



ESSO
INCOIS: PUR:03/2019



17.05.2019

Request for Proposal for "Supply & Installation of one (01 No.) High Data Rate Demodulator with built in Test Modulator and one (01 No) High Data rate demodulator at INCOIS with three years onsite warranty and four years extended onsite warranty of the total system with support and service at INCOIS Hyderabad"

Dear Sirs,

On behalf of On behalf of Director, ESSO-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 for the work of "Supply & Installation of High Data Rate Demodulator with built in Test Modulator". The offers, in the prescribed format, shall be submitted online at <http://eprocure.gov.in/eprocure/app> as per the tender document. No tender will be accepted in hard copy, fax, e-mail or any other such means. The intending, bidders must be registered with Public Procurement <http://eprocure.gov.in/eprocure/app>.

1.	Name of the work	:	Supply & Installation of one (01 No.) High Data Rate Demodulator with built in Test Modulator and one (01 No) High Data rate demodulator at INCOIS with Three years onsite warranty and four years extended onsite warranty of the total system with support and service at INCOIS Hyderabad
2.	Submission of Bid	:	Please note that the subject tender has to be submitted online via e-tender portal only.
3.	Type of Bid	:	Two Bid Cover I - Techno-Commercial Bid, EMD of Rs 3,25,000/- or USD 4700/- Cover II - Price Bid in the prescribed format.
4.	Last date for seeking the clarifications	:	On or before 1500 Hrs of May 28, 2019
5.	Bid submission due date online	:	On or before 1500 Hrs of June 17, 2019
6.	Bid opening date	:	On or before 1500 Hrs of June 18, 2019
7.	Bid validity	:	90 days from the date of opening of tender
8.	Delivery Period	:	Within 180 days from the date of receipt of the 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 / 23886055, Fax No.040-23892910

Index: Supply & Installation of one (01 No.) High Data Rate Demodulator with built in Test Modulator and one (01 No) High Data rate demodulator at INCOIS with Three years onsite warranty and four years extended onsite warranty of the total system with support and service at INCOIS Hyderabad.

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1. INTRODUCTION

Indian National Centre for Ocean Information Services (ESSO_INCOIS), a unit of Ministry of Earth Sciences, Govt. of India is a premier scientific Institute of the country, functioning on 24X7 basis to provide Ocean data, information and advisory services to society, industry, Government and Scientific community through sustained ocean observation and constant improvement through systematic and focused researching information and Ocean modeling.

INCOIS is located at approximate 3km from Pragathi Nagar at Ocean valley, Pragathi Nagar PO, Nizampet SO, Hyderabad - 500090, near besides ALEAP in 60 acre premises. It had started functioning at its premises w.e.f 2004 after construction of various buildings along with related services were completed and occupied in year 2004.

The requirement in this particular tender is for Supply & Installation of one (01 No.) High Data Rate Demodulator with built in Test Modulator and one (01 No) High Data rate demodulator at INCOIS with Three years onsite warranty and four years extended onsite warranty of the total system with support and service at INCOIS Hyderabad.

2. Scope of Tender

Scope of the work is Supply & Installation of one (01 No.) High Data Rate Demodulator with built in Test Modulator and one (01 No) High Data rate demodulator at INCOIS with Three years onsite warranty and four years extended onsite warranty of the total system with support and service at

INCOIS Hyderabad. The demodulator should be capable for real time data reception at INCOIS ground stations.

3. Deliverables

Material component		
1	High Data Rate Demodulator with built in Test Modulator	1 No
2	High Data Rate Demodulator	1 No
3	Operation and maintenance manual & Troubleshooting manual (both Hardcopy and softcopy)	1 set
Service component		
4	3 years onsite warranty and 4 years extended onsite warranty for High Data Rate Demodulator with built in Test Modulator & High Data Rate Demodulator	
5	Factory Acceptance Test(FAT)	As per given requirement

4. Technical Specifications

4.a) Specifications for High Data Rate Demodulator

	Parameter	Specification
1.	No. of Independent channels	Two
2.	Input IF frequencies (Selectable independently for each channel)	(i) 720 MHz (ii) 2.4 GHz
3.	Modulation schemes	BPSK, QPSK, UQPSK, OQPSK, 8 PSK Selectable
4.	Dual Demodulation using Two separate IF inputs	No degradation in BER performance with this feature
5.	Maximum Bit rate (BR) capability at 720MHz IF frequency for each channel	BPSK : 320 Mbps QPSK, UQPSK, OQPSK : 640 Mbps 8 PSK : 960 Mbps
6.	Maximum Bit rate (BR) capability at 2.4 GHz IF frequency for each channel	BPSK : 500 Mbps QPSK, UQPSK, OQPSK : 1000 Mbps 8 PSK : 1500 Mbps
7.	Capability for higher bit rates	The basic unit should have the provision to get upgraded for higher data rates (continuous programmability is essential). The up gradation is preferred to be done at user site.
8.	AGC Dynamic range	-50 dBm to -10 dBm
9.	Input impedance of SMA connectors	50 Ohms
10.	VSWR	< = 1.50
11.	Carrier (IF) Acquisition range	Selectable up to +/- 1 MHz
12.	Doppler rate	Up to 10 KHz/sec
13.	Acquisition time	< 300 msec
14.	Threshold BER performance w.r.t theory for 1×10^{-6} BER	Degradation less than 2 dB for all required modulation schemes.
15.	Decoding techniques as per the CCSDS Standard (Programmable) for each channel independently	(i) At 2.4 GHz IF: 1. Differential decoding upto 500 Msps or higher. 2. Viterbi (Convolution) with programmable rates - Single & Dual decoders 200 Msps or higher. 3. Multi Dimensional TCM decodings(4D, 6D) upto 200 Msps or higher with Programmable output rates. (2/3, 2.5/3, 2.75/3, 5/6 etc) 4. LDPC 7/8 Encoding with puncturing (shortened (8160,

		7136)) upto 500 Msps or higher. (ii) At 720 MHz IF: All above decoding techniques shall be supported with maximum data rates as per system hardware capability. (iii). Enable/Disable of all the above Decodings.
16.	Equalization Filtering	Either automatic or Manual
17.	Cross polarization cancellation	Selectable
18.	Phase Ambiguity Resolution	Either automatic or Manual
19.	Output clock	Continuous Clock signal with high stability (less than ± 50 PPM) should be available in the absence of data. Under locked condition, recovered clock present at output should be at fixed frequency and not a sweep signal.
20.	Clock acquisition range	$\pm 0.1\%$ of the symbol rate
21.	Clock duty cycle	50% nominal (tolerance +/-10%)
22.	Data format	Selectable from NRZ-L, NRZ-M, NRZ-S.
23.	Output data and clock signals (Programmable)	BPSK : I Data and Clock QPSK : 1. Split mode : I Data, Q Data, I Clock, Q Clock - Upto maximum data rates as mentioned at Sl. No. 5 & 6. 2. Merged data (I+Q) and merged clock - upto 400 MHz clock or higher. 8 PSK : 1. Split mode (selectable) : i. Three data streams (I, Q, Z) and clock - upto maximum data rates as mentioned at Sl. No. 5 & 6. ii. Two data streams and a clock - upto 400 MHz clock or higher. 2. Merged data (I+ Q+Z) and merged clock - upto 400 MHz clock or higher.
24.	Output signals on separate connectors	All the Data and Clock signals for the respective modulation scheme should be available in Differential Mode.
25.	Output logic for data & clock signals	Simultaneous ECL Differential & LVDS signals
26.	Input Connectors	SMA (F);
27.	Output connectors	SMA(F) for ECL Differential ; RJ45 for LVDS;
28.	Monitoring and Control	<ul style="list-style-type: none"> ▪ Configuration of all parameters - locally through GUI on front panel of the unit and remotely via TCP/IP interface. ▪ Provision for display of Input signal spectrum and output constellation. ▪ Instantaneous IF level, Eb/No display and BER display on screen
29.	Supply voltage	230V AC +/-10%, 50 +/- 3 Hz Single phase as per usage at India.
30.	Operating temperature	10 ° C to 40 °C.
31.	Storage temperature	-10 ° C to 60 °C
32.	Size	19-inch Rack mountable with Telescopic slides.
33.	Ethernet Ports	Dual Giga bit RJ45

4.b) Specifications for Built in Test Modulator

1.	No. of independent channel	One
2.	Output IF Frequencies (Selectable independently for each Channel in steps of 100 Hz or better)	<ul style="list-style-type: none"> i. 720 MHz ii. 2.4 GHz Bandwidth : As per hardware's Capability
3.	Programmable Output Carrier Level	-40 dBm to -10 dBm in steps of 0.1 dB

	independently for each Channel	
4.	Programmable Modulation Schemes	PCM/ BPSK, PCM/QPSK variants , PCM/8PSK Option: UQPSK as per hardware capability
5.	Modulation ON/OFF independently for each channel	Provision for switching of the modulation ON/OFF as per selection.
6.	VSWR	<= 1.5
7.	In band Spurious level	< -40 dBc minimum
8.	Maximum Bit rate capability (programmable) at 720 MHz IF Frequency for each channel	BPSK : 320 Mbps QPSK, UQPSK, OQPSK : 640 Mbps 8 PSK : 960 Mbps
9.	Maximum Bit rate capability (programmable) at 2.4 GHz IF Frequency for each channel	BPSK : 500 Mbps QPSK, UQPSK, OQPSK : 1000 Mbps 8 PSK : 1500 Mbps
10.	Data source to Modulator inputs for each channel	Generation of formatted data compatible with CCSDS standards and also accept External data (binary raw CADU) in user defined format. Selectable from : i. Internal PRBS data source of order (code lengths) 7,11,15,23,31 ii. External -Data and Clock Signals in Serial and Parallel Modes for respective modulation schemes iii. Playback of high size binary files from internal storage
11.	Modes in External Data Source	Selectable from Serial and Parallel modes. (i) Serial mode: Upto 320 MHz clock rate or higher as per hardware capability. BPSK: I Data and Clock QPSK: I+Q Data and Clock 8 PSK: I+Q+Z/C Data and Clock (ii) Parallel mode: Upto the Maximum Bit rates as per hardware capability. BPSK: I Data and respective Clock QPSK: I, Q Data and respective Clocks 8 PSK: I,Q, Z/C Data and respective clocks/ Clock
12.	Inputs data Format	NRZ-L in External Input Mode Programmable PCM coding in Internal PRBS Mode
13.	Inputs data Logic levels	ECL Differential and LVDS;
14.	Input connectors	SMA (F) for ECL Differential and RJ45 for LVDS with respective standard impedances.
15.	External outputs	Independent channel outputs with connectors : SMA(F) and Output Impedance : 50 Ohms
16.	Matched Filtering	FIR and other suitable techniques
17.	Data Encoding as per CCSDS standards (CCSDS-131-0-B-2 Aug 2011 and other latest standards)	<ul style="list-style-type: none"> • Randomizer • CCSDS Polynomial • 8 Possible Differential NRZ codes (algorithms) inclusive of CCSDS recommended codes • Reed-Solomon Encodings (223,255), (239,255) • LDPC 7/8 Encoding with puncturing (shortened (8160, 7136)) • Convolutional encoding with programmable rates - Single & Dual encoders • Multi Dimensional TCM encodings(4D, 6D) upto 200 Msps or higher with Programmable rates. (2/3, 2.5/3, 2.75/3, 5/6 etc) • Enable/Disable of all the above encodings for Internal

		Data <ul style="list-style-type: none"> • Enable /Disable of encoding scheme for External Data wherever applicable.
18.	Data Programmability/ Framing independently for each channel	Two framing Layers which can be independently ON or OFF and should support as per CCSDS standards wherever applicable. ASM insertion Scrambling Frame Error Control Field User Standard Frame Sync Pattern length : upto 128 bits Word Length : 8 bits Frame Size : 16 to 1 Mega Bytes Provision for Include/Exclude the above
19.	Simulation sources independently for each IF channel	<ul style="list-style-type: none"> i. Noise source ii. Doppler Source iii. ON/OFF provision
20.	Monitoring and control	Configuration of parameters - locally through GUI on front panel of the unit and remotely via TCP/IP interfaces.
21.	Option : Monitoring the digital data for analysis and testing	<ul style="list-style-type: none"> • Provision of SMA (F) connectors on rear panel to monitor the differential PCM digital data (NRZ (L,M,S)) and clocks which are inputs before modulation
22.	Supply voltage	230V AC +/-10%, 50 +/- 3 Hz Single phase as per usage at India
23.	Operating temperature	10 ° C to 40 °C.
24.	Storage temperature	-10 ° C to 60 °C
25.	Size	19-inch Rack mountable with Telescopic slides.
26.	Ethernet Ports	Dual Giga bit RJ45

Note: The Test modulator functionality should comply with the quoted HDR demodulator.

5. Eligibility Criteria: Only those bidders fulfilling the following criteria should respond to the tender.

- The bidders should be either registered Indian or Foreign firm with experience of having supplied, installed, commissioned and maintained High Data Rate Demodulator with built in Test Modulator in India/abroad. If the quote is from a foreign firm it should be through an Indian partner who meets the above experience criteria. The bidder should have end to end arrangement with the OEM/(s) to supply and maintain the equipments supplied under this tender.
- Each OEM is allowed to bid directly or through a single system integrator (SI) / Bidder for this tender.
- The bidder should provide profile of their company including its infrastructure, technical manpower and their expertise.
- Authorization letter: Authorization letter from principal authorizing Indian representative to submit the tender document on behalf of foreign principal.
- 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.
- 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.

- If the Bidder had formed an association, each member of the association may be evaluated as per the qualification/eligibility.
- The bidder as consortium can also quote, if meeting the required qualification. In this case each of the partners should have specified annual turnover.
- 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.
- 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.
- 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.
- 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.
- The bidder must be a Company registered under Indian Companies Act 1956 or may be reputed foreign bidder.
- Earnest Money Deposit (EMD)
- Bidder/Tenderer should provide list of clients, address and the installation/commissioning reports.
- 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.
- The bidder should have an average annual financial turnover of Rs. 48.60 lakhs or more during the last three years ending March 31, 2018. Proof of turn over certificate issued by the chartered accountant to be submitted.
- Vendor should have well established service / support centre in India with trained / certified manpower in maintaining the infrastructure covered under this tender. The details of location of service / support centre is to be submitted. .
- Escalation matrix with full contact details, for the resolution of reported issues during warranty period.
- 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.129.60 lakhs or two works of value Rs. 97.20 lakhs or three works of value Rs. 64.80 lakhs. Client certificates / PO to be enclosed in this regard.
- The Bidder should be a profit making company at least during 2 years in the last three years

- Tenderer must submit “Letter of Authorization” from manufacturer else quote would not be considered.
- Tenderer must submit List of Indian & International ground stations where the quoted equipment is currently operational.
- Tenderer must submit Reliability/ performance report for real time data reception at the mentioned ground station (specifically for IRS series of satellites like Oceansat-2, Cartosat-1, Cartosat-2/2A/2B/2C, RS-2, SARAL, RISAT-1 etc.)
- 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.
- Tenderer must submit an undertaking that the offered equipment is industrial grade and EMC/EMI (IEC/EN 61326 standard or equivalent) proven and certified. It should also withstand transport vibrations.
- The systems should not be obsolete within 7 years. The support, service and spares are to be available for providing uninterrupted service to INCOIS. Undertaking is to be submitted by the bidder along with the bid towards confirmation of 1) The sole responsibility of the functioning of the system lies with the successful Bidder 2) Acceptance to submit a) Test reports (FAT Report), b) BER test report, c) Constellation diagram, d) Spectrum plots and e) EY Diagram along with the delivery of material.

NOTE:

- Proposals 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.
- The bids submitted without EMD will be summarily rejected and no further communication in this regard will be entertained.

6. Contents of the Bid

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

(i) Technical Bid: Technical bid should contain all the information as listed below without which the offer will not be considered further.

- I. Corporate Profile (Date of Incorporation of the Company & Certified Registrations, Technical Manpower Details, Clientele list, Overall turnover of the last three financial years etc.)
- II. Track Record for previous projects executed of Similar Nature/Magnitude and user Feed-Back.
- III. Plan of Execution Proposed.
 - Overview of the project
 - Deliverables and Timeframe for Project Execution
 - Warranty & Extended warranty Operational Maintenance Strategy.
 - Track Record for previous orders executed of Similar Nature and user Feed-Back.
 - Technical Details (Specifications of High Data Rate Demodulator, Inbuilt Test Modulator and its interface details).
- IV. Details of line items being supplied along with Model Number/Part Number.
- V. Technical Compliance Statement against our specifications.
- VI. An un conditional undertaking is required to be submitted by the bidder towards accepting all the commercial terms and conditions of this tender.

NOTE:

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

Table-1: Technical Compliance Statement

S No.	Description	Make & Model	Compliance status Yes/No	Supporting Documents	Remarks, if any
Technical specifications:					
1.	High data rate demodulator (All specifications mentioned in the Technical specifications 4.a)				
2.	In built test modulator (All specifications mentioned in the Technical specifications 4.b)				
3.	Factory Acceptance Test (FAT) for 2 officials from INCOIS with break up on FAT charges, accommodation, tickets, VISA processing, travel insurance etc. of India rules. FAT details & schedule to be furnished which are agreeable to INCOIS.				
4.	Letter of Authorization" from manufacturer				
5.	List of Indian & International ground stations where the quoted equipment is currently operational.				
6.	Reliability/ performance report for real time data reception at the mentioned ground station (specifically for IRS series of satellites like Oceansat-2, Cartosat-1, Cartosat-2/2A/2B/2C, RS-2, SARAL, RISAT-1 etc.)				
7.	The equipment should be industrial and EMC/EMI (IEC/EN 61326 standard or equivalent) proven and certified. It should also withstand transport vibrations				
8.	Undertaking is to be submitted by the bidder along with the bid towards confirmation of 1) The sole responsibility of the functioning of the system lies with the successful Bidder 2) Acceptance to submit a)Test reports (FAT Report), b)BER test report, c) Constellation diagram, d)Spectrum plots and e)EY Diagram along with the delivery of material.				
General Terms & Conditions:					
1.	Earnest Money Deposit (EMD).				
2.	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.				
3.	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.129.60lakhs or two works of value Rs.97.20 lakhs or three works of value Rs. 64.80 lakhs. Client certificates / PO to be enclosed in this regard.				
4.	The bidder should have an average annual financial turnover of Rs. 48.60 lakhs or more during the last three years ending March 31, 2018. Proof of turn over certificate issued by the chartered accountant to be submitted.				
5.	Vendor should have well established service / support centre in India with trained / certified manpower in maintaining the infrastructure covered under this tender.				

	The details of location of service / support centre is to be submitted.			
6.	The Bidder should be a profit making company at least during 2 years in the last three years			
7.	Signature on all the pages of the tender document, including addendum/ corrigendum, if any, issued by INCOIS.			
8.	Whether the bidder is a registered Indian or Foreign firm or Consortium			
9.	Letter of satisfactory services from Clients (Clients testimonials) for such similar nature of works.			
10.	Escalation matrix with full contact details, for the resolution of reported issues during warranty period.			

(ii) Commercial Bid: It should be a separate document from the technical proposal and should be filled in the .xls format provided with the e-tender on-line only.

Price should be quote as per the format of .xls given in price bid. **Lump-sum quotes will not be considered and line-item-wise break-up is mandatory. The format of the Price bid i.e., BOQ (Bill of Quantities) .xls file should not be changed in any case.**

The Director, INCOIS reserves the right to choose, accept or reject any or all requests / offers, in full or part, at any stage, reduce or increase the quantity without assigning any reasons therefore. The quantity/number shown in the document is only indicative.

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

- 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.
- The price of the 4 years extended onsite warranty cost will also be considered in price bid for arriving L1. **However placement of orders for extended onsite warranty will be at the discretion of INCOIS.**

7. Price Bid format:

S.No	Description	Qty	Unit price (Rs./USD)	Total price (Rs./USD)
Material component				
1	High Data Rate Demodulator with built in Test Modulator with necessary cables along with 3 years onsite Warranty.	1 No	Please do not quote price here.	
2	High Data Rate Demodulator with necessary cables along with 3 year onsite Warranty.	1 No	Please do not quote price here.	
Service component				
3	4 years extended onsite warranty for High Data Rate Demodulator with built in Test Modulator after completion of 3 years onsite warranty	1 No	Please do not quote price here.	
4	4 years extended onsite warranty for High Data Rate Demodulator .	1No	Please do not quote price here.	
Optional Item				
5	Factory Acceptance Test (FAT) at OEM place for 2 officials.	2 No	Please do not quote price here.	

Note: Optional Items will not be considered while arriving L1. INCOIS reserves the right to operate or not to operate FAT at OEM place.

8. Technical terms & conditions:

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

Warranty: The vendor should provide OEM warranty support during warranty period from the date of Installation, Commissioning and acceptance at INCOIS.

The Firm has to provide a plan for extended warranty support for operational maintenance of the system to be taken up on yearly basis after completion of standard warranty.

Factory Acceptance Test (FAT): Factory Acceptance Test (FAT) at OEM location for 2 engineers/scientists from INCOIS. The vendor has to bear all the cost for the FAT charges, VISA processing, to & fro tickets, accommodation, travel insurance etc. of India rules. FAT test procedure to be furnished.

Service clause - Annual Maintenance & Repair operations:

- I. For the defects noticed during the entire service period, replacement/rectification should be arranged free of cost. The to and fro freight charges shall be borne by the successful bidder during warranty period if any. The successful bidder has to do preventive maintenance of the system once in 6 months
- II. The vendor shall be responsible to provide necessary updates for various firmware/software released by OEM from time to time without any extra cost to INCOIS during the warranty period.
- III. The vendor should have sufficient spares for the maintenance of demodulator and modulator. In case of any problem/break-down of the equipment, the problem has to be rectified within 10 days.

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

Penalty clause:

1	Number of days in a year	Penalty
2	11 - 14 days	5%
3	15-20 days	10%
4	21-30 days	50%
5	>31	100%

In event of award of work, a SLA will be executed between the successful bidder 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. The Successful Bidder should attend this office , along with a non judicial stamp of the value of Rs. 200/- accordingly.

9. 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 user's views with reference to the earlier services. This will enable the technical committee to arrive at a fair recommendation in the interest of the organization.
- In the event of seeking any clarification from various bidders by INCOIS, the bidders are required to furnish only technical clarifications that are asked for. No amendment to commercial bid will be entertained at that stage. In case, if a bidder fails to quote for a particular item, it amounts to non-compliance and such bid will not be considered for further evaluation. Further, during this process, if any bidder indicates the price during the clarification, such bids also will not be considered for further evaluation.
 - On the due date, Technical bids will be opened.
 - The bids submitted together will be examined vis-a-vis the tendered specifications and evaluation is made accordingly.
 - Bids complete in all respects will qualify for further evaluation.
 - After completion of technical evaluation, the commercial bid of the technically qualified bidders will be opened through e-Portal (CPPP).
 - Preference will be given to the eligible Make in India offered products for this scientific requirement.

10. Commercial Evaluation Criteria

Generally the contract is awarded to the technically qualified eligible bidder whose bid has been determined as the lowest evaluated commercial bid. The price of the 4 years extended onsite warranty cost will also be considered in price bid for arriving L1. Optional Items will not be considered while arriving L1. **However placement of orders for extended onsite warranty will be at the discretion of INCOIS.**

- Notwithstanding anything stated above, INCOIS reserves the right to assess Bidder's capability and capacity to perform the contract. Should circumstances warrant such an assessment in the overall interest of the organization, INCOIS reserves the right to reject any or all tenders/ bids at any time prior to award of contract, without assigning reasons thereof, and without thereby incurring any liability to the affected Bidder or Bidders.
Foreign bidders needs to give quote/price on the INCO term of CIP, Hyderabad, India.

11. 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 opening date.
4.	Delivery Schedule: Within 180 days from the date of receipt of the order
5.	Warranty clause: 3 years onsite warranty of the Equipment will start from the date of Installation, Commissioning & Acceptance of the system at INCOIS. Extended Onsite Warranty: 4 years extended onsite warranty (Placement of orders for extended onsite warranty will be at the discretion of INCOIS)
6.	Earnest Money Deposit (EMD) : An amount of Rs 3,25,000/- or USD 4,700/- has to be submitted by way of Demand Draft/Bank Guarantee/ NEFT/RTGS electronic transfer from any Nationalized Bank in favor of "Director, INCOIS payable at Hyderabad".

	<p>The Scanned copy of the Demand Draft/Bank guarantee/UTR details is to be uploaded to the CPP Portal while submitting the offer. Bank guarantees should be obtained from any of the Nationalized bank of India with a validity of 6 months and should be sent by the issuing banker directly to the office of INCOIS, Hyderabad and must reach on or before 14 30Hrs of 17.06.2019. Offers received without EMD will be summarily rejected.</p> <p>The original DDs/BG/NEFT/RTGS transfer should reach to INCOIS on or before 14 30Hrs of June 17, 2019 ie., before opening of the Technical Bid of the tender. Offers received without EMD will be summarily rejected.</p> <p>Vendors registered with <u>Ministry of Micro Small and Medium Enterprises (MSME)</u> /National Small Scale Industries Corporation (NSIC) are exempted from payment of EMD only if, the vendor is manufacturing /supplying/providing the services for the tendered products for this particular tender. A copy of valid registration certificate should be submitted along with the technical bid.</p> <p>This deposit will be free of interest. The EMD submitted by the unsuccessful bidder shall be returned to the respective bidder.</p>
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/- 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.</p> <p>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 order for extended onsite warranty, successful bidder has to submit 5% of the extended warranty 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 a period of 8 years, 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>For Indian vendors:</p>

	<p>Delivery of equipment</p> <p>90% will be released upon delivery, Installation and acceptance by INCOIS. Invoice, Test Certificate, Pre-shipment inspection/QC passed certificate and Warranty Undertaking.</p> <p>10% will be paid after successful completion of warranty period or against submission of advance bank guarantee from a nationalized bank for the like amount valid for a period of 03 years 2 months.</p>
	<p>Extended onsite warranty for a period of 4 years (4th, 5th, 6th & 7th year) for High Data Rate Demodulator with built in Test Modulator and High Data Rate Demodulator.</p> <p>Placement of orders for additional extended onsite warranty will be at the discretion of INCOIS.</p> <p>100% of the cost payable on half yearly basis (upon completion of preventive maintenance service once 06 months) against submission of the invoice and service report in original and subject to satisfactory performance.</p>
	<p>For Foreign Vendors:</p> <p>For the Foreign items, Wire transfer of funds for 70% of material value will be done upon receipt and acceptance of material, 20% of material value upon successful installation and balance 10% will be paid after successful completion of warranty period</p> <p>Payments for extended warranty: Placement of orders for additional extended warranty will be at the discretion of INCOIS. The charges will be paid yearly after completion of maintenance period (upon completion of preventive maintenance service once 06 months) against submission of the invoice and service report in original and subject to satisfactory performance.</p> <p><i>No advance payment will be allowed and no other payment terms will be considered.</i></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.	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.
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.
	<i>Price quoted should be on INCO term CIF, Hyderabad basis, if the order is be placed on foreign firm.</i>
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 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 ESSO-INCOIS. No extra will be paid by ESSO-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 confirming to commercial terms and conditions are liable for rejection. An un conditional undertaking is required to be submitted by the bidder towards accepting all the commercial terms and conditions of this tender.
21.	All relevant Above documents must be enclosed with technical bids failing which bids may be 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.	The vendor shall be liable and responsible for any defect in the composition or substance and defect in the workmanship or process of manufacture and defect in the design of goods, shall make good by free replacement or repairs defects which under normal use appear therein or arise from defective composition or substance of material defective workmanship or process of manufacture and defective design as per the reliability/warranty clause.
27.	<p>Liquidated Damages Clause: In case the supply/delivery/services is delayed and delay is attributed to the Tenderer or is not as per our specifications and in the event of breach of any of the terms and conditions mentioned in the Purchase Order, INCOIS shall have the right.</p> <p>a) To recover at the rate of 0.5% per week for the value equivalent to undelivered material / services against the delay in execution of the order or part thereof subject to a maximum of 10% of the material undelivered /services 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>
28.	<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>

29.	Patent Indemnification Clause: The Contractor shall indemnify and keep indemnified the purchaser from and against any and all claims, action, cost charges and expenses arising from or for infringement of patent rights, copy right and other protected rights of any design, plans, diagrams drawings in respect of the stores supplied by the contractor or any of the manufacturing methods or process adopted by the contractor for the stores supplied under the contract. In the event of any claim being made or action being brought against the purchaser in respect of the matter referred above, the contractor shall promptly be notified thereof and he shall at his own expense, conduct all negotiations for settlement of the same and any drawings, plans or diagrams or any manufacturing methods or of patent or any other protected rights and use thereof is at no costs to the latter, the rights to continue using the same or to the extent it is possible to replace the same so as to avoid such infringement and subject to approval by the purchases or modify them so that they 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.
30.	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.
31.	In event of award of work, a SLA will be executed between contractor and INCOIS and contractor should attend this office, along with a non-judicial stamp for an amount of Rs. 200/- within 15 days from the date of receipt of work order.
32.	The bidder shall sign and upload the Bids with the exact name and address of the firm bidding for the tendered requirement.
33.	The Bids shall be uploaded only after signed by a duly authorized officer of the firm bidding for the tendered requirement, 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.	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. 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.
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

12) Clarifications & Contact details: Queries or clarifications on tender document, if any, may be submitted by the firms (via e-mail) on or before **1500 Hrs of May 28, 2019** Note: *Preferably the Firms should submit a consolidated query.* e-mail: pattabhi@incois.gov.in/venu@incois.gov.in E-mail subject should be mentioned as " "Procurement of High Data Rate Demodulator with built in Test Modulator".

1) Head-TWG
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, Telangana, India
Phone:009140 2389 5008; FAX: 009140- 23895008
E-mail: pattabhi@incois.gov.in; venu@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, Telangana, India
Fax: 040 2389 5001 / 23892910
e-mail: director@incois.gov.in

3) Delivery address:

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

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

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.