

NOTICE INVITING TENDER (E-Procurement mode)
INDIAN INSTITUTE OF SCIENCE EDUCATION AND RESEARCH
 An Autonomous Institution, Ministry of Education, Govt. of India
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Open Tender Ref. No: IISER/PUR/0933/24

Date: 18/10/2024

Indian Institute of Science Education and Research, Pune invites online bids (e-tender) in two bids systems, from OEM/Authorized distributors/Authorized dealer for the following.

Brief Details of Tender:

Item Description	Estimate Cost of Tender (Rs).	EMD (Rs).	Tender Fee (inclusive GST @ 18%) (Rs.)
Student Academic Management (Academic-ERP) System – Software application	10,00,000/-	20,000/-	1,180/-

Category of Suppliers invited for this Tender

Class I local Supplier – has local content equal to more than 50%

Class II local Supplier – has local content more than 20% but less than 50%

Note: Non-Local supplier need not apply

The Tender Document can be downloaded from Central Public Procurement (CPP) Portal <https://eprocure.gov.in/eprocure/app> or Institute website www.iiserpune.ac.in and bid is to be submitted **online only** through the E-procurement portal up to the last date and time of submission of tender.

Critical Dates of Tender

Sr.No	Particulars	Date	Time
1	Date of Online Publication/Download of Tender	18/10/2024	18.00Hrs
2	Pre-Bid Meeting	25/10/2024	15.00Hrs
3	Bid Submission Start Date	01/11/2024	18.00Hrs
4	Bid Submission Close Date	08/11/2024	15.00Hrs
5	Closing date & time for Submission of original Tender Fee and EMD	08/11/2024	15.00Hrs
6	Opening of Technical Bids	11/11/2024	14.00Hrs

No manual bids will be accepted. All quotation (both Technical and Financial should be submitted in the E-procurement portal).

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 0120-4200462, 0120-4001002, 91-8826246593.

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Instructions for Online Bid Submission:

This tender document has been published on the Central Public Procurement Portal ([URL:https://eprocure.gov.in/eprocure/app](https://eprocure.gov.in/eprocure/app)) & Institute website www.iiserpune.ac.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:http://eprocure.gov.in/eprocure/app](http://eprocure.gov.in/eprocure/app)) by clicking on the link "Click here to Enroll". Enrolment 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 DSCs 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 / eToken.
7. The CPP Portal also has user manual with detailed guidelines on enrollment and participation in the online bidding process. Any queries related to process of online bids or queries related to CPP Portal may be directed to the 24x7 CPP Portal Helpdesk.
8. The Institute will not be responsible for any type of technical issue regarding uploading of Tender on website.

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 formats. Bid documents may be scanned with 100 dpi with black and white option.
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" 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. Financial Bids can be submitted in PDF format (As per Chapter 5).
The bidder may add rows to include the prices of all components & warranties, installation etc. whichever applicable.
4. 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.
5. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
6. 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.
7. Kindly add scanned PDF of all relevant documents in a single PDF file of compliance sheet.

ASSISTANCE TO BIDDERS

- i. 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.
- ii. 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 **0120-4200462, 0120-4001002, 91-8826246593**.

CHAPTER 1
INVITATION FOR Tender Offers

Indian Institute of Science Education and Research (IISER), Pune invites e-Tender for Student Academic Management (Academic-ERP) System – Software application.

1. The BIDDERS are requested to give detailed tender in two Bids i.e.
 - a. **Part - I: Technical Bid.**
 - b. **Part - II: Commercial Bid.**

2. A Pre-bid conference will be held via video conferencing from IISER Pune, Purchase Section, Dr. Homi Bhaba Road, Pashan, Pune – 411008 on 25-10-2024 from 3:00 PM to 4:00 PM (IST). All prospective bidders are requested to kindly submit their queries and request for video conferencing credentials on email ID purchase@iiserpune.ac.in latest by 23-10-2024 2:00 PM. During the Pre-bid meeting the answers/clarifications to the queries will be made available and also uploaded on our website. No queries will be entertained after the Pre-bid meeting.

3. **The corrections/additions / clarifications given, as discussed during the Pre-Bid Conference would be hosted on the website of IISER Pune and all the Prospective Bidders are required to take cognizance of the proceedings of the Pre-Bid Conference before submitting their bids as stipulated in the Bidding Documents.**

TIME SCHEDULE

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4	Bid Submission Close Date	08/11/2024	15.00Hrs
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6	Opening of Technical Bids	11/11/2024	14.00Hrs

Supply means: “Supply, Installation, Commissioning and satisfactory demonstration of the whole system and training”. If any charges extra are payable for Installation, Commissioning and training, the same should be specified in the commercial offer.

3. AVAILABILITY OF TENDER:

The tender document can be downloaded from <http://eprocure.gov.in/eprocure/app> and be submitted only through the same website.

Technical Bid:

1. The online envelope clearly marked as "**Technical Bid - Envelope No. 1**" shall contain the all scanned copies of originals documents in PDF Format.
 - a) Compliance statement/questionnaire of tender terms and conditions as per **Annexure-‘A’**.
 - b) –deleted--.
 - c) Bid Security/EMD as per **Annexure- ‘C’**.
 - d) Manufacturer authorization as per **Annexure –‘D’**.
 - e) Previous Supply Order List Format as per **Annexure –‘E’**.

- f) Bidder Information Form as per **Annexure –‘F’**.
- g) Blacklist Certificate as per **Annexure –‘G’**.
- h) Certificate By Bidder- Dpiit Registration As Per **Annexure-I**
- i) Self-declaration by the bidder as per **Annexure –‘J’** that the items offered meet the local/non local content requirement in pursuance of Public Procurement Preference to make in india, order 2017
- j) Bid Security Declaration as per **Annexure –‘K’**
- k) Price Reasonability Certificate as per **Annexure-‘L’**
- l) Solvency certificates (not older than twelve months) issued by Scheduled/Nationalized bank with which BIDDER holds the current account.
- m) Copy of GST/ PAN No. and TIN No. allotted by the concerned authorities. If registered with the National Small Industries Corporation, the registration number, purpose of registration and the validity period of registration and a copy of NISC/MSME registration wherever it is applicable should also be provided in Technical Bid.
- n) Technical literature/ leaflets and complete specifications of quoted model(s) along with commercial terms and conditions.
- o) Undertaking that the successful BIDDER agrees to give a security deposit amounting to 5% of the purchase order value by way of Demand Draft in favor of The Director, IISER Pune.
- p) Details of supplies of similar equipments.
- q) Scanned copy of Tender Fee and EMD and it is required to submit the same in original in a sealed envelope at the following address

Assistant Registrar (Stores & Purchase)

Indian Institute of Science Education and Research (IISER), Pune

Dr. Homi Bhabha Road, Pashan, Pune– 411008.

Tel: +91-020-25898017; Email: purchase@iiserpune.ac.in

Website: www.iiserpune.ac.in

TENDER FEE & EARNEST MONEY DEPOSIT DETAILS

- a) **Tender Fee of Rs. 1,180/- (One thousand One Hundred Eighty only)** in the form of Demand Draft from Nationalized/scheduled bank in favor of The Director, IISER Pune. The firm registered with /NSIC/MSME as manufacturer for the supply of the same category of item for which the party is submitting quotation will be exempted from submission of FEE.
- b) **EMD of Rs. 20,000/- (Twenty Thousnad only)** in the form of Bank guarantee (As per format enclosed as ANNEXURE- ‘C’) or Demand Draft of a scheduled bank in the name of Director, IISER, Pune valid for 180 days from the date of opening of the tender.
- c) **EMD and tender fee amount can be deposited in IISER PUNE Bank account through net banking as mentioned below.**
Name-Indian Institute of Science Education and Research Pune.
Bank-State Bank of India
Branch-NCL Campus Branch, PUNE 411008
Current A/c No. 30042605732
IFSC-SBIN0003552

Exemption from submission of EMD:

Bidders registered with any of the following agencies/ bodies as per Public procurement policy for Micro & Small Enterprises (MSE) order 2012 are exempted categories from payment of EMD provided that the registration certificate issued by any one of these below mentioned agencies must be valid as on close date of tender. Micro small or medium enterprises who have applied for registration or renewal of registration with any of these agencies/bodies but have not obtained the valid certificate as on close date of tender are not eligible for exemption.

- 1) Khadi and Village Industries Commission (KVIC)
 - 2) National Small Industries Corporation (NSIC)
 - 3) Any other body specified by Ministry of MSME/GOI. To avail exemption it is mandatory to upload valid certificate.
- d) The firm registered with NSIC/MSME as manufacturer for the supply of the same category of item for which the party is submitting quotation will be exempted from submission of EMD. Intended parties will have to give proof of registration along with their quotation. EMD of the unsuccessful bidders shall be refunded without any interest at the earliest after finalization of the purchase of concerned item.

- i. Bids submitted without EMD will stand rejected. EMD will not be accepted in the form of cash /cheque. No interest is payable on EMD.
- ii. The EMD will be returned to the BIDDERS(s) whose offer is not accepted by IISER, PUNE within one month from the date of the placing of the final order(s) on the selected BIDDER(s). In case of the BIDDER(s) whose offer is accepted the EMD will be returned on submission of Bank Guarantee as Security Deposit (SD). However, if the return of EMD is delayed for any reason, no interest / penalty shall be payable to the BIDDERS.
- iii. The successful BIDDER, on award of contract / order, must send the contract / order acceptance in writing, within 15 days of award of contract / order failing which the EMD will be forfeited.
- iv. The EMD shall be forfeited: In case a successful BIDDER fails to furnish the Security Deposit.

4. The technical offer **should not contain any price information.**

5. Specifications:

Specifications are basic essence of the product. It must be ensured that the offers must be strictly as per our specifications. At the same time it must be kept in mind that merely copying our specifications in the quotation shall not make the parties eligible for consideration of the quotation. A quotation has to be supported with the printed technical leaflet/literature of the item by the quoting party/manufacturer and the specifications mentioned in the quotation must be reflected /supported by the printed technical leaflet/literature. Non-compliance of the above shall be treated as incomplete/ambiguous and the offer can be ignored without giving an opportunity for clarification/negotiation etc. to the quoting party.

6. Compliance Statements:

The Compliance Statement/questionnaire for Terms & Conditions of the tender may be furnished, as per the enclosed format at Annexure –‘A’, along with technical bid.

Envelope 2 : “Commercial Bid” shall contain:

- i. Cost of all the items should be mentioned clearly and individually in the Commercial Offer (Part-II) only.
- ii. The BIDDERS are requested to quote for Educational Institutional Price for the software, since we are eligible for the same.
- iii. The prices should be shown against each billable item for the purpose of Insurance claims / replacements if any.
- iv. List of deliverables / Bill of materials and services.
- v. Annual Maintenance Certificate as per **Annexure –‘H’**.

Note:

- (i) No request for extension of due date will be considered under any circumstances.
- (ii) No sub-contracting is allowed with regard to installation, commissioning, training, warranty maintenance and after sales service. This is the sole responsibility of the Principals’/their authorized agents.

7. IISER Pune may issue corrigendum to tender documents before due date of Submission of bid. The bidder is required to read the tender documents in conjunction with the corrigendum, if any, issued by IISER Pune. The bidder is not supposed to incorporate the amendment in the body of the tender document.

8. BID OPENING

- a) Technical Bids will be opened on 11-11-2024 at 14:00 Hrs.
- b) Financial Bids of the eligible bidders will be opened on a later date. The date and time for opening of Financial Bids will be announced later.
- c) Bids would be summarily rejected, if tender is submitted other than through online or **tender fee and EMD are not submitted within stipulated date / time**. IISER Pune shall not be responsible for any postal delay, Tender Fee before Tender closing date.

9. Terms of the Technical Committee

- (i) On the due date the Technical bids will be opened and referred to the Technical Committee which is duly constituted by the Director, IISER, Pune. The committee will go through the technical aspects of the tender and recommend short listed firms. The recommendation of the technical committee is the final and binding on all the parties.
- (ii) The technical evaluation will be an assessment of the Technical Bid. IISER, Pune representatives will proceed through a detailed evaluation of the Technical

Bids as defined in **Chapter IV (Schedule of requirements, specifications and allied technical details)**, in order to determine whether they are substantially responsive to the requirements set forth in the tender. In order to reach such a determination, IISER, Pune will examine the information supplied by the BIDDERS, and shall evaluate the same as per the specifications mentioned in this tender.

- (iii) The technical committee may formulate evaluation criteria in addition to the specifications and requirements indicated in the tender, in the interest of IISER, Pune and this criteria/recommendation will also form as a part of short-listing of the firms.
- (iv) The Technical Committee will examine all the Technical aspects of the bids received. Further, the Technical Committee may seek additional information from the existing users at IISER, Pune or from other Institutes and also call for Technical presentations from the BIDDERS if it is required so.
- (v) The information received and the bids already submitted together will be examined with reference to the tendered specifications and evaluation is made by the Technical Committee.
- (vi) After the technical evaluation is completed and approved, IISER, Pune shall inform to the BIDDERS whose bids have been rejected technically with the reasons for rejection on e-Procurement Portal (<https://eprocure.gov.in/eprocure/app>).
The commercial offers of the vendors whose technical offers are found to be technically deficient or do not meet the qualification criteria as specified in this tender will be returned to them without opening along with their EMD.
- (vii) The successful BIDDERS will be informed regarding the date and time of Commercial bid opening.
- (viii) The purpose of obtaining two bids (technical and commercial) is to evaluate all the firms on technical basis with reference to the tendered specifications, performance of similar Solutions/Applications elsewhere, obtaining users views with reference to the earlier supplies. This will enable the technical committee to arrive at a fair recommendation in the interest of the organization.
- (ix) In the event of seeking any clarification from various BIDDERS by IISER, Pune, 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 hence 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.

10. **Bid Evaluation:**

Based on results of the Technical evaluation IISER, Pune evaluates the Commercial Bid of those Bidders who qualify in the Technical evaluation.

- a) IISER Pune shall correct arithmetical errors on the following basis:
 - (i) If there is a discrepancy between the unit price and the line item total that is obtained by multiplying the unit price by the quantity, the unit price shall prevail and the line item total shall be corrected, unless in the opinion of the Purchaser there is an obvious misplacement of the decimal point in the unit price, in which case the line item total as quoted shall govern and the unit price shall be corrected.
 - (ii) If there is an error in a total corresponding to the addition or subtraction of subtotals, the subtotals shall prevail and the total shall be corrected; and
 - (iii) If there is a discrepancy between words & figures, the amount in words shall prevail, unless the amount expressed in words is related to an arithmetic error, in which case the amount in figures shall prevail subject to (i) and (ii) above.
 - b) **The bids shall be evaluated on the basis of final costing derived upon summing up the quoted price towards supply, installation, validation, testing-commissioning, training & hand holding of the entire software system designed and built in accordance with the specifications and scope of work as tendered, post installation warranty period of two years and subsequent comprehensive AMC period of three years.**
 - c) After arriving at final pricing of individual offers of all the short listed firms, the lowest firm will be awarded with Contract/Purchase Order.
11. The Director, IISER, PUNE reserves the right to accept the offer/tender in full or in parts or reject summarily or partly.

CHAPTER-2: INSTRUCTIONS TO BIDDERS

1. PREPARATION AND SUBMISSION OF OFFERS:

- a) Quotation should be submitted directly by the original manufacturer/supplier or its sole authorized distributor/dealer. In case of bid by authorized dealer/distributor, the manufacturer authorization should be attached with the technical bid as per **Annexure-‘D’**.
- b) --deleted--.
- c) The bidder shall bear all costs associated with the preparation and submission of its bid irrespective of the conduct or outcome of the bidding process.
- d) The bidder should not indulge in any corrupt, fraudulent, collusive, coercive practices during the entire process of procurement and execution of contract/order.
- e) Before the deadline for submission of the bid, IISER PUNE reserves the right to modify the bidding document and to extend or not to extend the date of submission. Such amendment/modification will be hosted on e-Procurement portal (<https://eprocure.gov.in/eprocure/app>) or on IISER PUNE website.
- f) Conditional tenders will be summarily rejected.

2. Delivery Period / Timeliness:

The deliveries & installation must be completed **within 90 Days** after placement of purchase order/ after opening of LC. The time is the essence of the contract. It is mandatory for the BIDDERS who respond to this bid to meet these expectations, as are tightly linked to IISER, PUNE's plans of completing the project within the time frame.

3. Security Deposit:

- 3.1 After the award of contract, the vendor shall furnish a Security Deposit amounting to 5% of the purchase order value in the form of Demand Draft/Bank Guarantee (from scheduled Bank only) favoring the Director, Indian Institute of Science Education and Research, Pune.
- 3.2 The IISER will forfeit the 5% security deposit if vendor fails to execute the order as per the Purchase Order.
- 3.3 The Security Deposit should be valid for a period of warranty period as we plan to extend the same as Performance Bank Guarantee.
- 3.4 **Bank Guarantee wherever mentioned in this document may be read as “Bank Guarantee from any Scheduled Bank” only.** Any future change in the rate of performance security will be considered as per government norms.

4. Amalgamation/Acquisition etc.:

In the event the Manufacturer/Supplier proposes for amalgamation, acquisition or sale of its business to any firm during the contract period, the BUYER/Successor of the Principal Company are liable for execution of the contract and also fulfillment of contractual obligations.

5. **Bid Validity Period:**

- 5.1. The prices must be valid at least for a period of **180 days** from the date of opening of the Tender. No changes in prices will be acceptable in any condition after opening of tender till the validity of the offer or execution of the order whichever is later.
- 5.2 IISER, PUNE may ask for the BIDDER's consent to extend the period of validity. Such request and the response shall be made in writing only. The BIDDER is free not to accept such request without forfeiting the EMD. A BIDDER agreeing to the request for extension will not be permitted to modify his bid.
- 5.3 Bid evaluation will be based on the bid prices without taking into consideration the above corrections.

6. **AWARD OF CONTRACT:**

Award Criteria

- 6.1 IISER, PUNE shall award the contract to the technically qualified eligible BIDDER whose bid has been determined as the lowest evaluated commercial bid.
- 6.2 If more than one BIDDER happens to quote the same lowest price, IISER, PUNE reserves the right to award the contract to more than one BIDDER or any BIDDER.

7. **IISER Pune Right to vary Quantities at the time of Award:**

- 7.1. The IISER Pune reserves the right at the time of Contract award to increase or decrease the quantity of goods / services originally specified in the tender document without any change in unit price or other terms and conditions. Further, at the discretion of the IISER Pune, the quantities in the contract may be enhanced by 25% within the delivery period.
- 7.2. Firms which have already supplied similar goods/ services to IISER, PUNE and have not completed required installation/commissioning/after sales service/warranty replacements etc. such firms offers will not be considered for further evaluation and no enquiries thereafter will be entertained.

8. **Cargo Consolidation and Customs Clearance:**

--deleted--.

9. **Fraud and Corruption:**

The IISER Pune requires that bidders, suppliers, contractors and consultants, if any, observe the highest standard of ethics during the procurement and execution of such contracts. In pursuit of this policy,

(a) The terms set forth below are defined as follows:

- (i) **“Corrupt practice”** means the offering, giving, receiving, or soliciting, directly or indirectly, of anything of value to influence the action of a public official in the procurement process or in contract execution;
- (ii) **“Fraudulent practice”** means a misrepresentation or omission of facts in order to influence a procurement process or the execution of a contract;

(iii) “**Collusive practice**” means a scheme or arrangement between two or more bidders, designed to establish bid prices at artificial, noncompetitive levels; and

(iv) **Coercive practice**” means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the procurement process or affect the execution of a contract;

(b) The IISER Pune will reject a proposal for award if it determines that Bidder recommended for award has, directly or through an agent, engaged in corrupt, fraudulent collusive or coercive practices in competing for the Contract in questio

10. **Interpretation of the clauses in the Tender Document / Contract Document**

In case of any ambiguity / dispute in the interpretation of any of the clauses in this Tender Document, **Director, IISER, PUNE’s interpretation of the clauses shall be final and binding on all parties.**

CHAPTER - 3 : CONDITIONS OF CONTRACT

1. Prices:

Bid prices should be filled in the appropriate format as mentioned in Price Schedule.

ALL THE BIDDERS SHOULD QUOTE PRICES FOR EACH AND EVERY ITEM SEPERATELY ALONG WITH THE CONSOLIDATED PRICES APPLICABLE FOR BOTH INDIGENOUS AND IMPORTED ITEMS.

(i) The price quoted must be as per the BoQ.

(ii) Govt. Levies like GST, if any, shall be paid at actual rates applicable on the date of delivery. Rates should be quoted accordingly giving the basic price, GST, if any.

(iii) The installation, commissioning and training charges (If any) must be mentioned as per the BoQ (if requested separately in BoQ) else the price quoted will be taken as inclusive of installation, commissioning and training.

(v) The institute will not be responsible in case of the bidders failing to include any of the above mentioned prices in their bid. The price mentioned in the BoQ will be final and the bidder has to comply with that, if awarded the tender.

(vi) No manpower assistance will be provided by IISER Pune.

2. Performance Bank Guarantee:

The 5% Security Deposit which is mentioned above may be extended as Performance Bank Guarantee for a period of warranty with subsequent Comprehensive AMC period.

3. Performance Benchmarks:

The technical evaluation committee needs to be provided with an evaluation system to carry out performance benchmarks.

4. Pre-installation:

The BIDDER has to state in detail the facilities required for installation in the technical bid.

5. INSTALLATION:

5.1 BIDDER shall be responsible for installation / demonstration wherever applicable and for after sales service during the warranty and thereafter.

5.2. Installation demonstration to be arranged by the supplier free of cost and the same is to be done within 15 days of the completion of the project.

5.3. After successful installation what will be the minimum down time of services in case of breakdown.

6. INSPECTION:

6.1 The inspection / validation of the system before it's acyual deployment will be done by our technical expert /Scientist in the presence of firm's representative.

7. Training:

Wherever needed, Our Scientist/Technical persons should be trained by the supplier at the project site free of cost. In case the person is to be trained at supplier's site abroad

or in India it should be mentioned in the quotation clearly. The supplier should bear all the expenses for such training including 'to & fro' fares and lodging & boarding charges.

8. **Warranty / Support:**

8.1. The items covered by the schedule of requirement shall carry minimum **2 (Two) years of comprehensive warranty** from the date of acceptance notified by IISER, PUNE. Warranty shall include free maintenance of the supplied goods /services. The defects, if any, shall be attended to on immediate basis but in no case any defect should prolong for more than 24 hours. The comprehensive warranty includes onsite warranty with all incidentals.

8.2. The defects, if any, during the guarantee/warranty period are to be rectified free of charge wherever necessary.

8.3. The warranty on the associated software should cover providing of upgraded version/s, if any, released during the warranty period free of cost.

8.4. The software must be supported by a Service Centre in India manned by the principal vendor's technical support engineers. The support through this Centre must be available 24 hours in a day, seven days a week and 365 days a year. Also it should be possible to contact the Principal's vendor support Centre on a toll free number/web/mail.

8.5. An undertaking from the manufacturer is required in this regard stating that they would facilitate the BIDDER on regular basis with technology / product updates & extend support for the warranty as well.

8.6. The vendor will have to arrange for all the testing equipment & tools required for installation, testing & maintenance etc.

8.7. Details of onsite warranty, agency who shall maintain during warranty and undertake Annual Maintenance Contract/Comprehensive Service Maintenance Contract beyond warranty shall be given in the offer.

8.8. **COMMENCEMENT OF WARRANTY PERIOD:**

The warranty period of an item shall commence after the date of its satisfactory installation/commissioning/demonstration at the project site in IISER, Pune. The warranty period and validity of Performance Guarantee shall be extended for the period of delay in satisfactory installation and delay in warranty services.

9. **Reasonability of Prices:**

9.1 Please quote best minimum prices applicable for a premiere Educational and Research Institution,

9.2 The party must give details of identical or similar installations, if any, supplied to any IITS/IISERS/ CSIR lab/Education Research Institute during last three years along with the final price paid and Performance certificate from them.

10. **Annual Maintenance Contract:**

10.1. The party must mention in the quotation, the rate/amount of annual maintenance charges, if we opt for maintenance contract after expiry of the warranty period. This is mandatory to mention, wherever applicable.

10.2. No sub-contracting will be allowed for installation or maintaining system during or after warranty period.

11. **Indemnity:**

The vendor shall indemnify, protect and save IISER, PUNE against all claims, losses, costs, damages, expenses, action suits and other proceeding, resulting from infringement of any law pertaining to patent, trademarks, copyrights etc. or such other statutory infringements in respect of all the equipments supplied by him.

12. **Payment: - No advance payments are allowed under any circumstances.**

A. Towards successful installation and commissioning:

A Final payment towards supply, installation, validation, testing- commissioning, training & hand holding of the entire software system designed and built in accordance with the specifications and scope of work as tendered with post installation warranty period of two years, will be released after 3 months of successful deployment "go-live".

B. Towards Annual Maintenance Contract (AMC) for 3 years (if opted):

The payment towards AMC will be made by Institute annually on completion of every year contingent to the satisfactory performance of the vendor.

13. **Penalty for delayed Services / LD:**

13.1. As time is the essence of the contract, Delivery period mentioned in the Purchase Order should be strictly adhered to. If vendor fails to complete the deliverables under the contract, IISER will forfeit EMD/ SD.

13.2. **If the supplier fails to Supply, Install and Commission the system as per specifications mentioned in the order within the due date, the Supplier is liable to pay liquidated damages of 0.5% of order value per every week of delay subject to a maximum of 5% beyond the due date. Such money will be deducted from any amount due or which may become due to the supplier.**

13.3. IISER, PUNE reserves the right to cancel the order in case the delay is more than 10 weeks. Penalties, if any, will be deducted from the Security Deposit.

14. **Jurisdiction:**

The disputes, legal matters, court matters, if any, shall be subject to Pune Jurisdiction only.

15. **Comparison of Bids**

The Purchaser shall compare all substantially responsive bids to determine the lowest evaluated bid.

16. Public Procurement (Preference to Make in India), Order 2017:

This Institute is following and abide with the Public Procurement (Preference to Make in India), Order 2017, DIPP, MoCI Order No. P-45021/2/2017-B.E.II dated 15th June 2017 and 4th June, 2020 and subsequent amendments to the order. Accordingly, preference will be given to the Make in India products while evaluating the bids, however, it is the sole responsibility of the bidder(s) to specify the product quoted by them is of Make in India product along with respective documentary evidence as stipulated in the aforesaid order in the technical bid itself.

a) IISER Pune shall compare all substantially responsive bids to determine the lowest valued bid. This Institute is following and abide with the Public Procurement (Preference to Make in India), Order 2017, DIPP, MoCI Order No. P-45021/2/2017-B.E.II dated 15th June 2017 and its subsequent amendments. Accordingly preference will be given to the Make in India products while evaluating the bids, however, it is the sole responsibility of the bidder(s) to specify the product quoted by them is of Make in India product along with respective documentary evidence as stipulated in the aforesaid order in the technical bid itself.

b) As per the above order and its subsequent amendments "Local Content" means the amount of value added in India which shall be value of the item procured (excluding net domestic indirect taxes) minus the value of the imported content in the item (including all the custom duties) as a proportion of the total value, in percent. Accordingly the suppliers will be classified in following categories.

- i) Class I local Supplier – has local content equal to more than 50%
- ii) Class II local Supplier – has local content more than 20% but less than 50%
- iii) Non –Local Supplier – has local content less than or equal to 20%

C) Verification of Local Content: The Class I Local Supplier /Class II Local Supplier/Non-Local Supplier at the time of bidding shall be required to indicate the percentage of local content and provide self-certification that the items offered meet the local content requirement. The details of the location(s) at which the local value addition is made also needs to be specified.

In case of procurement in excess of Rs.10 crores, the suppliers shall be required to provide the certificate from the statutory auditor or cost auditor of the company giving the percentage of local content.

The bidders can be debarred for a period up to two years as, per Rule 151(iii) of GFR 2017, in case of false declaration.

20. Requirement of registration: Vide Ministry of Finance OM No. 6/18/2019-PPD dated 23rd July 2020.

i. Any bidder from a country sharing a land border with India will be eligible to bid in this tender only if the bidder is registered with the Department for Promotion of Industry and Internal Trade (DPIIT).

ii. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in a procurement process.

iii. "Bidder from a country which shares a land border with India" for the purpose of this Order means:

- a) An entity incorporated, established or registered in such a country; or
- b) A subsidiary of an entity incorporated, established or registered in such a country; or
- c) An entity substantially controlled through entities incorporated, established or registered in such a country; or
- d) An entity whose beneficial owner is situated in such a country; or
- e) An Indian (or other) agent of such an entity; or
- f) A natural person who is a citizen of such a country; or
- g) A consortium or joint venture where any member of the consortium or joint venture falls under any of the above

For details about registration procedures please visit the above mentioned OM. Mandatory documentary evidence regarding the bidder's registration with DPIIT is to be submitted along with the tender, failing which the tender shall be liable for rejection. Bidders are also requested to submit the Model Certificates as per Annexure-'I' for this tender as mentioned in the Ministry of Finance OM No. 6/18/2019-PPD dated 23rd July 2020.

17. **Force Majeure:**

The Supplier shall not be liable for forfeiture of its performance bank guarantee, liquidated damages or termination for default, if and to the extent that, its delay in performance or other failure to perform its obligations under the Contract is the result of an event of Force Majeure. For purposes of this Clause, "Force Majeure" means an event beyond the control of the Supplier and not involving the Supplier's fault or negligence and not foreseeable. Such events may include, but are not limited to, acts of the IISER Pune either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

If a Force Majeure situation arises, the Supplier shall promptly notify the IISER Pune in writing of such conditions and the cause thereof. Unless otherwise directed by the IISER Pune in writing, the Supplier shall continue to perform its obligations under the contract as far as is reasonably practical, and shall seek all reasonable alternative means for performance not prevented by the Force Majeure event.

18. **Fall clause:**

The commercial offer shall in no way exceed the lowest price at which the contractor sells the stores of identical description to any other person/organization during the currency of the contract.

19. **Dispute Settlement:**

IISER Pune and the Supplier shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

If, after twenty-one (21) days, the parties have failed to resolve their dispute or difference by such mutual consultation, then either the IISER Pune or the Supplier may give notice to the other party of its intention to commence arbitration, as hereinafter provided, as to the matter in dispute, and no arbitration in respect of this matter may be commenced unless such notice is given. Any dispute or difference in respect of which a notice of intention to commence arbitration has been given in accordance with this Clause shall be finally settled by arbitration. Arbitration may be commenced prior to or after delivery of the Goods under the Contract.

The dispute settlement mechanism/arbitration proceedings shall be concluded as under:

- (a) In case of Dispute or difference arising between the IISER Pune and a domestic supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to the Director IISER Pune, if he is unable/ unwilling to act, to the sole arbitration of some other person appointed by his willing to act as such Arbitrator. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to this order.
- (b) In the case of a dispute between the Purchase and a Foreign supplier, the dispute shall be settled by arbitration in accordance with provision of sub-clause (a) above. But if this is not acceptable to the supplier then the dispute shall be settled in accordance with provisions of UNCITRAL (United Nations Commission on International Trade Law) Arbitration Rules.

The venue of the arbitration shall be the place from where the purchase order or contract is issued.

Assistant Registrar (S&P)

CHAPTER 4 SCHEDULE OF REQUIREMENTS, SPECIFICATIONS & ALLIED TECHNICAL DETAILS

Part 'A': Bidder's Eligibility Criteria:

The bidders should have successfully deployed, the Academic ERP software system and should have continuously serviced it for a period of 2 years (or more - post installation and 'go-live'), for at least one Indian University or Institute with enrolled students strength exceeding 2000, as on the stipulated last date of the submission of bid.

Copies of Work Orders / Contracts / Satisfactory Performance certificates issued by respective Buyer Organizations for such orders should be uploaded with technical bid documents.

Also, details pertaining to such executed work / orders should be furnished in the prescribed format - as per Annexure-'E'.

It may be noted that the above prequalification criteria of prior experience will NOT be relaxed for MSME or registered start-ups.

Part 'B': Generic requirements of Student Academic Management (Academic-ERP) System – Software application:

Preamble: The proposed software (Academic-ERP) system should allow IISER Pune to centrally manage all student records, including registration, fee collection and receipts, hostel module, and exam module.

The system should be capable of tracking course credits for ~400 courses, track attendance, generate reports/transcripts/degrees, calculate SGPA/CGPA/AGPA, and collect semester-wise feedback for each course. The system should be accessible to students, teachers, and staff so they can view/edit records in a context-specific manner. External (non-IISER) evaluators to be allowed to get transient access for evaluation purposes.

Overview of Academic Programmes

- Research and Teaching in Science.
- Major departments : Biology, Chemistry, Earth Science, Mathematics, Physics (B, C, E, M, P).
- Newer/ smaller departments Humanities, Data Science, Science Education (H, DS, SE)
- Four degree programmes: BS-MS, iPhD, MSc/MS, PhD
- Around 1500 UG and 650 PG students, 150 faculty members, 150 staff; Expecting a growth to scale upto 2500 students in 5 years.

Degree Programmes : Five-year BS-MS

- Admission after Class XII -- around 300 per batch.
- Sem 1--3 common, mandatory curriculum.
- Sem 4--8 branching off.
 - Major disciplines B, C, E, M, P.
 - Or, Major and Minor (minor in B, C, E, M, P, HS, DS, SE).
 - Or, no specialization.
- Sem 9--10 Master's dissertation.
- Exit Points:

- 2 years : Diploma
- 4 years : Bachelors
- 5 years : Bachelors + Masters
- Courses
 - Sem 1--3 fixed credits, 24 cr per sem
 - Sem 5--8 mandatory + elective courses, 18--27 cr per sem
 - Sem 9--10 dissertation credits, 18 cr per sem
- Additionally
 - Semester projects allowed in Sem 5—8, 1 project per sem, 3 credits

Degree Programmes : iPhD

- Admission after BSc/ BE/ BTech, average of 10 per batch per major department.
- Sem 1--4 coursework, common with BS-MS semesters 5--8 (Mandatory+Elective).
- Sem 5--6 research credits, followed by comprehensive exam.
- Sem 7--12 research credits with grades and annual review advisor and annual reviews from 2-3 RAC members (internal + external).
- Thesis synopsis, submission, external review, viva in the last phase.
- Teaching Assistant duties in Sem 5--8 (3 duties).
- Stipend for Sem 1--4 Fellowship for Sem 5--12, extendable.
- Exit Points:
 - 3 year : MS, if student opts
 - 6 year : MS + PhD (Extendable discretionally)

Degree Programmes : MSc

- Admission after BSc, average of 20 per batch in some departments
- Sem 1--4 coursework, common with BS-MS semesters 5--8 (Mandatory+Elective)
- Sem 4 additionally, research credits
- Exit Point: 2 years, MSc

Degree Programmes : PhD

- Admission after MSc, average of 15 per batch in all major departments.
- Sem 1--2 coursework.
- Sem 3--4 research credits followed by comprehensive exam.
- Sem 5--10 research credits with grades and annual review advisor and annual reviews from 2-3 RAC members (internal + external).
- Thesis synopsis, submission, external review, viva in the last phase.
- Teaching assistant duties in Sem 3--6 (3 duties).
- Fellowship for 10 semesters, extendable .
- Exit Point: 5--6 years, PhD (Extendable discretionally).

Courses

150-200 courses available to students per semester

Academic Administration

- Dean, Academics, assisted by 2 Associate Deans for UG and 2 for Doctoral programmes.
- Assistant Registrar, assisted by Office Superintendent(s) and Office Assistants.
- Chairs of Departments -- Roles for PhD students.
- Departmental Coordinators -- Roles for Coursework and Projects.
- Each of the above has well defined roles for record creation and access to records, with Dean Academics as the super-authority.
- In addition to Officers, Deans, Chairs, every faculty member and student has (restricted) access.
- Each A-ERP user account is mapped to an iiserpune email address.
- Most-accounts are personal, a small number are ex-officio.
- External members may be given limited time access for specific tasks (e.g. evaluation of thesis).

Academic Organogram

Dean (Academics)				
Position	Asso Dean UG 1	Asso Dean UG 2	Asso Dean PhD 1	Asso Dean PhD 2
Role	Exams, Grading	Courses, Registration	Courses, Annual Reviews	Fellowships, Thesis
Liaison with	Faculty	Faculty, Students	Faculty, Chairs	Faculty, External Agencies

- Dean Academics is the super-authority.
- Assistant Registrar and other officers are executives, working in close connection with Deans.
- Officers have roles closely associated with one of the Asso Deans.

Record Keeping : User Profiles

- Students:
 - Identifiers: Roll Number, iiserpune Email ID, photo.
 - Year, mode, category of admission.
 - Completed and Pending credits, repeat year, Penalties, Awards etc.
 - Scholarship and fellowship source, change of Fellowship agency.
 - Details of semester break with reason.
 - Date and reason for resignation (if needed).
 - Access to own transcripts, information on courses, registration and fees portal.
 - Access to attendance records course-by-course.
 - Record Creation: Feedback on courses and teachers.
 - Record Creation: Requests for different certificates.
- Faculty (approx 150):
 - Identifiers: Staff Sr No, iiserpune Email ID, photo.

- Record Creation: Grades in courses, reports on projects (UG), annual reviews (PhD).
 - Record Access: Transcript of any student, courses taught by self, feedback on own teaching, attendance record of own courses.
 - Record Access: Access to comprehensive legacy data of previously taught courses by himself/herself.
 - Record Editing: Attendance record of own courses.
- Officers (approx 15):
 - Identifiers: Staff ID No, iiserpune Email ID.
 - Different levels of access to creation, reading, editing records.
 - Creation of external member profiles for Project, Thesis, etc.
- Departmental Chairs and Coordinators (2 per department):
 - Record Creation: approval of projects, project assessments.
 - Record Access: Semester-wise summary of the Grades for all the courses offered by the department.
 - Number of Research scholars allocated to departmental faculty.
 - Record Access: feedback on courses of the department.
 - Record Editing: Attendance record of all courses of the department.
- Deans (1+4 associates; ex-officio):
 - Complete record creation, edit, read access for Dean.
 - Complete internal and external profile creation access for Dean.
 - partial access as per role for associates.

Record Keeping : Record Types

- Personal Data
- Fees and other dues
- Course Registration, Timetable, Scheduling
- Exam Results
- Transcripts
- Attendance
- Fellowship Records and Annual Evaluations (PhD)
- Thesis, thesis reviews
- Awards, Disciplinary actions, Concessions
- Aggregate student data by year, gender, and category

Record Types : Fees Etc

Fees

- Semester Fees payment (net-banking, UPI etc.).
- Discretionary provision for instalments, waivers.
- Records of past payments and dues.

Other

- Awards, Disciplinary actions, Concessions.
- Dues/ No-Dues.
- Penalties.

These records are accessible to Officers and Deans

Records : Courses, Registrations

- Around 100 courses are offered every semester.
- Record creation: Associate Dean, Officers, Faculty.
- Course details are opened to students before the end of the previous semester and are expected to pre-register.
- Pre-reg helps judge interest in courses and to create an optimal semester schedule.
- Due to large number of elective courses and limited number of teaching slots, grouping of courses is done.
- Students have to register as per credit requirements, pre-requisites for advanced courses, past failure record, etc.
- Registration and fees are linked.

Records : Exam Results and Transcripts

- Exam grades record created by faculty members (end-of-sem).
- Update after repeat/ make-up exam.

- Transcripts of academic performance:
 - by semester (courses, credits, grades, GPA).
 - consolidated (all semesters).
 - graduation (more details: endorsements, specialisation etc.).

- Grade access control by Dean:
 - open/close to faculty for creating, viewing open/close to students for viewing etc.
- Grade correction control with Dean.
- Comprehensive access for Officers and Deans:
 - view and download by course.
 - view and download by batch.
 - view and download by department.
 - view and download by semester.
 - create lists by combining attributes.

Records : Attendance

- Location- and Schedule-tagged QR code.
- Face-recognition or other biometric can be considered.

- Real-time upload to teacher's account, with cumulative records.
- Alert for defaulters (as per extant policy).
- Accessible to teacher and Deans.

Records : Feedback

- Feedback provided by students on teaching.
- At mid-sem and at end of semester.
- Accessible to Teachers, Departmental Chairs, Dean (access control by Dean).

Records : Projects

- Registration, Title, Supervisor, Expert.
- Submission of reports (mid-sem and end-sem for semester projects; mid-year and end-year for MS dissertations).
- Access to Supervisor for comments and marks.
- Access to Expert member for comments and marks.
- Edit/ vetting by Associate Dean/ Coordinator.

Records : PhD evaluations and Fellowships

- Supervisor Assignment, Advisory Committee creation.
- Semester report by supervisor.
- Teaching Assistance Record.
- Annual Review by committee, report by members, endorsement by Departmental Chair.
- Satisfactory performance linked to Fellowship.
- Record Editing/ vetting by Associate Dean.
- Synopsis submission.
- Thesis submission, thesis review (external).

Additional requirements

- "No Dues" Module: "No dues" process initiation by relevant officers on completion of the program/resignation/termination of student or faculty member. Flags need to be raised to the respective departments (Chairs). Certification of "No dues" by the relevant department.
- Conversion of student data to a universal format (csv etc) for liaison with national databases.
- One-time access to student transcripts or certificates for verified 3rd parties.
- Hostel Management module
- Any additional student-related modules, e.g. placement module etc.\ which can be offered by the vendor should be highlighted separately.

Part 'C': Scope of Work for the proposed deployment:

System requirement:

- The solution should be 100% Web based, modular and scalable.
- Compatible with all web browsers such as Edge, Firefox, Chrome, Safari, Opera etc.
- Compatible for seamless access of the system through Android, Apple and Windows Mobile applications.
- Audit trail should be maintained from the “go-live” stage and role-based access to audit trails should be available. Audit trail reports should incorporate name of the user, date, time and IP address.
- Integration of Online Payment Gateway (SBI presently, other financial institutions may be added at a later stage, if required)
- SMS Pack/gateway integration, SSL Certificate deployment etc. shall be in bidder's scope of work.
- Integration with NIC's e-office solution and Digi locker should be done, if required.
- Solution to be deployed on a Cloud Platform of a Cloud service provider offering services empaneled by MeitY in a Tier 4 Data Center located in India. Data Center must be ISO Certified and should be certified as per the Government of India guidelines.
- Synchronized mirror of the complete system is to be maintained at another Data Centre (minimum Tier 3) located in another city in India. Both the data centers should be located in India in different seismic zones.
- Regular backup, on a weekly basis, of the complete database and application software is to be maintained in a local server at IISER Pune. IISER Pune will provide necessary hardware as specified by bidder. Vendor should implement mechanisms to ensure complete protection against any kind of unauthorized access as well as data pilferage/theft/losses.
- Free and Open-Source Technologies to be used for Operating System, Database and the development Platform.
- If multiple roles are assigned to a user, then switch user facility to be provided for each user so that they can switch to another user.
- Two factor authentication facility to be implemented.
- There should be a provision of signing any document digitally through the browser or specified system.
- Facility of a forum and/or notice board should be a part of the solution.
- Standard format file used for bulk data migration (uploading /downloading), like Excel, CSV etc. should be supported on the deployed platform.
- Any changes/ additions of modules due to change in Government policies or institute policies to be implemented without any cost in the warranty as well as the AMC period.
- Technical Help manual of all modules by way of context sensitive help of the system must be available online in the system.

Terms & Conditions:

- IISER Pune will engage the bidder on a cloud based managed services model for a period of three years after a two years warranty period from the date of “go-live”.
- IISER Pune expects the complete system to go live in 03 months after the work order has been awarded to the successful bidder.

Delivery Schedule and Payment:

- The total project/customization shall be completed within 03 months after award of contract Final payment towards supply, installation, validation, testing- commissioning, training & hand holding of the entire software system designed and built in accordance with the specifications and scope of work as tendered with post installation warranty period of two years, will be released after 3 months of successful deployment “go-live”.

- No advance payments shall be made and payments shall be made only on award of system acceptance certificate viz. if the vendor successfully clears the phase of testing after the go-live.
- The bidder will submit a fortnightly progress report detailing the milestones achieved.

System Acceptance details:

- After successful deployment of the system by the vendor, Acceptance Procedure for the Application Software will include the following, a plan for which will have to be submitted by the bidder as a part of the bid.
 - a) Functional tests.
 - b) Resilience tests/Data Integrity tests.
 - c) Benchmark comparisons including load testing.
 - d) Operational Tests.
 - e) Security audit to be done by the CERT-In empaneled vendor.
 - f) Any other tests/evaluation criteria that IISER Pune may specify.
- The Final Acceptance testing will include testing of the application through live functionality.
- The User Acceptance Tests for the Application Software will be carried out on the Cloud service providers platform as well as at IISER Pune hosted server.
- System acceptance certificate will be issued by the Institute on the satisfactory report of a technical committee as constituted by the competent authority for this purpose.

Warranty:

- Warranty of 2 years after handholding (the date on which the Institute takes over the software after complete testing) is mandatory.
- There shall be Annual Maintenance contract (AMC) of minimum 03 (Three) years after the expiry of warranty.
- During Warranty, the vendor is liable to implement the changes/upgrades/updates in the software/Operating systems/database as required (bug rectification, or upgrades/updates or addition of new functionalities etc. as the case may be) in the system without any extra charges.
- Failure to comply with this clause may lead to cancellation of the contract and forfeiture of Performance security of the vendor.

Annual Maintenance Contract (AMC):

- AMC, i.e. after completion of warranty period of two years, shall be for subsequent 03 (Three) years. However, the Institute reserves the right whether to enter into an AMC or not.
- The payment towards AMC will be made by Institute annually on completion of every year, contingent to the satisfactory performance of the vendor.
- During AMC, the vendor is liable to implement the changes/upgrades/updates in the software/Operating systems/database as required (bug rectification, or upgrades/updates or addition of new functionalities etc. as the case may be) in the system without any extra charges.
- Failure to comply with this clause may lead to cancellation of the contract and forfeiture of Performance security of the vendor.

Training:

- The vendor has to provide role-based user specific training for 2 days to the identified users at the institute.

Documents and Manuals:

- Vendor should provide:

- (i) System/Server Requirement Specification Document.
- (ii) IT Administrator's Manual with installation, database recovery etc.
- (iii) User manual with role wise screenshots.
- (iv) Agreement copy of the Cloud service provider and the vendor.

Single Point of Contact:

- Single point of contact for the entire activity is the Dean Academics or any other officer appointed by him/her thereof.

Confidentiality:

- Vendor to ensure utmost confidentiality of the system including its data, defined processes etc.
- The vendor has to sign a legally binding Non-Disclosure Agreement (NDA) post award of the contract.

Information Security Considerations:

- Before the 'go-live' event, vendor is required to submit the VA/PT report of the web-application / android / windows / iOS mobile applications thus developed.
- The vendor shall be responsible for maintaining the Information Security of the entire application(s) and shall be liable for prosecution as per Information Technology Act with its amendments for any potential data breach / legal liabilities arising if any in respect of application thus developed and subsequently put to use.
- The vendor to ensure data anonymization / encryption / tokenization of all personal identifiable information in compliance to The Digital Personal Data Protection (DPDP) act, 2023.

CHAPTER-5 PRICE SCHEDULE

The Bill of materials must be included in the technical offer as well as commercial offer. **However the Technical offer should not contain any price information.**

PRICE SCHEDULE FOR GOODS –INR

Name of the Bidder _____

Tender No. _____

1	2	3	4	5	6	7	8	9	10	11	12
Sl. No	Item Description	Country of Origin	Qty	Unit	Ex-Works. Ex-Warehouse, Ex-show room off the shelf price (inclusive of tax already paid)	Total price Ex-Works. Ex-Warehouse, Ex-show room off the shelf price (inclusive of tax already paid) 4x6	GST payable, if contract is awarded	Packing & forwarding up to station of dispatch, if any	Charges of inland transportation, insurance up to Institute	Installation, Commissioning & training charges, If any.	Gross Total(FO R)
1											
2											
3											

Total Bid price in _____ in words.

Signature of Bidder :

Name :

Note:

The cost of optional items shall be indicated separately.

The bidder may add rows to include the prices of all components & warranties, installation etc. whichever applicable.

(a)Cost of spares _____

(b)Warranty if being charged include in BoQ

FORMAT/QUESTIONNAIR FOR COMPLIANCE OF TERMS AND CONDITIONS

Tender No.: _____

Due Date _____

NOTE:

1. **Quotation will not be considered without submission of this format.**
2. **If a particular question is not at all applicable please write NA in compliance part in Col. No. 4 below.**
3. **Kindly see the relevant terms & conditions of the tender document in each question before replying to the questions mentioned in Col. 2 below).**

SNo	Terms & condition of Tender document	Whether acceptable (say ‘Yes’ or ‘No’ (preferably use different colour ink for ‘No’)	Deviation from tender terms, if any, with reasons for noncompliance or alternative condition quoted for
1	2	3	4
1	a.) Whether quotation is direct from Principal supplier/ manufacturer with their own office in India (Please specify)		
	b) Whether the bidder is registered and recognised as Startup by DPIIT, Ministry of Commerce Govt. of India.		
	c) Whether the bidder is registered with NSIC/MSME		

SNo	Terms & condition of Tender document	Whether acceptable (say 'Yes' or 'No' preferably use different colour ink for 'No')	Deviation from tender terms, if any, with reasons for noncompliance or alternative condition quoted for
2	Whether technical Bid contains EMD, technical literature/leaflets, detailed specifications & other documents as per bidder's checklist.		
3	a) Whether the required Scanned copy of Tender Fee & EMD is being submitted with the quotation		
	b) Please specify the form of EMD whether in the form of DD/bank guarantee or TDR/FDR (Please mention No., date & amount of EMD documents.) or Bid Security Format at Annexure –'C'		
4	Do you comply with the bid validity period as per our requirements		
5	a) Whether the Price reasonability Certificate is submitted with technical bid.		
	b) Whether copies of last two supply orders of the same item from other customers have been attached with the technical bid.		
6	Whether rates/amount towards comprehensive AMC post warranty period is mentioned and submitted with the commercial bid.		

SNo	Terms & condition of Tender document	Whether acceptable (say 'Yes' or 'No' preferably use different colour ink for 'No')	Deviation from tender terms, if any, with reasons for noncompliance or alternative condition quoted for
7	Have you gone through the specifications Clauses & complied with the same		
8	Whether the Make/Brand, Model number and name of manufacturer has been mentioned in the quotation and Printed technical literature/ leaflets of quoted items have been submitted with the technical bid.		
9	Whether compliance statement of specifications has been attached with the bid.		
10	Do you agree to the submission of Performance Bank Guarantee?.		
11	Do you agree with the payment terms?		No deviation permitted
12	Do you agree about the date of commencement of warranty period, Comprehensive AMC Period & its extension.		
13	a) Who will install/commission and demonstrate the system at IISER Pune, FREE OF COST.		
	b) Will you be able to do it in the stipulated time frame.		

SNo	Terms & condition of Tender document	Whether acceptable (say 'Yes' or 'No' preferably use different colour ink for 'No')	Deviation from tender terms, if any, with reasons for noncompliance or alternative condition quoted for
14	Whether you agree to the penalty clause for late delivery & installation?		
15	Whether you agree to provide training to our scientists/technical person free of cost .		
16	Whether all the pages of the bid document have been page numbered and sequentially arranged before finally submitting?		
17	During the course of technical evaluation, the bidders are required to demonstrate the capabilities of their software system chose to bid, before the constituted technical evaluation committee (with no additional cost) at IISER, Pune. The technical evaluation committee shall ascertain that the bid propositions received are strictly in-line with the tendered requirements. The bidders are expected to unconditionally accept the decision of the technical evaluation committee pertaining to the technical qualification of bids thus received. Whether do you agree to this?		

BID SECURITY FORM

Whereas (Hereinafter called “the tenderer”) has submitted their offer dated for the supply of (Hereinafter called “the tender”) against the purchaser’s tender enquiry No. _____

KNOW ALL MEN 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 will 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 THESE OBLIGATIONS ARE:

1. If the tenderer withdraws or amends, impairs or derogates from the tender in any respect within the period of validity of this tender.
2. If the tenderer having been notified of the acceptance of his tender by the Purchaser during the period of its validity.
3. If the tenderer fails to furnish the Performance Security for the due Performance of the contract.
4. Fails or refuses to accept/execute the contract.

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 Purchase 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.

The guarantee shall remain in force up to and including forty five (45) days after the period of the bid validity, and any demand in respect thereof should reach the Bank not later than the above date.

.....
(Signature of the authorized officer of the Bank)
Name and Designation of the Officer
Seal, Name & Address of the Bank and
address of the branch

MANUFACTURER’S AUTHORIZATION FORM

[The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be on the letterhead of the Manufacturer and should be signed by a person with the proper authority to sign documents that re binding on the Manufacturer]

Date: [Insert date (as Day, month and year) of Bid submission]

Tender No.: [Insert number from Invitation for Bids]

To: [Insert complete name and address of Purchaser]

WHEREAS

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

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

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

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

Title: [insert title]

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

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

PREVIOUS SUPPLY ORDERS FORMAT.

Name of the Firm _____

Order placed by {Full address of Purchaser}	Order No. and Date	Description and quantity of ordered	Value of order	Date of completion of delivery as per contract	Date of actual completion of delivery	Remarks indicating reasons for late delivery, if any and justification for price difference of their supply order & those quoted to us.	Contact Person {of Purchaser} along with Telephone no., Fax no. and e-mail address for verification.

Note: Purchase orders (preferably from the Govt. organizations) for whom similar supply has been made by the bidder in last three years.

Signature and Seal of the Manufacturer/ bidder

Place:

Date:

BIDDER INFORMATION FORM

Company Name : _____
Registration Number : _____
Registered Address : _____
Name of Partners /Director : _____
City : _____
Postal Code : _____
Company's Establishment Year : _____
Company's Nature of Business : _____

Company's Legal Status (tick on appropriate option)

- 1) Limited Company
- 2) Undertaking
- 3) Joint Venture
- 4) Partnership
- 5) Others

Company Category

- 1) Micro Unit as per MSME
- 2) Small Unit as per MSME
- 3) Medium Unit as per MSME
- 4) Ancillary Unit
- 5) SSI
- 6) Others

CONTACT DETAILS

Contact Name : _____
Email Id : _____
Designation : _____
Phone No : (_____) _____
Mobile No : _____

BANK DETAILS

Name of Beneficiary : _____
A/c. No. CC/CD/SB/OD: _____
Name of Bank : _____
IFSC NO. (Bank) : _____

Enclose scan copy of cancelled Cheque.

Branch Address and Branch Code: _____

Other Details

Vendor's PAN No. _____

Vendor's GST No: _____ x

CERTIFICATE
(to be provided on letter head of the firm)

I hereby certify that the above firm neither blacklisted by any Central/State Government/Public Undertaking/Institute nor is any criminal case registered / pending against the firm or its owner / partners anywhere in India.

I also certify that the above information is true and correct in any every respect and in any case at a later date it is found that any details provided above are incorrect, any contract given to the above firm may be summarily terminated and the firm blacklisted.

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:

Annual Maintenance Contract

We hereby certify that the Annual Maintenance Contract, after the expiry of warranty period of two years will be charged as follows:

Comprehensive AMC in percentages towards deployment of software application with warranty.

- 1) 1st year ____ %
- 2) 2nd year ____ %
- 3) 3rd year ____ %

Date:

Authorized Signatory

Name:

Place:

Designation:

Contact No.:

Land Border Sharing Declaration

(To be submitted in the bidder's letter head)

In-line with Department of Expenditure's (DoE) Public Procurement Division Order vide ref. F.No.6/18/2019-PPD dated 23.07.2020 & 24.7.2020

Tender Reference No

Tender Title:

"I/ we have read the clauses pertaining to Department of Expenditure's (DoE) Public Procurement Division Order (Public procurement no 1, 2 & 3 vide ref. F.No.6/18/2019-PPD dated 23.07.2020 & 24.7.2020) regarding restrictions on procurement from a bidder of a country which shares a land border with India. I/We hereby certify that I/ we the bidder < name of the bidder.....> is / are

a) Not from such a country and eligible to be considered for this tender.

OR

b) From such country, has been registered with the competent authority and eligible to be considered for this tender. (Evidence of valid registration by the competent authority shall be attached)

For and behalf of _____ (Name of the bidder)

(Signature, date & seal of authorized representative of the bidder)"

DECLARATION REGARDING MINIMUM LOCAL CONTENT IN LINE WITH REVISED PUBLIC PROCUREMENT (PREFERENCE TO MAKE IN INDIA), ORDER 2017 DATED 04TH JUNE, 2020 AND SUBSEQUENT ORDER(S)

(To be typed and submitted in the Letter Head of the Entity/Firm providing certificate as applicable)

To,
The Director
Indian Institute of Science Education and Research Pune
Dr.Homi Bhabha Road, Pashan
Pune-411008

Sub: Declaration reg. minimum local content in line with Public Procurement (Preference to Make in India), Order 2017-Revision, dated 04th June, 2020 and subsequent order(s).

Ref : Tender Reference No

We hereby certify that the items/works/services offered by..... (*specify the name of the organization here*) has a local content of _____ % and this meets the local content requirement for ‘**Class-I local supplier**’ / ‘**Class II local supplier**’ ** as defined in Public Procurement (Preference to Make in India), Order 2017-Revision dated 04.06.2020 issued by DPIIT and subsequent order(s).

The details of the location(s) at which the local value addition is made are as follows:

- | | |
|----------|----------|
| 1. _____ | 2. _____ |
| 3. _____ | 4. _____ |

...
...
...

Thanking you,
Yours faithfully,

**(Signature, Date & Seal of
Authorized Signatory of the Bidder)**

** - *Strike out whichever is not applicable.*

Note:

1. Bidders to note that above format Duly filled & signed by authorized signatory, shall be submitted along with the Technical offer.
2. In case the bidder's quoted value is in excess of Rs. 10 crores, the authorized signatory for this declaration shall necessarily be the statutory auditor or cost auditor of the company (in the case of companies) or a practising cost

accountant or practicing chartered accountant (in respect of suppliers other than companies).

3. False declaration will be in breach of Code of Integrity under Rule 175(1)(i)(h) of the General Financial Rules for which a bidder or its successors can be debarred for up to two years as per Rule 151 (iii) of the General Financial Rules along with such other actions as may be permissible under law.

BID SECURITY DECLARATION
(On company letter head)

To,
The Director
Indian Institute of Science Education and Research Pune.
Dr. Homi Bhabha Road, Pashan,
Pune-411008

Subject : Bid Security Declaration

It has been certified that all information provided in tender form is true and correct to the best of my knowledge and belief. No forged / tampered document(s) are produced with tender form for gaining unlawful advantage. We understand that IISER, Pune is authorized to make enquiry to establish the facts claimed and obtain confidential reports from clients.

In case it is established that any information provided by us is false / misleading or in the circumstances where it is found that we have made any wrong claims, we are liable for forfeiture of EMD/SD and or any penal action and other damages including withdrawal of all work / purchase orders being executed by us. Further IISER, Pune is also authorized to blacklist our firm/company/agency and debar us in participating in any tender/bid in future.

I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s which are improper / illegal during the execution in case the tender is awarded to us.

Neither I / We nor anybody on my / our behalf will indulge in any corrupt activities / practices in my / our dealing with the Institute.

Our Firm/ Company/ Agency is not been blacklisted or banned by any Govt. Department, PSU, University, Autonomous Institute or Any other Govt. Organization.

I/We are accepting that if we withdraw or modify our bids during period of validity etc., we will be suspended for the period of six months to participate in any tender issued by IISER Pune.

Date:

Signature of the Tenderer

Place:

Stamp

PRICE REASONABILITY CERTIFICATE
(On company letter head)

To,
The Director
Indian Institute of Science Education and Research Pune.
Dr. Homi Bhabha Road, Pashan,
Pune-411008

Subject : Price Reasonability Certificate

I/We certify that the rates quoted against Tender/Bid No. Dated
for [Tendered goods / service] are exclusively for Academic and
Research Institutions and do not exceed prices charged to other Government/PSUs/Autonomous
Bodies/IISERs/IITs/NITs/IIITs or any other CFTI for similar supplies made in last three years.

I/We hereby confirm to have offered maximum possible discount to IISER, Pune and had also
ensured that the quoted price is equal / lowest in comparison to any such offerings made to
aforesaid institutions/organisations.

I/We undertake that if it is found at any stage that same or similar product/systems or sub-systems
were supplied by us to any other Government/PSUs/Autonomous Bodies/IISERs/IITs/NITs/IIITs or
any other CFTI at a lower price during the currency of the contract, IISER, Pune, at it's sole
discretion, may invoke remedial measure(s) - either any one of the below or any combination
thereof:

- i) Demand refunds for the price difference.
- ii) Cancel the current purchase order.
- iii) Debar us from participating in future tenders.
- iv) Initiate legal action for any discrepancies.

Date:

Signature of theTenderer

Place:

Stamp

IMPORTANT NOTICE

TENDERERS RESPONDING TO THIS ENQUIRY SHALL BE DEEMED TO BE AGREEABLE TO THE TERMS AND CONDITIONS HEREIN CONTAINED. THESE TERMS AND CONDITIONS SHALL BE BINDING ON THE SUCCESSFUL TENDERER. CONDITIONAL TENDERS ARE LIABLE TO BE REJECTED. IISER PUNE WILL PROCESS THE TENDER AS PER IISER PUNE STANDARD PROCEDURES. THE DIRECTOR OF THE INSTITUTE RESERVES THE RIGHT TO REJECT ANY OR ALL OR PART OF TENDER WITHOUT ASSIGNING ANY REASON AND SHALL ALSO NOT BE BOUND TO ACCEPT THE LOWEST TENDER. IISER PUNE WOULD NOT BE UNDER ANY OBLIGATION TO GIVE ANY CLARIFICATIONS TO THE AGENCIES WHOSE BIDS ARE REJECTED.

I agree to all terms and conditions mentioned in the tender document of the Institute

Signature of the Tenderer

Checklist for BIDDERS

BIDDERS to indicate whether the following are enclosed/mentioned by striking out the non-relevant option

Envelope-1 (Technical-Bid)				
(Following documents to be provided as single PDF file)				
Sl. No.	Content	File Types	Document Attached	Please Fill page nos for respective document
1	Scan copies of both Tender Fee of Rs.1,180 and EMD of Rs. 20,000/-	.PDF	(Yes /No)	
2	Format/Questionnaire for compliance as per Annexure-'A'	.PDF	(Yes /No)	
3	Manufacturer's Authorization Form as per Annexure-'D'	.PDF	(Yes /No)	
4	Previous Supply Order Format as per Annexure-'E'	.PDF	(Yes /No)	
5	Bidder Information form as per Annexure-'F'	.PDF	(Yes /No)	
6	Blacklist certificate as per Annexure-'G'	.PDF	(Yes /No)	
7	Certificate By Bidder- DPIIT Registration as per Annexure-I	.PDF	(Yes /No)	
8	Self-Declaration by the bidder As per Annexure –'J' that the items offered meet the local/Non local content requirement in pursuance of Public Procurement Preference to Make in India, Order 2017 (Please specify)	.PDF	Class-I Class-II Non Local	
9	BID Security declaration as per Annexure-'K'	.PDF	(Yes /No)	
10	Price Reasonability Certificate as per Annexure-'L'	.PDF	(Yes /No)	
11	A copy of the Un-priced Commercial bid	.PDF	(Yes /No)	
12	List of deliverables as per Chapter- 4 (Bidder's eligibility etc.)	.PDF	(Yes /No)	
13	Solvency certificate for Rs 4.00 lakhs (not older than twelve months) issued by scheduled/nationalized bank with which BIDDER holds the current account	.PDF	(Yes /No)	
14	Undertaking that the successful BIDDER agrees to give a 5% security deposit / Performance Bank Guarantee	.PDF	(Yes /No)	
15	Self-Attested copy of GST Number (as applicable)	.PDF	(Yes /No)	
	Tender Terms & Conditions Acceptance signed with official seal is attached	.PDF	(Yes /No)	
Envelope-2 (Financial-Bid)				
Sl. No.	Content	File Types	Document Attached	Please Fill page nos for respective document
1	Price bid should be submitted in PDF and excel Format	.PDF and excel	(Yes /No)	
2	Annual Maintenance Contract Annexure 'H'	.PDF	(Yes /No)	