



Software Technology Parks of India

9th Floor, NDCC-II, Jai Singh Road, New Delhi – 110 001

Phone: 011-23438188

Request for Empanelment (RFE) for Empanelment for Development/ Customization of Web Based Software for STPI

Software Technology Parks of India (STPI) invites bids for empanelment of vendors with proven competence for “Design and Development/Customization of Web based Solution” as per requirement from time to time. STPI is primarily looking for the bidders having existing solutions and would provide customized solution to the specific need of STPI, in the areas as mentioned in the tender document. Bidders may take note that this Request for Empanelment document is not a Request for Proposal (RFP) in any form and would not be binding on the STPI in any manner whatsoever:

1.	RFE No. & Date	STPI/HQ/HER/2017-18/05 05-Feb-2019
2.	Scope of work/job	Empanelment for Development/ Customization of Web Based Software for STPI
3.	Mode of RFE	e-Tender (online)on URL https://eprocure.gov.in/eprocure/app In Two-Bid System as follows: a) Technical Bid b) Financial Bid
4.	Issue of RFE document	The bidder can download RFE document from www.stpi.in & https://eprocure.gov.in .
5.	Tender Fees	Rs. 2,000/- through RTGS/NEFT.
6.	EMD	Rs. 50,000/- through RTGS/NEFT.
7.	RTGS/NEFT Details	Account No. : 1098101101244 IFS Code : CNRB0001098 Bank Name : Canara Bank Bank Address : Parliament Street, Delhi
8.	Pre Bid Meeting	12-Feb-2019 2018 at 12.00 Hrs
9.	Last date & Time	05-Mar-2019, 2018 at 14.00 Hrs

	for submission of proposal	
10.	Date & Time for opening of proposal	07-Mar-2019, 2018 at 15.00 Hrs
11.	Date of Presentation	Will be intimated.
12.	Validity of proposal	180 Days from the last date of submission of proposal.

Interested Firms/Companies may submit their online proposal on URL <http://eprocure.gov.in>. latest by 05-Mar-2019 at 14.00 Hrs.

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PART-I

Brief introduction of STPI

Software Technology Parks of India (STPI) is an autonomous society under Ministry of Electronics and Information Technology, Government of India was set-up in 1991, with the objective of promoting the Software Exports from the country and played a seminal role in this regard.

An experience of more than two decades, STPI has been providing Statutory Services, world class High Speed Data Communication (HSDC) services, State-of-the-art Incubation services, Project Management & Consultancy services and IT Managed services/colocation services to the satisfaction of the IT/ITES/ESDM Industry.

STPI played a pivotal role in building the present-day IT outsourcing services industry, with its 58 centres pan India. STPI has had a nucleating effect on the growth of software exports from these locations and have generated employment & entrepreneurial opportunities across the country.

STPI is creating state-of-the-art modern incubation infrastructure across the country. The well-equipped incubation facilities together with labs, tools, services and start-up ecosystem aims at promoting the start-up ecosystem and entrepreneurship in the field of IT/ITeS/ESDM.

Keeping align with Digital India initiative, STPI constantly endeavors to create an environment apposite for the start-ups and the same is manifested by the several projects and initiatives i.e. Electropreneur Park, Semiconductor Measurement Analysis & Reliability (SMART) LAB, India BPO Promotion Scheme (IBPS)/North East BPO Promotion Scheme (NEPBS), Centre of Excellences (CoEs) etc. which STPI is either spearheading or has partnered.

Detailed scope of work is given in the Part – II of RFE document.

The instructions for the bidders are given in Part-III of the RFE document.

Other Terms & conditions are mentioned in Part - IV

Instructions for Online Bid Submission are annexed as Appendix in the RFE document.

PART-II

Scope of Work

- i. Empanelment for Development/Customization of Software with source code for various activities of STPI which includes Incubation Services, Statutory Services, Data Center Services, Internet Services, Project Management Consultancy (PMC) Services, any other Industry Promotion Services etc.
- ii. Bidders should have existing solution(s) and will customize their solution for specific requirement of STPI. Brief about the services are mentioned in Annexure E.
- iii. Bidder can quote for single, multiple or all services.
- iv. Developed solution(s) may be integrated with existing application mostly developed on PHP Framework, MySQL and Apache Web/Application Server.
- v. Bidder should have experience in following technologies:

Sl	Functional Area	Open Source Technology
1.	Relational Database	MySQL/MariaDB
2.	Web Server/Application Server	Apache
3.	Programming Language	HTML, CSS, PHP, PHP Framework, Node JS, Javascript and its associated technologies.
4.	CMS	Drupal, Life ray etc.
5.	Mobile Applications	Responsive Web Design (including Progressive Web Apps)

PART-III Instruction to Bidders

1. **Empanelment shall initially be for the period of one year, which may be extendable for further one year based on performance. The successful Bidder need to provide its services as per scope of work defined in Part-II of the RFE document.**
2. RFE documents may be downloaded from web site www.stpi.in or <https://eprocure.gov.in>. Bidder has to pay the cost of RFE i.e. Rs.2,000/- & Earnest Money Deposit (EMD) of Rs.50,000/- through RTGS/NEFT as per following details.

Account No. : 1098101101244
IFS Code : CNRB0001098
Bank Name : Canara Bank
Bank Address : Parliament Street Branch, Delhi
3. The EMD of successful bidder will be returned on submission of Performance Security or within 90 days from the date of empanelment whichever is earlier. The EMD of unsuccessful bidder will be returned within 30 days from the date of empanelment, without any interest thereon.
4. The bid has to be submitted online on URL <https://eprocure.gov.in> along with the standard formats prescribed in the Tender documents displayed on said URL. Documents mentioned at Annexure D must be uploaded with the Technical bid.
5. Task-wise price shall be quoted in Annexure “C”, considering the scope of work.
6. All prices should be quoted in Indian Rupees (INR) exclusive of all taxes. Taxes, as applicable shall be charged extra.

7. No claim of TA/DA, conveyance, boarding & lodging, reimbursements etc. will be considered by STPI before, during or after the contract period.
8. The validity of the proposal will be 180 days from the last date of submission of proposal as specified in the RFE document.
9. After issuance of work order, bidder has to sign a Master Service Agreement (MSA) with STPI.
10. Bidder may attend the Pre-Bid meeting as per schedule. Bidder has to submit its queries, if any, through mail at least 24 hours before the schedule of pre-bid meeting. The mail may be sent to shachi@stpi.in.
11. At any time, prior to the date of submission of bids, STPI may for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify/ alter any terms & conditions of the bid documents by amendments as long as they are uniformly applied to all.
12. The amendments shall be published on website of STPI (www.stpi.in) & URL <https://eprocure.gov.in> and these amendments will be binding on them. Interested bidders are requested to keep themselves updated by visiting the above websites.
13. **Rejection of the proposal** - The bidder is expected to examine all instructions, formats, terms & conditions and schedule of work in the bid document. Failure to furnish all information required as per RFE document or submission of proposal which is not substantially responsive to the RFE document in every aspect may result in rejection of proposal. In respect of interpretation/clarification and any matter relating to this RFE document, the decision of STPI will be final.

14. STPI reserves the right to reject/cancel the tendering process without assigning reason thereof.
15. Proposals once submitted shall not be allowed to withdraw. Any default after acceptance of proposal by the successful bidder shall be deemed to be non-compliance to the terms of contract and would be liable to cancellation of contract and EMD/PG shall be forfeited.
16. **Criteria for evaluation/ award of contract –**

Evaluation of the bids shall be carried out in order to determine whether the bidders are competent enough and whether the bidder's proposal technically qualifies to the requirements set forth in the Tender. Bids received would be evaluated for qualification based on the parameters defined in Annexure "F"/"F1".

- (i) Bidder has to give a presentation on the technical evaluation parameters as defined in Annexure "F" / "F1" on 8th March 2019 as per the schedule fixed by STPI.
- (ii) The proposals will be evaluated on basis of details submitted in Annexure "D" and subsequent presentation made by the bidder.
- (iii) The bidder shall have to score at least 70 marks for each service in Technical Score (St) as per "Technical Evaluation Parameters" for being eligible for opening of commercial bid. The lowest evaluated financial bid shall be awarded the maximum financial score (Sf) of 100. The formula for determining the financial scores (Sf) of all other Proposals is calculated as following:
 - $Sf = 100 \times Fm / F$, in which "Sf" is the financial score, "Fm" is the lowest price, and "F" the price of the bid under consideration.
 - The weights given to the Technical (T) and Financial (P) Bids are: T = 60%, and P = 40%
 - Bid will be ranked according to their combined technical (St) and financial (Sf) scores using the weights (T = the weight given to the Technical Proposal; P = the weight given to the Financial Proposal; T + P = 1) as following:

$$S = St \times T\% + Sf \times P\%.$$

Example

Technical Score (St)	Financial Score (Sf)	St*T(60)%	Sf	Sf*P(40)%	Combined Score using weights	Ranking
98	37	58.80	94.59	37.84	96.64	S1
95	39	57.00	89.74	35.90	92.90	S3
94	35	56.40	100.00	40.00	96.40	S2

- (iv) Vendor scoring maximum marks (S1) for each service will be empaneled for that service. In case S1 vendor fails to take up the task, the work would be offered to S2 vendor on rates quoted by him or on the rates of S1 vendor, whichever is lower. But in case if both S1 and S2 vendors fail to take up the task then S3 vendor would be offered the task on lowest rates.

Note: The evaluation by designated evaluation committee will stand final and no representation in this regard will be entertained. STPI's decision will be final and binding on all the bidders.

17. Notification of Award

- a. STPI will notify the successful bidder for each service in writing that it has been empaneled for "Design and Development/Customization of Web based Solution".
- b. Proposal will be called from the empaneled vendor for the respective service. It will be examined and finalized according to the requirement of STPI. Thereafter, work order will be issued.
- c. In case of item 10 (Miscellaneous) at Annexure E, STPI will empanel two vendors i.e. S1 and S2 vendors. S2 bidder has to agree at rates quoted by him or rates quoted by S1 bidder whichever is lower. Each time, proposal would be called from both empaneled vendors and will be evaluated by STPI. Proposal will be shortlisted based on technical feasibility.
- d. On acceptance of work, bidder will have to submit technical and functional specifications along with a bank guarantee for 10% of the project cost as per work order.
- e. Maximum time lines for development/customization will be 3 months. Additional one month's time will be given for integration, if required. Any delay in work shall be liable to "Liquidated Damages".
- f. In case empaneled vendor fails to provide required solution, the work will be offered to subsequent vendors as per the criteria mentioned at Sl. no 16(iv). In this case EMD/PG of empaneled bidder shall be forfeited.

- g. Work will be allocated to the empaneled vendors based on the requirement and priority of the identified service(s).
- h. The responsibility of the successful bidder to perform the services will commence from the date of signing of Master Service Agreement (MSA).

18. **Payment schedule:**

Sl.no	Milestone	Payment
1	After successful User Acceptance Testing of developed module.	20% against bank guarantee
2	On Go Live of Module	30% against bank guarantee
3	On complete handover including source code, documentation, user manual, knowledge transfer, technical and functional specification of the developed module etc. and Post Acceptance Support for 45 days.	50%
4	Bank Guarantees will be returned after satisfactory working of module for 6 months from the date of Go Live.	

19. **Liquidated Damages:** The bidder shall be charged with Liquidated damages @ 1% per week or part thereof for first four weeks of delay, thereafter @ 2% per week up to maximum of 10% of the total contract value. Subsequently, STPI retains right to terminate the contract without assigning any reason and no payment shall be released and Bid security/Performance Guarantee may also be forfeited. STPI may relax this time limit in force majeure conditions. Any change in time lines approved by STPI in writing due to justified reasons will not be considered as part of delay.

20. **Termination by default:** STPI may, without prejudice to any other remedy for breach of contract, terminate the contract in whole or part thereof with or without assigning any reason(s) thereof.

21. **Disputes :**

All disputes or differences whatsoever arising between the parties shall be settled through arbitration proceedings as per Indian Arbitration Act. In such case, DG, STPI will be the Competent Authority for appointment of the Sole Arbitrator.

22. All legal disputes are subject to the jurisdiction of New Delhi only.

23. ***Force Majeure***

If, at any time, during the continuance of the work contract, the performance in whole or in any part by either party of obligation under the work contract shall be prevented or delayed by reasons of any war, hostile acts of the enemy, civil commotion, subrogate, fire, floods, earthquakes, explosions, epidemics, strikes and quarantine restrictions by acts of God, (herein after referred to as eventualities) then provided notice of the happening of any such eventualities is given by either party to the other within two days from the date of occurrence thereon, neither party shall, by reason of such eventualities be entitled to terminate this work contract nor shall either party have any claim of damages against the other in respect of such non-performance or delay in performance. Performance of the work contract shall, however, be resumed as soon as practicable after such eventuality has come to an end.

PART-IV

Other Terms & Conditions

- i. Item-wise rates will be fixed as listed in Annexure-C for items mentioned at Annexure E.
- ii. Vendor should keep the ownership rights of solutions which is proposed to be customized for STPI.
- iii. STPI will own the copyright along with source code of the application which is developed/customized for STPI.
- iv. The empanelment will be valid for a period of one year in the first instance from the date of empanelment. It may be extended for another year with mutual consent.
- v. Technical qualification will be based on the parameters as defined at **Annexure - "F"/ "F1"**. Bidder has to score minimum 70% against each bidding item as mentioned at Annexure-"E". STPI may waive off any minor infirmity, which does not constitute a material deviation. The decision of STPI in this regard shall be final.
- vi. The successful bidder shall comply with all Government Regulations, Enactments, etc. pertaining to workmen, labor and MeitY/ STPI shall be indemnified of any effects/impact.
- vii. The successful bidder shall be responsible to take all precautions to ensure the safety of the public whether on public or Client's Property. The successful bidder shall comply with all kinds of safety measures regarding men and material deployed for the project.
- viii. Change Request: Bidder will accept slight changes during execution of the work. In case there are changes which are not minor in nature, STPI will calculate the cost of additional requirement based on the rates fixed as per Annexure- "C". Timelines will be changed accordingly.
- ix. Once the order is awarded to the successful bidder, no subletting of work is allowed/acceptable.
- x. The bidder shall not disclose any confidential information to any other party and keep confidential the terms and conditions of this Contract agreement, any amendment hereof, and any Attachment or Annexure hereof. The obligation of confidentiality under this section shall be for a period of two years after the completion/termination of the contrac

ANNEXURE-A

**DECLARATION REGARDING ACCEPTANCE OF TERMS & CONDITIONS
CONTAINED IN THE TENDER DOCUMENT**

**To
The Chief Administrative Officer
Software Technology Parks of India,
9th Floor, NDCC-II, Jai Singh Road,
New Delhi -110001**

Sir,

I have carefully gone through the Terms & Conditions contained in the Tender Document ----- dated -----regarding “Selection of Firm/individual for Development of Software”

I declare that all the T&Cs of this Tender Document are acceptable to me. I further certify that I am an authorized signatory and competent to make this declaration.

Yours truly,

Date:

Signature:

Place:

Name:

Designation:

Seal:

DECLARATION

We declare and confirm that (i) we have not been blacklisted or deregistered by any central/ state government department or public sector undertaking and none of our works had ever been terminated by client after award of contract, during last three years; and (ii) no agent, middleman or any intermediary has been, or will be engaged to provide any services, or any other item of work related to the award and performance of this Contract. We acknowledge the right of the STPI, if STPI finds to the contrary, to declare our Tender to be non-compliant and if the Contract has been awarded, to declare the Contract to be null and void.

We also declare that the data provided by STPI will be used only for this purpose only and it will not be shared /accessed to any person/institution/firm/company/corporation/body etc. without the written consent of the STPI. We acknowledge the right of the STPI, if STPI finds to the contrary, STPI is entitled to claim appropriate compensation from us and the decision of STPI in this regard shall be final.

Authorized Signatory with Seal

Financial Bid Form

Slno	TASK	Quote in Figures	Quote in Words	Weightage (%)
1	Development charges (X1) on per page basis. (including all CRUD operations, validations and checks) i) No. of fields <=20 ii) No. of fields >20			40
2	Report Generation (X2) (This may include fetching records involving 1-4 tables, >4 tables) per report			20
3	To provide compatibility with hand held devices of items (per form/per report) (X3)			10
4	Training (X4)			10
5	Integration with existing Intra STPI framework) (X5)			10
6	Modification of existing Form (per form) developed in PHP, SQL (X6)			10

Quoted Price of Vendor will be calculated as under:

$$V = X1*40\% + X2*20\% + X3*10\% + X4*10\% + X5*10\% + X6*10\%$$

*Vendor having lowest value of V will be awarded maximum financial score (Sf) of 100 [Ref slno 16(iii)]

Date:

Signature:
Place:
Name:
Designation:

Professional Bid Form

Sl.No.	Item	Details
1.	Name	
2.	Mailing Address	
3.	Telephone and Fax numbers	
4.	Name of the CEO/MD	
5.	Brief Description of capabilities related to the scope of work along with company profile	
6.	Scanned copy of proof of online payment of tender fees & EMD along with UTR number.	
7.	PAN (Scanned copy)	
8.	GST number (Scanned copy)	
9.	Certificate of Registration or Incorporation of company/ self- declaration in case of proprietor/ partnership firm.	Registration No.
10.	Turn Over: FY 2016-2017 FY 2017-2018 (Scanned Copy of Balance sheet/ CA certified statement indicating the turnover of the company/firm for last Financial Years.)	Rs.----- Rs. -----
11.	Experience Scanned copies of completion certificate(s) or any other proof stating the experience of the company/firm for last two years ending December 2018.	----- Years
12.	Scanned copy of other documents, if any	
13.	Declaration by an authorized signatory as per Annexure-A	
14.	Declaration by an authorized signatory as per Annexure-B	

Date:

Signature:
Place:
Name:
Designation:
Seal:

Brief Description of Services**1 Internet/Bandwidth Services**

STPI caters to the data communication needs of the quality conscious Indian IT industry by providing SoftNET/SoftLink Services. STPI holds the Category-A Internet Service Provider (ISP) license with ALL INDIA as the service area. Under this activity STPI empanels companies for procurement of bandwidth at fixed annual rates.

STPI provides **SoftNET Services** through its state-of-the-art Network Operations Centre (NOC), comprehensive Network Management Systems (NMS) from 60 Independent Internet Gateways. Following activities are involved to carry out this task:

- Application for subscribing to SOFTNET
- Examination/Commissioning of Link
- Generation of Service Initiation Form/Signing of Agreement
- Helpdesk Management
- Payment of Tariff (Along with integration with payment gateway)
- Up gradation/ Down gradation and Commissioning of Backbone/ Local loop
- Termination of Local Loop – Fiber/Radio
- Maintenance of Networking Equipment
- Revision in existing tariff
- NIXI Payment Correspondence

2 Co-location Services

This activity allows a customer to apply for co-location and Disaster Recovery (DR) services. This involves:

- Application for Co- Location Service
- Examination of Proposal
- Generation of Service Initiation Form (SIF)/Signing of Agreement
- Rack wise Allocation
- Payment of Tariff (Along with integration with payment gateway)
- Termination of Co-Location
- Revision in existing Tariff

3 Incubation Services

STPI provides office space to various types of entrepreneurs. The incubation group receives a request from the customer for a well-

furnished/raw office space. Incubators can also avail data communication and power backup facility. STPI scrutinizes the application and based on the processing gives the approval for the same.

Major Tasks under this activity are:

- Application for Plug & Play/Raw Incubation Space
- Examination of Proposal
- Generation of Service Initiation Form (SIF)/Signing of Agreement
- Seat-wise Allocation of space
- Billing (Incubation space/Electricity & DG Charges/UPS Charges
- Maintenance of Incubation Area
- Upgradation/Down gradation of allocated Incubation Space
- Extension of License Term
- Termination of Incubation Services
- Revision in existing Tariff
- Integration with payment gateway

4 Project Management & Consultancy Services

STPI provides Project Management Consultancy Services with an objective of supporting Government and Industry in the field of IT Consultancy & Project Management by adopting quality driven approach and the industry best practices. This primarily consist of:

- Consultancy Services for creation of IT infrastructure
- Project Management during implementation of the projects by experienced and certified Project Managers.
- Executing IT Projects on Turn Key Basis: Conceptualization, Design, Tender Process, and Identification of Vendors, Implementation and Project Management. Consulting for IT audits as per the International standards.
- IT infrastructure Maintenance Services

5 Infrastructure Development Projects

To promote and develop IT/ITES/ESDM industry, Civil and Interior works are taken up to establish new centers and revamp and expand facilities of existing centers. This comprises of following tasks:

- Selection of areas as per Policy Guidelines for development of infrastructure

- Selection of Architect/Concept Design
- Appointment of Project Monitoring/Review Committee
- Award of work/Signing of Agreement
- Monitoring of Progress of work

6 HR Management System

In-house application covering some services under this module is already in place. Each employee has been assigned an Employee ID and can use these services through Intranet. There will be a requirement to add few services e.g. Personal Pass Book of Employees of STPI etc. and the same will have to be integrated with existing system.

7 Re-designing/Development of Website

Development or redesigning of websites of STPI using latest open source technology. It should comply fully with the guidelines issued from time to time by the Government of India (GIGW)

8 IBPS/NEBPS Module

Web Based Application for these schemes are already in place viz. <https://ibps.stpi.in/> and <https://nebps.stpi.in/> respectively. There will be a requirement to generate GIS based reports and add some modules integrated with existing system.

9 Report Generation

Drill down representation of Data used across various Modules. This drill down will be based on few parameters including selection of state/city etc. on the map.

10 Miscellaneous

This may include developing modules for some new/existing schemes, events etc. Under this option, bidder having existing solution bidder will not be applicable and Technical Evaluation Parameters will be as per Annexure F1.

Annexure F
Technical Evaluation Parameters

Item of Work

Slno	Parameter	Evaluation Criterion	Weightage
1	Vendor should have turnover of more than 1 crore and positive net worth (measured as paid-up capital plus free reserves) in the last two audited financial years ending 31/03/2018	Turn Over >=1 Cr - 05 marks >2Cr and <= 5 Cr -10 marks >5Cr -15 marks	15
2	The bidder should have experience in development of web-based software in PHP Platform Completion certificate to be enclosed	Experience > 3 years ---25 marks > 2 yrs and <= 1 yrs ----20 marks > 1 yrs and <= 2 yrs ---10 marks <= 1 yrs ---05 marks	25
3	Technical Presentation		30
4	Vendor should have existing solution for the proposed activity as per Annexure E	Existing Solution ---- 30 marks Similar Type ---- 15 marks	30

**Annexure F1
Technical Evaluation Parameters**

Item of Work - Miscellaneous

Slno	Parameter	Evaluation Criterion	Weightage
1	Vendor should have average turnover of more than 1 crore and positive net worth (measured as paid-up capital plus free reserves) in the last two audited financial years ending 31/03/2018	Turn Over >=1 Cr and <=5 Cr -15 marks >5Cr and <= 10 Cr -20 marks >10Cr -30 marks	30
2	The bidder should have experience in development of web-based software in PHP Platform Completion certificate to be enclosed	Experience >3 years -30 marks >2 yrs and <= 1 yrs-25 marks >1 yrs and <= 2 yrs-20 marks <= 1 yrs -05 marks	30
3	Technical Presentation		40

Flow of Events

Slno	Event
1	Submission of Bid (Technical) as per tender document electronically on CPP Portal using valid digital signatures
2.	Technical Presentation by the bidders and technical evaluation as per Parameters defined at Annexure F/F1
3	Bidder must score minimum 70% marks for technical qualification
4	Financial Bids will be opened for all technically qualified bidders. Financial Score will be calculated as mentioned in the tender document under ranking of bidders
4	Final score will be calculated by assigning 60% weightage to technical score and 40% to financial score.
5.	Bidder with highest score(S1) will be empaneled for each service other than miscellaneous services.
6.	For miscellaneous services two bidders (S1 and S2) will be empaneled.
7.	EMD of unsuccessful bidder will be returned within 30 days from the date of empanelment. EMD of successful bidder will be returned after getting bank guarantee or 90 days whichever is earlier.
8.	Proposal(s) will be called from empaneled bidders based on the requirement and priority of the identified service(s).
9.	Proposal will be examined by STPI and finalized after mutual consent between the vendor and STPI.
10.	MSA will be signed between both parties and vendor will submit technical and functional specifications along with bank guarantee equivalent to 10% of the cost of work order.
11	In case empaneled vendor does not take up the work, subsequent bidder(s) in descending score(s) will be given a chance. These subsequent bidder(s) will have to agree at rates quoted by respective bidder or rates quoted by S1 bidder whichever is lower.
12	Time Lines will have to be followed as per tender document failing which penalties as mentioned under liquidated damages in performance will be invoked.

Appendix - Instructions for Online Bid Submission

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 “**Online bidder Enrollment**” on the CPP Portal which 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/JPG formats. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- 4) 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. Bidders can use “My Space” or “Other Important Documents” 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 they can upload the bid in time i.e. on or before the bid submission time.
- 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/online” to pay the tender fee / BSD as applicable and enter details of the instrument.
- 4) Bidder should prepare the BSD (Bid security Deposit) as per the instructions specified in the tender document. The original should be posted/couriered/given in person to the concerned official, 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. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 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 (ie after Clicking "Freeze Bid Submission" in the portal), 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

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.

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. Bidder can also get help at +91-7878007972 & +91-7878007973.

