoted should be on INCO term CIP, Hyderabad basis, Insurance should be obtained for 110% of value from warehouse of origin to warehouse of destination basis.</u>
20.	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 contractor. Documents such as DSIR Registration Copy, Customs Duty Exemption Certificate duly signed by the Head of the Institute/Authorized signatory and Authorization will be provided by INCOIS. 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'.
21.	Liquidated Damages Clause: In case the supply/delivery/services is delayed and delay is

	<p>attributed to the Successful Bidder 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>
22.	Successful bidder has to submit the Service Level Agreement in prescribed format on Indian non-judicial stamp paper worth Rs.200/-duly signed by authorized signatory within 21days of acceptance of order.
23.	Please note that any falsification/suppression of information could lead to the disqualification.
24.	Bidders should fill and submit the technical compliance sheet along with supporting documents along with Techno-Commercial bid. Offers received without the compliance sheet will be summarily rejected.
25.	Tenders not in complete shape or not conforming to technical specifications or not conforming to terms and conditions are liable for rejection.
26.	All above relevant documents must be enclosed with technical bids failing which bids may be ignored and will not be considered for technical evaluation.
27.	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 consider the bid offered as non responsive. Tenders received without proof of eligibility criteria will be rejected
28.	Any deviations technically or commercially should be clearly indicated in the Technical bid offer only.
29.	The Contractor shall ensure safety and security of all work force employed for this work and equipment's provided by him under the Contractor until all the works entrusted are completed in all respects and taken over by INCOIS. In the event of damages except under force majeure clause i.e., fire, wind, rain, floods or through any hazards, pilferage, other natural calamities etc., the Contractor shall make good the damaged works and restore the same to the original condition without any additional cost.
30.	<p>Force Majeure Clause:</p> <p>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 , pandemic declared by WHO/Govt. authorities causing stoppage of work beyond the supplier's /INCOIS 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.	If any tenderer withdraws his tender after price bid is opened, with in 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 initiate appropriate action w.r.t bid for forfeit of EMD & bid securing declaration in case of MSMEs.
32.	The bidder shall sign and upload the Bids with the exact name and address of the firm, which is bidding for the tendered requirement.
33.	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.
34.	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.
35.	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.

36.	Canvassing in connection with tender is strictly prohibited and any canvassing will render the bid of such tenderer ineligible.
37.	INCOIS reserves the right to alter the scope/or reduce quantum of work, before/after issue of work order and tenderer shall not have any claim whatsoever on this account.
38.	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

10. Technical Clarifications: - If firms require clarifications on certain points in this Document may be submitted (via e-mail) on or before 09 00 Hrs of May 12, 2022. Note: Firms may submit a consolidated query only once. e-mail: anup@incois.gov.in ; bvs@incois.gov.in; E-mail subject should be mentioned as "Queries on Supply, Installation, Configuration and Commissioning of Servers for INCOIS Web Environment along with 3 years onsite Warranty and 4 years CAMC (4th, 5th, 6th, 7th years)".

1) Division Head, ICT
Indian National Centre for Ocean Information
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of India, "Ocean Valley", Pragathi Nagar (BO),
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Declaration: I, _____ son/daughter of _____ aged _____ years
and residing at _____ State and sole proprietor /managing
partner /director of _____, after having read and understood the tender document
No..... dated..... floated by the Institute, hereby undertake that I agree to and
shall abide by the terms and conditions prescribed in the said tender document for engagement of service
provider for supply of manpower for INCOIS, Hyderabad and its sites.

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

BANK GUARANTEE FORMAT FOR BID SECURITY:

Whereas.....¹ (hereinafter called "the Bidder") has submitted its bid dated.....(date of submission of bid) for the supply of(name and / or description of the goods) (hereinafter called "the Bid").
KNOW ALL PEOPLE by these presents that WE(name of bank) of(name of country), having our registered office at(address of bank) (hereinafter called "the Bank"), are bound unto.....(name of Purchaser) (hereinafter called "the Purchaser") in the sum of ____for which payment well and truly to be made to the said Purchaser, the Bank binds itself, its successors, and assigns by these presents. Sealed with the Common Seal of the said Bank this _day of _20 ____.

THE CONDITIONS of this obligation are:

1. If the Bidder Withdraws its Bid during the period of bid validity specified by the Bidder on the Bid Form; or
2. If the Bidder, having been notified of the acceptance of its bid by the Purchaser during the period of bid validity:
 - (a) fails or refuses to execute the Contract Form if required; or
 - (b) fails or refuses to furnish the performance security, in accordance with the instruction to Bidders.

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

This guarantee shall remain in force up to _____from the date of submission of the bid and any demand in respect thereof should reach the Bank not later than the above date.

(Signature of the Bank)

Name of the Bidder

BID-SECURING DECLARATION FORM

Bid No. INCOIS:PUR:41/2021 date 04.05.2022 ; Supply, Installation, Configuration and Commissioning of Servers for INCOIS Web Environment along with 3 years onsite Warranty and 4 years CAMC

To

The 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,**

I/We the undersigned, declare that: I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.

I/We accept that I/We may be disqualified from bidding for any tender/contract with INCOIS for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, i.e., if I/We withdraw, modify, amend, impair or derogate from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.

I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.

Dated on _____ day of _____

Signature of the Tenderer / Authorised Signatory & date

Name of the authorized signatory:

OFFICE SEAL,

Designation:

Name of the Bidder:

Address:

(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)

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.