



ESSO
INCOIS: PUR:81/2018



17.07.2019

Request for Proposal for "Supply, installation and commissioning of the End to End Turnkey solution for Isotope Ratio Mass Spectrometer (IRMS) - Elemental Analyzer (EA) along with three years standard onsite warranty and four years CAMC (3+2+2) at INCOIS, Hyderabad"

Dear Sirs,

On behalf of Director, ESSO-INCOIS tenders are invited in "Two Bid System" (Techno Commercial Bid and Price Bid) from Contractors with appropriate registration having adequate resources and setup and dealing with similar works for "Providing a turnkey solution for Isotope Ratio Mass Spectrometer (IRMS)". 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 and commissioning of the End-to-End Turnkey solution for Isotope Ratio Mass Spectrometer (IRMS) - Elemental Analyzer (EA) along with three years standard onsite warranty and four years CAMC (3+2+2) at INCOIS, Hyderabad |
| 2. | Submission of Bid | : | Please note that the subject tender has to be submitted online via our e-tender portal http://eprocure.gov.in/eprocure/app |
| 3. | Type of Bid | : | Two Bid; Cover I - Techno-Commercial Bid, EMD of Rs 7,00,000/- or USD 9,500/- Cover II - Price Bid in the prescribed format. |
| 4. | Clarifications end date | : | 1500 Hrs of July 25, 2019 |
| 5. | Pre bid Meeting | : | On 11 00 Hrs of July 30, 2019 at INCOIS, Hyderabad |
| 6. | Bid submission due date online | : | On or before 1500 Hrs of August 19, 2019 |
| 7. | Bid opening date | : | After 1500 Hrs of August 20, 2019 |
| 8. | Bid validity | : | 90 days from the date of opening of tender |
| 9. | Delivery Period | : | Within 150 days from the date of issue of 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 or the following persons also may be contacted: Mr. Devendra Kumar /Mr. R V Giridhar, Phone No. 040-2388 6055/2388 6074, email: devendra.kumar@incois.gov.in / rvgiridhar@incois.gov.in

INCOIS may, at its discretion, extend the deadline for submission of bids by issuing the 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.040-23886000, Fax No.040-23892910 |

Index: Supply, installation and commissioning of the End-to-End Turnkey solution for Isotope Ratio Mass Spectrometer (IRMS) – Elemental Analyzer (EA) along with three years standard onsite warranty and four years CAMC (3+2+2) at INCOIS, Hyderabad

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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. One of the earliest and flagship among the services is of Potential Fishing Zone (PFZ) advisories. INCOIS has operationalised two type of advisory services viz. General PFZ advisories indicating the availability of biomass and Tuna PFZ indicating the availability of Yellowfin Tuna. Since inception of the PFZ advisory services, satellite data of sea surface temperature and chlorophyll are being utilized as a proxy for identification of productive areas. A direct approach would be of utilizing ocean primary productivity data for the same, for which no operational product is available for the India Seas. In this regard, Primary Productivity modeling and measurement of PI parameters has been identified as a thrust area under Marine Fishery Advisory Services (MFAS) programme at INCOIS.

Also INCOIS has taken up the programme on Marine Observation System along Indian Coast (MOSAIC). The Photosynthesis-Irradiance and Primary Productivity parameters are important parameters required for the ongoing or proposed projects at INCOIS such as numerical modeling, and MOSAIC. Hence it is proposed to establish the IRMS Lab along with the essential equipments required to meet the above purpose. These equipment requirements are being procured in multiple tenders.

2. Scope of Work

- Supply, Installation, Configuration and Commissioning of Isotope Ratio Mass Spectrometer (IRMS) and its accessories.
- Supply, Installation, Configuration and Commissioning of Elemental Analyzer and associated peripherals
- Supply, Installation and Commissioning of Gas Panel system including the necessary Gas cylinders and associated parts and plumbing works, if any
- Supply, Installation and Commissioning of Microbalance
- Supply of the suitable accessories, computers, printers and other consumables
- Providing Standard onsite Warranty support for a period of three years from the date of acceptance, along with back-to-back support from OEM, if the bidder is not the OEM.
- Providing CAMC support for 4th and 5th year along with back-to-back support from OEM, if the bidder is not the OEM
- Providing CAMC support for 6th and 7th year along with back-to-back support from OEM, if the bidder is not the OEM

3. Detailed Technical Specifications for EA-IRMS for Marine Biological samples

A) Isotope Ratio Mass Spectrometer

- Mass resolution of 110 or better at 10% valley.
- Mass range should be from 1 to 96 amu at full range of accelerating voltage (≥ 3 kV).
- IRMS should have universal triple collector and collectors for δD measurements.
- Collector array should be capable to measure isotopic ratios of C, N, O, H and S in gases CO₂, N₂, N₂O, SO₂, O₂, H₂ and CO.
- Absolute Sensitivity of CO₂ (molecules/ion) must be equal to or better than 1200 in continuous flow mode.
- Source Linearity must be better than 0.02‰/nA for CO₂ over a voltage range of 0.6V to 6V. This must be supported by documentation.
- Switching between species must be fully software controlled. There should be no hardware changes required, such as changing resistors or jumpers.
- The mass spectrometer must have true differential pumping as defined by having a pressure differential between the source and the analyser.
- Internal precision (1-sigma) (‰) for: $\delta^{13}C$ (CO₂): ≤ 0.06 , $\delta^{15}N$ (N₂) ≤ 0.06
- External precision (1-sigma) (‰) for: $\delta^{13}C$ (CO₂): ≤ 0.10 , $\delta^{15}N$ (N₂) ≤ 0.15 for sample size $> 50\mu g$ of C and N.
- The IRMS, its data acquisition and the peripheral devices must be under computer control with the necessary user-friendly software. A suitable and compatible computer and ink-tank printer should be provided along with it.
- The system should be readily configurable to allow continuous-flow sample inlet to the mass spectrometer.
- IRMS should, without any up gradation, be capable of accommodating at least three inlet peripherals and still get the specified sensitivities as mentioned earlier.
- It must be possible to allow extension of the change-over valve to allow attachment of two or more inlet systems to the source, the capillaries for which are being pumped continuously when not in use.
- The interface of EA to IRMS should have automated sample dilution, automated addition of reference gases and should allow to dilute sample gases automatically without manual intervention with He prior to the transfer to the IRMS.

B) Elemental Analyzer

- The system must have two furnaces viz Combustion and Pyrolysis furnace for analysis of O and H in water and other samples so that it is possible to carry out isotopic analysis of bulk material for C, N, S by combustion and O, H by pyrolysis using elemental analyzer. Temperature achievable for analysis in pyrolysis mode should be more than 1400°C.
- Serial acquisition of carbon, nitrogen and sulfur isotopes of the same aliquot should be done efficiently. Precision should be guaranteed for all three isotopes in a single run.

- All necessary software and hardware should be supplied as a standard part of the EA. EA should also be capable of operating as a stand-alone unit for CHNS elemental analysis.
- Auto sampler of the Elemental Analyzer should accommodate ~50 samples.
- The continuous flow interface should be capable of delivering at least 5 or more reference gases such as CO₂, N₂, SO₂, CO, H₂ simultaneously.

C) Consumables and Maintenance

- The successful vendor has to maintain essential / critical spares for immediate replacement in order not to effect the operations of INCOIS.
- Quotations should include the price of full set of spares for the instrument, associated periphery and accessory for 3+2+2 years and the price of set of consumables (such as quartz tubes, filaments, chemicals, cups, etc) for analysis of 10,000 samples (C and N combined) in CNS mode (oxidation technique)
- Quotation should include three years standard onsite warranty from the date of installation and joint-acceptance. Price of CAMC for 2+2 years thereafter on the instrument and associated peripherals should also be quoted.
- Vendor should provide complete user list (including emails and phone numbers) and performance certificate of their IRMS systems installed within India.
- On-site demonstration of performance capabilities and comprehensive training must be successfully completed within 30 days of the installation and joint-acceptance.
- Standard documentation and manuals must be provided for the instrument and peripherals.
- Standards power sockets suitable to the equipments and other cables, etc. to be provided by the supplier along with the equipments.

D) Accessories

- Vendor should provide electronic microbalance for the sample preparation with the readability of 0.001 mg at least up to the capacity of ≥5g.
- All the necessary gas cylinders (as tabled below) and associated parts (regulators, purifiers, panel and plumbing, etc) should be supplied and installed.

| Sr. No. | Gas | Quality (%) | Capacity (litres) | Quantity |
|---------|-----------------|-------------|-------------------|----------|
| 1. | He | 99.9995 | 47 | 05 |
| 2. | O ₂ | 99.9995 | 47 | 02 |
| 3. | N ₂ | 99.9995 | 47 | 02 |
| 4. | CO ₂ | 99.9995 | 47 | 02 |

4. List of Deliverables:

| Sl. No. | Item Description | Total Qty | Units |
|---------|---|-----------|-------|
| 1. | Isotope Ratio Mass Spectrometer and its accessories | 01 | Set |
| 1.1 | Continuous Flow interface and its accessories / parts and cables | 01 | Set |
| 2. | Elemental Analyzer and its accessories and cables | 01 | Set |
| 3. | Microbalance | 01 | Nos |
| 4. | Gas cylinders | | |
| 4.1 | Gas cylinders (He) | 05 | Nos |
| 4.2 | Gas cylinders (O ₂) | 02 | Nos |
| 4.3 | Gas cylinders (N ₂) | 02 | Nos |
| 4.4 | Gas cylinders (CO ₂) | 02 | Nos |
| 4.5 | Other parts (Regulators, Purifiers, Panel, etc.) | | |
| 5. | Sufficient Consumables for 10,000 samples along with Quartz tubes, Filaments, Chemicals, Cups | 01 | Set |
| 6. | Computer | 01 | Nos. |
| 7. | Printer | 01 | Nos. |

5. Eligibility criteria

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

- a) 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 manufacturer's authorization should be attached with the technical bid as per the Annexure 2
- b) 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.
- c) In case a bidder is not doing business within India, it shall furnish the certificate to the effect that the bidder is or will be represented by an agent in India equipped and able to carry out the supply, maintenance, repair obligations etc. during the warranty and CAMC period or ensure a mechanism at place for carrying out the supply, maintenance, repair obligations etc. during the warranty and CAMC period.
- d) 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.
- e) 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.
- f) If the Bidder had formed an association, each member of the association may be evaluated separately/jointly as per the qualification/eligibility.
- g) 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.
- h) The bidder and consortium companies must be a Company registered under Indian Companies Act 1956 or may be reputed foreign bidder.
- i) 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.
- j) 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.
- k) 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.
- l) 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.
- m) Vendor should have well established service / support centre in India with trained manpower in maintaining the infrastructure covered under this tender. The details of location of service / support centre is to be submitted.
- n) 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.
- o) The bidder should have an average annual financial turnover of Rs. 1.05 cr or more during the last three years ending March 31 2019. The bidding companies should be earning profit at least

during two (02) years in the last three (03) years. Proof of turnover and Proof of annual profit certificate issued by the chartered accountant to be submitted.

- p) Tenderer (OEM/SI) 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.2.80 Cr or two works of value Rs. 2.10 Cr or three works of value Rs. 1.40 Cr. Client certificates/Work Completion Certificate/ Experience certificate/ on-going along with the P.O no. as a reference to be enclosed in this regard.

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.

6. Contents of Proposal:

The quote should be submitted in two bid system. (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 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.

Table-1: Compliance Statement - 1

| S No | Description | Complied (Yes/ No) | Documentary Proof Attached (Yes/ No), wherever applicable | Remarks, if any |
|------|---|--------------------|---|-----------------|
| 1. | The bidder must be a Company registered appropriately for foreign bidders or Indian Company Act 1956 for Indian bidders. (Proofs for Registration of company, PAN and GST certificates to be submitted.) | | | |
| 2. | The bidder should have an average annual financial turnover of Rs. 1.05 Cr or more during the last three years ending March 31, 2019. The bidding companies should be earning profit at least during two (02) years in the last three (03) years. (Proof of turnover and Proof of annual profit certificate issued by the chartered accountant to be submitted) | | | |
| 3. | 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. (Bidder should provide profile of their company including its infrastructure, technical manpower and their expertise and location details, etc. at India) | | | |
| 4. | The Bidder should have past experience in successful completion of supply, commissioning and installation of "Isotope Ratio Mass Spectrometer (IRMS) - Elemental Analyzer (EA)", Gas Panel setup, other materials as specified in this tender in last seven years ending previous day of last date of submission of the online Bid. Out of which one order of worth Rs 2.8 Crores or more or two similar works of value Rs. 2.1 crores or more or three similar | | | |

| | | | | |
|-----|---|--|--|--|
| | works of value Rs. 1.4 Crores or more. Bidder to provide proof of the same duly enclosing client purchase order copies along with Work Completion Certificates. In case of private clients (other than Govt. bodies) TDS certificates also needs to be produced. | | | |
| 5. | In case of bid by authorized dealer / distributor / Indian agent, the manufacture authorization should be attached with the technical bid as for the format in Annexure for this tender. (MAF from OEM with specific reference to this tender is to be attached as per the proforma provided in this tender at Annexure 2) | | | |
| 6. | Earnest Money Deposit (EMD) | | | |
| 7. | Signature on all the pages of the tender document, including addendum, if any, issued by INCOIS. | | | |
| 8. | Compliance to the detailed specifications given at Section 3 above. (Please mention the Make and Model offered against each of the line item. Detailed Specification sheet from OEM to be attached). | | | |
| 9. | Compliance to the "Scope of the Work" mentioned in Section 2 and "General Terms and Conditions" mentioned in Section 9. | | | |
| 10. | Client side contact details of completed / on-going Work orders of similar nature. | | | |
| 11. | Letter of satisfactory services from Clients (Clients testimonials) for such similar nature of works. | | | |
| 12. | Escalation matrix with full contact details, for the resolution of reported issues during contract period. | | | |
| 13. | 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 as per the Annexure 2 | | | |

Also the bidders can visit the site location where the equipment is proposed and can suggest the pre-site requirements, if any.

(ii) Commercial Bid: It should be a separate document from the technical proposal and should be filled in the .xls format provided in the price bid cover of e-tender 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.

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.

| Sl. No. | Item Description | Qty | Units | Please confirm whether prices are Quoted in commercial bid or not. (Yes/No) |
|---------|------------------|-----|-------|---|
|---------|------------------|-----|-------|---|

| | | | | <i>Please do not mention prices here.</i> |
|-------|---|----|------|---|
| 1. | Isotope Ratio Mass Spectrometer | 01 | No | |
| 2. | Elemental Analyzer | 01 | No | |
| 3. | Microbalance | 01 | No | |
| 4. | Gas cylinders | | | |
| 4.1 | Gas cylinders (He) | 05 | Nos | |
| 4.2 | Gas cylinders (O2) | 02 | Nos | |
| 4.3 | Gas cylinders (N2) | 02 | Nos | |
| 4.4 | Gas cylinders (CO2) | 02 | Nos | |
| 4.5 | Supply of parts (Regulators, purifiers, panels, etc.), its associated accessories, cables / wiring, etc required for set up of entire panels and lay down the inputs in to the lab. | 01 | No. | |
| 5. | Consumables (quartz tubes, filaments, chemicals, cups etc, for 10000 samples) | 01 | No. | |
| 6. | Computer | 01 | No. | |
| 7. | Printer | 01 | No. | |
| 8. | CAMC for 1st year after completion of 3 years standard onsite warranty for the entire system | 01 | Year | |
| 9. | CAMC for 2nd year after completion of 1st year CAMC | 01 | Year | |
| 10. | CAMC for 3rd year after completion of 2nd year CAMC | 01 | Year | |
| 11. | CAMC for 4th year after completion of 3rd year CAMC | 01 | Year | |
| 12. | Rate Contract items | | | |
| 12.01 | Regulators for Gas Cylinder setup | 01 | No. | |
| 12.02 | Purifiers for Gas Cylinder setup | 01 | No. | |
| 12.03 | Panels for Gas Cylinder setup | 01 | No. | |
| 12.04 | Quartz tubes | 01 | No. | |
| 12.05 | Filaments | 01 | No. | |
| 12.06 | Chemicals for 10000 samples | 01 | No. | |
| 12.07 | Cups | 01 | No. | |

- 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.
- Foreign bidder(s) has to give quote/price on the INCO term of CIP, Hyderabad, India
- The vendor should quote for all the items specified. Partial quotations will not be accepted
- 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.

7. Quality of Service & Service Level Agreement (SLA):

The successful bidder has to sign the Service Level Agreement (SLA) and the bidder shall guarantee and adhere to the following standards.

- The complete set up of the equipment should be functioning and has to maintain an up time of 95% or more.
- The vendor should make at least two preventive maintenance visits per year during the standard warranty period as well as during the CAMC period.

In case of breakdown of the machine during warranty period as well as CAMC period, the successful bidder should resolve the issue within the following time lines. Failing of which, the penalties will be levied accordingly.

During the standard warranty period as well as CAMC period, each unresolved instance will attract a penalty as below:

Penalty during warranty

| Penalty | Targeted First response via call / email | Targeted Workaround with onsite physical visit | Targeted Resolution |
|--|--|--|---------------------|
| No Penalty | Within 12 Hours | Within 24 Hours | Within 3 days |
| 2% of total amount balance 10% warranty amount | Between 12-24 Hours | Between 24 -48 Hrs | Between 3 -4 days |
| 5% of total amount of balance 10% warranty amount | Between 24-48 Hours | Within 48- 72 Hours | Between 4-5 days |
| 10% of total amount of balance 10% warranty amount | Between 48- 72 Hours. | Within 72-96 Hours | Between 5-7 days |

Penalty during CAMC (In case of placement order)

| Penalty | Targeted First response via call / email | Targeted Workaround with onsite physical visit | Targeted Resolution |
|---|--|--|---------------------|
| No Penalty | Within 12 Hours | Within 24 Hours | Within 3 days |
| 2% of total amount of CAMC of that quarter | Between 12-24 Hours | Between 24 -48 Hrs | Between 3 -4 days |
| 5% of total amount of CAMC of that quarter | Between 24-48 Hours | Within 48- 72 Hours | Between 4-5 days |
| 10% of total amount of CAMC of that quarter | Between 48- 72 Hours. | Within 72-96 Hours | Between 5-7 days |

* In addition to the 10% penalty, the rectification of the problem through OEM / alternative means will be initiated at the risk and cost of the successful bidder.

In case, if successful bidder fails to resolve the reported issues with-in time period as mentioned above 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

8. 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
 - Project Management Strategies
 - Track Record of similar projects executed
 - Technical Compliance of the Products Quoted
 - Price & Acceptance to Payment Terms
- 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 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.
 - 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.
 - After initial technical evaluation based on the bids submitted, all technically qualified vendor/s have to provide onsite demonstration of technical specifications (including accuracies required) on the pre-existing EA-IRMS systems installed in India, preferably

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.

- After completion of technical evaluation, the commercial bid of the technically qualified bidders will be opened through e-Portal.
- 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.
- 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 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 to the warehouse of INCOIS, Hyderabad, India.
- The un-satisfactory performance / delay in services during warranty period may lead to forfeiture of PBG amount submitted, which is at the discretion of Director , INCOIS.
- CAMC orders for the subsequent years will be at the discretion of INCOIS.

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

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: The successful bidder must ensure that the supply and installation and commissioning of the material should be completed within 150 days from the date of issue of order. Bidders must undertake to complete all aspects of the work as detailed in this Tender Document to the best satisfaction of INCOIS. A bar chart indicating various activities from the placement of order to commissioning of the equipment/machine shall be furnished. |
| 5. | Warranty clause: Bidder should offer total seven years support ie., three years standard onsite warranty and four years CAMC services along with back to back support from OEM from the date of satisfactory installation, commissioning and joint-acceptance by both parties. Necessary certificate / assurance letter in this regard should be furnished by the selected bidder. Warranty of the Equipment will start from the date of Installation, Commissioning and joint-acceptance by both parties. Three years standard onsite warranty will start from the date of Acceptance of the system at INCOIS. four years CAMC will be at the discretion of INCOIS |
| 6. | Earnest Money Deposit (EMD) : An amount of Rs. 7,00,000/- or USD 9,500/- has to be submitted by way of Demand Draft from any Nationalized Bank in favour of "Director, INCOIS payable at Hyderabad". The Scanned copy of the Demand Draft is to be uploaded to the CPP Portal while submitting the offer. <i>The original DDs should reach to INCOIS on or before 1430Hrs of August 19, 2019. Offers received without EMD will be summarily rejected.</i> |

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| | <p><i>If a bidder wishes to provide the EMD through BG , the BG (with validity of 90 days from the date of opening of tender + 60 days claim period) has to be sent /forwarded directly by the issuing bank to INCOIS and must reach INCOIS on or before 14 30Hrs of August 19, 2019.</i></p> <p>Contractors registered with Ministry of Micro Small and Medium Enterprises (MSME) /National Small Scale Industries Corporation (NSIC) are exempted from payment of EMD only <u>if the Contractor is manufacturing/providing/supplying the tendered products/services for this particular tender.</u> 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> |
| 7. | <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/- or USD 10/- 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> |
| 8. | <p>Security Deposit: Successful bidder has to submit 05% of the Order value (Material component) 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 8 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> |
| 9. | <p>Performance Guarantee: In case of placement of CAMC order, Successful bidder has to submit 5% of the CAMC Order value towards Performance Guarantee by means of Demand Draft drawn in favour of Director, INCOIS payable at Hyderabad or Bank Guarantee from any Nationalized Bank valid for applicable period, and 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> |
| 10. | <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. |
| 11. | <p>Payment Terms:</p> <p>Payments for Supply:</p> <p>If Indigenous Purchase Order</p> <ul style="list-style-type: none"> 70% will be released after supply and acceptance of material at site along with signing of SLA. 10% will be released after completion of installation, testing and commissioning. 10% will be released after completion of 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 claim period <p>If Foreign Purchase Order</p> |

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| | <ul style="list-style-type: none"> • LC will be established for 70% value upon receipt of Order Acceptance and Proforma Invoice along with signing of SLA. • 10% will be released through wire transfer after completion of installation, testing and commissioning • 10% will be released through wire transfer after completion of demonstration and training at INCOIS. • 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 claim period plus 60 days claim period. <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> <p>Payments for CAMC:</p> <p>The CAMC charges will be paid for each completed maintenance period (half yearly basis) or against advance bank guarantee for the like amount upon submission of the maintenance / service reports, uptime report and Invoice on prorata basis, subject to satisfactory services/penalties if any.</p> |
| 12. | 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. |
| 13. | <i>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.</i> |
| 14. | 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. |
| 15. | INCOIS is partially exempted from Custom duty under Notification No. 51/96 dated 23.7.1996 |
| 16. | 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 basis, if the order is be placed on foreign firm. Insurance should be obtained for 110% of value from warehouse of origin to warehouse of destination basis.</u> |
| 17. | 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'. |
| 18. | 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. |
| 19. | Bidders should fill and submit the technical compliance sheet along with Techno-Commercial bid. Offers received without the compliance sheet will be summarily rejected. |
| 20. | Tenders not in complete shape or not conforming to technical specifications or not conforming to terms and conditions are liable for rejection. |
| 21. | All relevant above documents must be enclosed with technical bids failing which bids may be |

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| | ignored and will not be considered for technical evaluation. |
| 22. | 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. |
| 23. | 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. |
| 24. | 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 |
| 25. | Any deviations technically or commercially should be clearly indicated in the Technical bid offer only. |
| 26. | <p>The entire work as executed by the Tenderer will be covered by warranty period of 3+2+2 years to be counted from the date of acceptance by INCOIS. In case any defect / deficiencies are noticed during the warranty period (due to poor workmanship, non compliance of specs, etc.) the same will be attended / rectified by Tenderer without any additional charges.</p> <p>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 goods by free replacement or repair 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.</p> <p>The bidder shall guarantee 95% uptime for uninterrupted service to meet the project need and should adhere to the Quality of service and SLA standards specified at clause 7 above.</p> |
| 27. | In event of award of work, a SLA will be executed between contractor and INCOIS. The SLA which should comprise of Technical & General terms of the tender, warranty terms offered by the successful bidder and accepted by INCOIS and any other conditions mutually agreed by both the parties within 30 days of AOC. Contractor should attend this office, along with a non judicial stamp /e-stamping/ valid franking of the value of Rs. 200/- accordingly. |
| 28. | <p>Liquidated Damages Clause: In case the supply/delivery/services is delayed and delay is 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.</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> |
| 29. | <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 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> |
| 30. | <p>Patent Indemnification Clause:</p> <p>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</p> |

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| | 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 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. |
| 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 forfeit the partial or entire Earnest Money amount. |
| 32. | The bidder shall sign and upload the Bids with the exact name and address of the firm, which is bidding for the tendered work. |
| 33. | The Bids shall be uploaded only after signed by a duly authorized officer of the firm which is bidding for the tendered work, and in the case of a Corporation, seal, or otherwise appropriately executed under seal. |
| 34. | 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. |
| 35. | 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. |
| 36. | Canvassing in connection with tender is strictly prohibited and any canvassing will render the bid of such tenderer ineligible. |
| 37. | 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. |
| 38. | INCOIS reserves the right to alter the scope/or reduce 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. |
| 39. | 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, Pre-bid Meet and Technical Presentation:

i. Pre-Bid meet

INCOIS has made every effort to bring out the requirements to facilitate the Firms to make their proposals. However, keeping in view that Firms may have clarifications on certain points in this Document before submitting their Proposal, a Pre-bid meeting will be held at INCOIS, Hyderabad on July 30, 2019 at 1100 hrs. During the pre-bid meet, a brief presentation will be done by INCOIS on the tender requirement. All the clarifications will be consolidated and clarified to the vendors during the pre-bid meet and addendum/corrigendum will be added in the tender INCOIS Web site and CPP Portal (if required only). Vendor will be given another reasonable sufficient time to submit their technical and financial quote.

ii. Technical presentations

First the technical quote will be opened and the firms are required to make detailed Presentation of their technical proposal (Company Profile, Proposed Products, Implementation plan, etc) if required. It is desired that the firm also demonstrate the features of the products that they have quoted.

iii. Technical Clarifications:

Queries or clarifications on tender document, if any, may be submitted by the firms (via e-mail) 1500hrs of July 25, 2019. *Note: Firms may submit a consolidated query only once.* e-mail: bala@incois.gov.in and raja@incois.gov.in. E-mail subject should be mentioned as "**Queries on tender for** Supply, installation and commissioning of the End-to-End Turnkey solution for Isotope Ratio Mass Spectrometer (IRMS) - Elemental Analyzer (EA) along with two years standard onsite warranty and five years CAMC (3+2+2) - *reg*".

12. Contact/Delivery Address:

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- 23892910
E-mail: pattabhi@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

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

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

MANUFACTURER'S AUTHORIZATION FORM

[The letter of authorization should be on the letterhead of the Manufacturer and should be signed by a competent person with proper authority to sign the documents that are binding on the manufacturer]

Tender Name:

Date: _____

TENDER No: _____

To:
The Director
Indian National Centre for Ocean Information Services (INCOIS)
Hyderabad

WHEREAS

We [insert complete name of manufacture], who are official manufacturers of [insert type of goods manufactured], having factories at [insert full address of manufacturer's factories], do hereby authorize [insert complete name of Bidder] to submit a bid the purpose of which is to provide the following goods, manufactured by us [insert name and or brief description of the goods], and to subsequently negotiate and sign the contract.

We hereby extend our full guarantee and warranty in accordance with the Terms and Conditions of contract with respect to the Goods offered by the above firm.

Signed: [insert signature(s) of authorized representative(s) of the Manufacturer]

Name: [insert complete name(s) of authorized representative(s) of the Manufacture]

Title: [insert title]

Duly authorized to sign this Authorization on behalf of: [insert complete name of Bidder]

Dated on _____ day of _____ [insert date of signing]

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.