



**Tender Ref. No.: NTSC/RAJ/P&A/CFS/SOFTWARE/2018-19/01**

**Tender Document For  
Supply, Installation  
Of  
Software Development For CSC Integration**

**NSIC- Technical Services Centre**

(A Government of India Enterprise)  
80 Ft. Road, Near Bhavnagar Road Crossing  
Aji Industrial Area, Rajkot-360003. (Gujarat)

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**INDEX**

<b>S. No.</b>	<b>Description</b>	<b>Page Nos.</b>
1	Title	1
2	Index	2
3	Notice Inviting Tender	3-4
4	Instructions to the Tenderers	5-13
5	Details of requirements and technical specifications ( <b>Annexure – A</b> )	<b>14-15</b>
6	Undertaking from Bidder ( <b>Annexure – B</b> )	<b>16</b>
7	Format & Requirements For Submitting Technical Bid ( <b>Annexure –C</b> )	17-22
8	Format & Requirements for submitting Commercial Bid ( <b>Annexure – D</b> )	23-24

### NOTICE INVITING TENDER

The National Small Industries Corporation Ltd. (NSIC), Rajkot invites sealed tender in two bid system (Technical & Commercial bid in two separate envelopes) from eligible and qualified Original Equipment Manufacturer/ Authorized Distributors of OEM / Authorized Dealers of OEM for the Supply, Installation, Commissioning & Training at site for the operation and maintenance of Software Development For CSC Integration.

The details are summarized below:-

a)	Tender number	Reference number for inviting bids through this tender is NTSC/RAJ/P&A/CFS/SOFTWARE/2018-19/01
b)	Purchaser	The National Small Industries Corporation Ltd. which is a Government of India Enterprise under the Ministry of Micro, Small & Medium Enterprises.
c)	Usage of Machine	The purchaser would place the machine in their Common Facilities Centre and shall be utilized for Testing of the Products.
d)	Scope of Tender	Supply, Installation, Commissioning & Training.
e)	Specification/ Details of machine	The detailed specifications of machine are specified in tender and placed at <b>Annexure-A</b>
f)	Web page for details of tender	Web page: <a href="http://www.nsic.co.in/tenders.asp">http://www.nsic.co.in/tenders.asp</a> The prospective bidders are advised to remain in touch with the website for any update in respect of this tender.
g)	Locations of supplies	The machine(s) is/are proposed to be supplied at NSIC-Technical Services Centers, Aji Industrial Area, Rajkot (Gujarat).
h)	Earnest Money Deposit (EMD) along with Tender	EMD of Rs. 16900/- (Rupees Sixteen Thousand Nine Hundred Only) shall be submitted in the form of D.D. in favour of <b>"NSIC Ltd"</b> payable at Rajkot and to be placed in the Technical Bid envelope while submitting the tender.
i)	Exemption from the payment of EMD and Tender fee	The exemption for the payment of EMD as well as tender fee will be applicable to the Udyog Aadhaar/NSIC/ District Industry Centre registered units for the goods for which said tender is floated.

j)	Cost of Tender Documents	The tender document can be collected from the office of the General Manager, NSIC-Technical Services Centre, Aji Industrial Area, Rajkot in between the period from <b>21st May 2018 to 04th June 2018</b> (except Saturday & Sunday) between 10:30 hours to 15:45 hours against payment of Rs. 500/- (Rupees One thousand only) (Non- refundable) by way of demand draft, in favour of “NSIC Ltd.” payable at Rajkot. Alternatively tender form can be downloaded from our website <a href="http://www.nsic.co.in">www.nsic.co.in</a> from <b>21st May 2018 to 04th June 2018</b> . In case the tender downloaded for submission of offer, the tender fee of Rs. 500/- in form of demand draft in favour of “NSIC Ltd” payable at Rajkot shall be enclosed with Technical Bid of the tender while submitting the tender.
k)	Last date of submission of tender	<b>Tender must be delivered to the address below on or before 04<sup>th</sup>, June 2018 up to 15.45 hours.</b> Late bids will be rejected. The General Manager, NSIC- Technical Services Centre, Aji Industrial Area, Rajkot-360003
l)	Date of opening of Technical Bid (Envelope-1)	<b>The technical bid for the tender shall be opened on 04<sup>th</sup>, June 2018 at 16:45 hours at the address as under:</b> The General Manager, NSIC- Technical Services Centre, Aji Industrial Area, Rajkot-360003
m)	Date of opening of Commercial Bid (Envelope-2)	The date for opening second envelope containing Commercial Bid will be intimated to the qualified bidders separately.

**Note:** In case of any further details required, the same can be collected from the office of The General Manager, NSIC-Technical Services Centre, Aji Industrial Area, Rajkot-360003 from **21st May 2018 to 04th June 2018** (except Saturday & Sunday) between 10:30 hours to 15:45 hours.

General Manager  
NSIC- Technical Services Centre Rajkot

**INSTRUCTIONS TO THE TENDERERS**

The Tender shall be submitted in accordance with these instructions, as under.

**1. Abbreviations:**

Throughout this tender document”, the word/ term:

- a) “NTSC” means NSIC-Technical Services Centre
- b) “NSIC” means The National Small Industries Corporation Ltd.
- c) “day” means Calendar day
- d) “working day” means Monday to Friday in week
- e) “tender” means tender number NTSC/RAJ/P&A/CFS/SOFTWARE/2018-19/01
- f) “machine” means the machines/ equipment/machine/accessories as detailed at Annexure-A.
- g) If context so requires, “singular” means “plural” and vice versa.
- h) “EMD” means Earnest Money Deposit.
- i) “Purchaser” means The National Small Industries Corporation Ltd
- j) “Bid” means the document and financial details submitted by bidder.
- k) “Bidder” means the eligible and qualified Original Equipment Manufacturers / Authorized Distributors/ Authorized Dealers.
- l) “Tenderer” means the eligible and qualified Original Equipment Manufacturers / Authorized Distributors/ Authorized Dealers.
- m) “OEM” means Original Equipment Manufacturers

**2. Eligible Bidder:**

- a) The intending Bidder, in case of Original Equipment Manufacturers shall submit a self-declaration on their letter-head, along with the Technical Bid, confirming that they are regular in manufacturing & supplying the similar Machines, as asked in this tender, for the last 05 years.
- b) The Original Equipment Manufacturers shall possess ISO Certificate for their establishment. The copy of the valid ISO Certificate shall be placed with the Technical Bid.
- c) The intending Bidder, in case of Authorized Distributor of OEM / Authorized Dealer of OEM shall possess valid authorized Distributorship / Dealership license from Original Equipment Manufacturers who should have valid ISO Certificate and shall be engaged in regular manufacturing and supply of similar machine for the last 05 years. The Bidder shall enclose the copy of the same in Technical bid while submitting the tender.

**3. Location of supplies:**

a) The details of location where the machine(s) supplied through this tender are as under:

#	Location	Address for supplies
1	Rajkot, Gujarat	NSIC- Technical Services Centre, Aji Industrial Area, Rajkot, Gujarat

b) The bidder is free to inspect the location(s) in the premises before submitting the bid under this tender.

c) It may be noted that the General Manager, NTSC Rajkot have full rights to cancel any location for supplies even after calling the offers from bidders but before the issue of supply order to execute the supply by the bidder. The reason for cancellation of supply to any of the locations or all locations would not be disclosed.

**4. Scope of Supplies:**

a) The machine shall be supplied in compliance to the specifications mentioned in Annexure- A of the tender.

b) The specifications of the Machine as mentioned in the Annexure-A are the requirements of tender, however higher specifications of Machine may be considered subject to their cost economics i.e. competitiveness in financial terms for the particular location.

c) After the supply of Machine as mentioned in the Annexure A, the bidder has to execute its installation at the designated site in the location(s). No extra cost shall be paid for this reason.

d) After the supply and installation of Machine, the training to the local technician shall be given for Three (3) working days wherein the training about the Machine's operations, maintenance, information about Do's & Don'ts as well as trouble shooting & all other areas which are necessary for smooth functioning of Machine shall be provided to at least two persons designated by purchaser, at site, by the bidder. No extra cost shall be paid to the successful bidder for imparting this training.

e) The bidder shall offer on-site warranty of machine for at least one year from the date of successful installation of machine at the designated location. The purchaser is not liable to pay any extra charges on any account during warranty period.

**5. Delivery**

a) The purchaser interested for complete delivery of machine by the bidder within Forty Five calendar days from the date of issue of supply order. However, the bidder has an option to submit the best delivery time, but in any case the delivery should be before days from the date of issue of supply order by purchaser.

b) The machine shall be inspected on receipt at site and bidder shall be responsible for any damage during the transit of machine.

c) The bidder shall not arrange part shipments and/or trans-shipments without the permission of purchaser. The insurance cover including insuring the goods against the loss or damage incidental to manufacture or acquisition, transportation, storage and delivery/Installation & commissioning shall be obtained by the bidder in his own name and not in the name of purchaser. The purchaser will as soon as possible but not later than 30 days from the date of arrival of goods at destination shall notify the bidder of any loss or damage to the goods.

**6. Warranty**

- a) The bidder shall offer on-site warranty of machine for one year from the date of successful commissioning of machine at the designated location & shall cover each and every part of the machine including parts having limited life etc. The purchaser is not liable to pay any extra charges on any account during warranty period.
- b) The bidder shall pay to the purchaser such compensations that may arise by reasons of the warranty therein contained but not attended by the bidder.
- c) Any part or parts fail or proved defective within the on-site warranty period specified above, owing to defect in design, material or workmanship, the bidder shall have to replace them at the place of installation without asking for any charges.
- d) During the warranty period, expert(s) shall be deputed at site by the bidder within three working days from the date of request from purchaser, to rectify and fixing the defects of machine at the location where machine(s) supplied. The cost of deputation of expert(s) and any other associated expenditure shall be borne by the bidder.

**7. After Sales Services**

- a) The bidder shall ensure to render after sales services during the warranty period and in the period of to the satisfaction of purchaser.
- b) The bidder will depute their engineer within three working days to attend the service call received in writing from purchaser.

**8. Manuals:**

The bidder to supply three (03) sets of the following manuals in hard format and one (01) soft format along with machine:

- i. Installation Manual
- ii. Operation Manual
- iii. Maintenance Manual
- iv. Training Manual

**9. Tender documents:**

- a) The tender document can be collected from the office of the General Manager, NSIC-Technical Services Centre, Aji Industrial Area, Rajkot in between the period from **21st May 2018 to 04th June 2018** (except Saturday & Sunday) between 10:30 hours to 15:45 hours against payment of Rs. 500/- (Rupees One Thousand only) (Non-refundable) by way of demand draft, in favour of “**NSIC Ltd**” payable at Rajkot.

Alternatively tender form can be downloaded from our website [www.nsic.co.in](http://www.nsic.co.in) from **21st May 2018 to 04th June 2018**. In case the tender downloaded for submission of offer, the tender fee of Rs. 500/- in form of demand draft in favour of “**NSIC Ltd**” payable at Rajkot shall be enclosed with Technical Bid of the tender while submitting the tender.

The other option is to pay Rs. 500 by RTGS/NEFT to the bank of purchaser as detailed under:

ACCOUNT NAME	BANK NAME	BANK A/C NO.	BANK IFSC CODE
NSIC LTD	STATE BANK OF INDIA	56068001625	SBIN0060068

The bidder is requested to attach the Bank Statement / RTGS Slip in the Technical Bid, to prove the transfer of payment to the purchaser's Account.

- b) At any time prior to the deadline for submission of bids, the Purchaser may amend the Bidding Documents by issuing addendum. The prospective bidders are advised to remain in touch with the Website for any update in respect of this tender.

#### 10. Authorization for Submission of Tender:

- a) The original and all copies of the bid shall be signed by a person duly authorized to sign on behalf of the Bidder. The written confirmation of authorization (in form of letter on the bidder's letter head) to sign on behalf of the bidder confirming the signature as a person duly authorized to sign should be attached with the technical bid of the tender.
- b) The person signing the tender form or any other documents on behalf of the Bidder shall be deemed to warrant that he has authority to bind the Bidder. If it subsequently comes to light that the person so signed had no authority to do so, the purchaser may without prejudice to any other civil & criminal remedies cancel the tender and hold the Bidder liable for all costs, charges and damages.

#### 11. Earnest Money & Tender Fees Deposit:

- a) The EMD shall be submitted in the first envelope super-scribed as "Technical Bid", of prescribed amount by way of Demand Draft drawn in favour of "NSIC Ltd", only for the Machine(s) quoted by the Bidder. No cash towards EMD shall be accepted. The offers without EMD from the Bidders shall be rejected.
- b) In case tender documents downloaded from website, Tender Fee of Rs. 500/- shall be submitted by way of D.D. drawn in favour of "NSIC Ltd" along with the Technical Bid of the tender documents. Tender fee is non-refundable. The option for payment by RTGS/NEFT is also available and bank details of purchaser, are as under:

ACCOUNT NAME	BANK NAME	BANK A/C NO.	BANK IFSC CODE
NSIC LTD	STATE BANK OF INDIA	56068001625	SBIN0060068

The bidder is requested to attach the Bank Statement / RTGS Slip in the Technical Bid, to prove the transfer of payment to the purchaser's Account.

- c) EMD and tender fee submission is exempted for the bidders those having valid registration under Udyog Aadhaar, Single Point Registration Scheme of NSIC and all micro and small enterprises registered with Director of Industries from DIC for the machine for which this is tender issued. To support this, the self-certified scan copy of such valid registration/ exemption certificate is to be attached with technical bid.
- d) The Purchaser shall not be liable for payment of any interest on EMD.
- e) Any request by the bidders to consider their EMD already furnished by them to any of the other office of the purchaser, for any other contract/ tender will not be considered as EMD for this tender.
- f) The EMD will be returned to the unsuccessful bidders soon after the orders are placed on the successful bidder. In case of successful bidder, the EMD will be returned along with 20% payment as per payment terms mentioned at Para 24 of Instructions to the Tenderers.



**12. Submission of Tender:**

- a) The bidder to examine all instructions, forms, terms and specifications in the tender documents and to furnish with its bid all documents or information as required by bidding document.
- b) The language for all the correspondence and documents related to the tender shall be in English/Hindi only. Moreover, the printed literature/technical details for the machine shall also be in English/Hindi.
- c) The tender must be placed in a properly sealed bigger envelope addressed to The General Manager, NSIC-Technical Services Centre, Aji Industrial Area, Rajkot and the said bigger envelope shall contain two sealed envelopes containing Technical & Commercial bids. The bigger envelope must be super-scribed "Tender for Software Development For CSC Integration " with tender inquiry number and its due date. The two sealed envelopes inside the bigger envelope must be super-scribed as:

*Envelope No-1: The said envelope is for technical bid & shall be super- scribed as "Tender for the Software Development For CSC Integration- Technical Bid"*

*Envelope No-2: The said envelope is for commercial bid & shall be super- scribed as "Tender for the Supply, Installation & Commissioning of Software Development For CSC Integration - Commercial Bid".*

- d) If both or either of the envelopes are not sealed and marked as required, the Purchaser will assume no responsibility for the misplacement or premature opening of the bid.
- e) All the columns of the tender shall be duly, properly and exhaustively filled in. Any cutting/over writing etc. in the tender must be signed by the person who is signing the tender.
- f) Tenders received in open covers/ letters/ fax/ email will not be considered.

**13. Financial Bid Submission:**

- a) Bidder shall take into account all costs including unloading at the location of purchaser, cartage etc. for giving delivery of machine at site(s) as detailed at Para 3 of Instructions to Tenderers before quoting the rates. In this regard no claim what so ever shall be entertained.
- b) The price quoted in financial bid shall be firm and shall include all applicable taxes. Any variation in the taxes, duties, levies etc. till commissioning of machines to the location(s) shall be to the bidder's account.
- c) No extra payment shall be paid on account of any discrepancy in nomenclature of items. The Bidder shall seek clarifications if any before submitting the tender.
- d) No representation for the enhancement of the prices of the accepted tender or alteration of the terms and conditions will be entertained till supplies are completed to the designated location(s).

**14. Last date of Submission of Tender:**

- a) The tender should reach the office of the General Manager, NSIC-Technical Services Centre, Aji Industrial Area, Rajkot by 04th , June 2018 up to 15.45 hours.
- b) The purchaser may, at its discretion, extend the deadline for the submission of bids by amending the Tender Documents, in which case all rights and obligations of the Purchaser and Bidders previously subject to the deadline shall thereafter be subject to the deadline as extended. The prospective bidders are advised to remain in touch with website for any update in respect of their tender.
- c) The purchaser shall not consider any bid that arrives after the deadline for submission of bids. Any bid received by the Purchaser after the deadline for submission of bids shall be declared late, rejected and returned unopened to the Bidder.

**15. Opening of Technical Bid:**

- a) The technical bid of tenders will be opened at NTSC-Rajkot on 04th , June 2018 at 16:45 Hours. The Bidder or their authorized representative (One person only) may be present at the time of opening of the tender.

**16. Opening of Commercial Bid:**

- a) The Commercial Bid of only technically qualified bidders will be opened on the stipulated due date. The date & time for opening of Commercial Bid shall be intimated to the technically qualified bidders through email, after the evaluation of Technical Bid.

**17. Validity of Tender:**

- a) The tender shall be valid for a period of 90 days from the date of opening of the Technical Bid of tender. Terms and financial details submitted in the bid shall be treated as firm during the said period of 90 days.
- b) In exceptional circumstances, prior to the expiry of the bid validity period, the Purchaser may request bidders to extend the period of validity of their bids. The request and the responses shall be made in writing.

**18. Evaluation of Bids:**

- a) 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.
- b) If there is an error in a total corresponding to the addition or subtraction of sub totals, the subtotals shall prevail and the total shall be corrected; and
- c) If there is a discrepancy between words and 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 (a) and (b) above.
- d) To assist in the examination, evaluation, comparison of the bids and qualification of the Bidders, the Purchaser may, at its discretion, ask any Bidder for a clarification of its Bid. Any clarification submitted by a Bidder in respect to its Bid and that is not in response to a request by the Purchaser shall not be considered. The Purchaser's request for clarification and the response shall be in writing only.
- e) If a Bidder does not provide clarifications of its bid by the date and time set in the Purchaser's request for clarification, its bid may be rejected.
- f) The Purchaser reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to supply order, without thereby incurring any liability to Bidders. In case of annulment, all bids submitted and specifically Bid document, EMD deposits shall be promptly returned to the Bidders.
- g) The competitiveness of the bid shall be made on individual location basis. The bidder shall offer their competitive offer for the individual location. Since the evaluation of bid shall be made on individual location basis instead of competitiveness to be evaluated on the basis of total value of bid for all three locations, there may be chances that different bidder(s) would be selected for the different locations to supply.
- h) The Purchaser shall compare the evaluated prices of all substantially responsive bids to determine the lowest evaluated bid for a particular location. The comparison shall be on the basis of landed cost at individual destination.

- i) At the time the Contract is awarded, the Purchaser may increase the Quantity of machine without any change in the unit prices or other terms & conditions of the bid and the Bidding Documents subject to the acceptance of bidder in writing for the same.
- j) The purchaser have right to verify the particulars furnished by the bidder independently.

**19. Earnest Money Forfeit:**

- a) If any Bidder withdraws his tender before the period of 90 days from the date opening of technical bid or makes any modifications in the terms and the conditions of the tender which are not acceptable to the purchaser, then the purchaser shall, without prejudice to any other rights or remedy, be at liberty to forfeit the EMD.
- b) The EMD will also be forfeited in following cases:
  - i. If the bidder fails to accept the order based on his offer (bid) and within the prescribed time.
  - ii. If the bidder fails to supply the Machine with specifications as mentioned in Annexure –A
  - iii. If the bidder delays supplies beyond a reasonable time resulting in disruption of project.
  - iv. Bidder for any reason whatsoever withdraws the tender after it is accepted or become unable or fails to execute the orders within stipulated delivery period.
  - v. Submission of misleading/contradictory/false statement or information and fabricated/invalid documents is detected before or after the issue of order to execute the supplies.
  - vi. The successful bidder does not submit Indemnity Bond within the prescribed time.

**20. Notification of Award:**

Prior to the expiry of the period of bid validity, the purchaser shall notify the successful Bidder, in writing, that its Bid has been accepted. The notification letter shall specify the sum that the Purchaser will pay to the bidder in consideration of the supply of machine's with the details of selected location(s).

**21. Pre-dispatch Inspection:**

A pre-dispatch inspection by 3<sup>rd</sup> party/ technical team of purchaser may be carried out at bidder's site of manufacturing machine. This pre-dispatch inspection will not absolve bidder's responsibility to execute supply in accordance with the tender terms.

**22. Packing:**

- a) The bidder shall provide packing of the machine/ equipment, as is required to prevent their damages or deterioration during the transit to their final destination. The packing shall be sufficient to withstand, without limitation, rough handling during transit. In case the consignment received with damaged packaging, the purchaser would not accept the delivery.
- b) The machine shall be securely boxed, crated and protected from mechanical damage, moisture etc. suitable for both storage and transit according to the nature of the material and mode of transport. The bidder shall be responsible for any loss/ damage during transportation to the designated location.

**23. Delivery Time:**

- a) The bidder shall indicate the period within which the ordered quantity will be supplied. The bidder shall note that in case bidder fails to supply within the period of delivery indicated by the bidder in technical bid of this tender, of value of the order per week of delay would be levied subject to maximum 4 weeks. It means, the bidder shall have the liability of delayed supply to the maximum of 4 weeks after expiry of scheduled delivery date. After that the supply order shall be cancelled and EMD will be forfeited and bidder will be debarred from participation in any future tenders.

- b) The successful Bidder shall, within a week from the date of receipt of communication of acceptance of quotes from purchaser shall intimate his acceptance of the order. The successful bidder shall complete supplies strictly as per the accepted delivery period.

**24. Payment:**

- a) The 80% payment of total bill will be made by the purchaser by crossed account payee cheque/RTGS/NEFT for which the bidder shall send bills in duplicate (original + copy) after Supply, Installation and Commissioning of machine, giving the reference number of the purchase order along with copies of delivery note & satisfactory report on the Installation of machine(s), from designated purchaser department. The details about the designated purchaser department who is authorized to take the delivery of machine(s) shall be informed to the successful bidder through the supply order placed for the supply of machine(s).
- b) The 20% payment of total bill along with EMD deposit will be released to bidder after one month from the date of completion of training to trainers at site and on submission of Indemnity Bond by the successful bidder for rendering services during warranty period.

**25. Causes of Rejection of Tender:**

- a) While submitting the tender, if any of the prescribed conditions are not fulfilled or are incomplete in any form, the tender is liable to be rejected.
- b) If any Bidder stipulates any condition of his own, such conditional tender is liable to be rejected.

**26. Claims:**

- a) If the material supplied are found to be off size and shape different than those in the accepted offer and are of specifications lower than those stipulated in the accepted offer, the purchaser shall have right to totally reject the machine/ equipment and/or to claim for compensation from bidder. The bidder shall reimburse to purchaser, the claim lodged in writing within 15 (fifteen) days of its demand. The bidder shall also compensate for losses, if any, sustained by purchaser due to defective packing and/or wrong marking of the machine/ equipment.
- b) The bidder shall be responsible for arranging the rejected machine/ equipment to be removed at his cost from purchaser premises.

**27. Address for communication:**

- a) All the communication with respect to the tender shall be addressed to:

The General Manager,  
NSIC- Technical Services Centre,  
Aji Industrial Area, Rajkot - 360003

**28. Force Majeure:**

- a) In the event of any unforeseen circumstances directly interfering with the supply of goods/work/service arising during the execution of order such as war, hostilities, acts of the public enemy, civil commotion, sabotage, fires, floods, earthquakes, explosions, epidemics, quarantine restrictions, strikes, lockouts, or acts of God, the Bidder shall, within a week from the commencement thereof, notify the same in writing to the Purchaser with reasonable evidence thereof. Either party shall have the option to terminate the contract on expiry of 90 days of commencement of such force majeure by giving 14 days notice to the other party in writing. In case of such termination, no damages shall be claimed by either party against the other.

**29. Code of Ethics:**

- a) The Purchaser as well as the Bidder shall observe the highest standard of ethics including laws against fraud and corruption in force in India namely "Prevention of Corruption Act 1988", during the procurement or execution of such contracts. If the bidders are found in Bid pooling or against law against fraud and corruption then their firms may be blacklisted.

**30. Jurisdiction:**

- a) In the event of any dispute the legal matter shall be subjected to the jurisdiction of Rajkot Court only.

*We confirm with our acceptance to the instructions (S.No-1 to 30 above) as given above.*

**BIDDER'S NAME & SIGNATURE WITH SEAL**

*These duly signed "Instructions to the Tenders" as under shall be attached with technical bid of the tender as a mark of acceptance of bidder and any tender not confirming the instructions as under is liable to be rejected.*

**ANNEXURE-A**

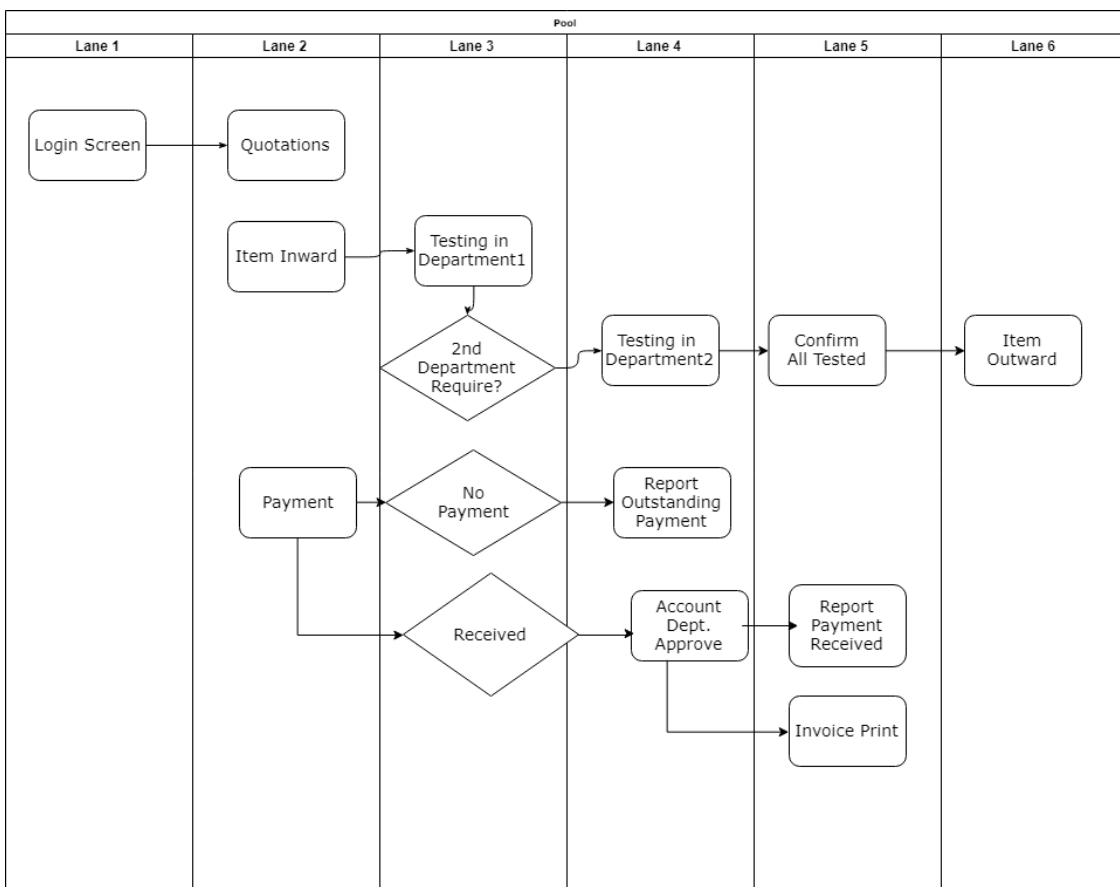
**Details of Requirements and Technical Specifications of Software Development For CSC Integration**

1. For old customer Data base creations and for new customer facility for adding. Based on that creation of quotation
2. Based on Customer requirement i.e for Testing/Job Work quotation should creation with Taxes.
3. Some prices are predefined, on basis of that, so on selection basis quotation should generate.
4. User will be able to select parameters to test (parameter Master will be there, there can be more than 1 parameter to be tested).
5. Item Inward entry for Testing / Job Work.
6. Payment will be taken (this is optional in case of government deptt only so payment will be done after Work done ), In case of private paties payment will be done then work will start).
7. CSC (Customer Service Cell) will be able to take payment as and when payment comes thru DD/Cheuqe
8. CSC (Customer Service Cell) will be able to Print and Email payment receipt.
9. CSC (Customer Service Cell) can Print and Email Invoice.
10. Payment Confirmation will be done by A/c Deptt only in their respective login.
11. After Payment Job Card will be created based on filled Customer enquiry and Confirmation will send to respective department
12. Respective Deptt should be able to see the Job card on their login.
13. Respective Deptt should be able to provide the testing/Job work status i.e Tested/Not tested/Pending
14. Respective Deptt should be able to provide the status of final Test report .
15. After Testing done CSC (Customer Service Cell will acknowledge the receiving the Test report.
16. CSC (Customer Service Cell) able to Prepare Delivery Challan as per customer data base and filled enquiry.
17. Based on Delivery challan automatically Invoice will generate and intimation will sent to A/c deptt. User.
18. Account department will approve the Invoice and then only it will be available for CSC deptt for taking print out and email to customers.
19. Summery for outstanding payments for Client wise .
20. Department wise separate users
21. 1 department user cannot see other department's data.
22. 1 main admin user will be able to see all department data.
23. In which department what items are being tested
24. In which department what items testing done?
25. Outstanding payment for work done
26. Reports can be export to excel
27. Reports can be printed.
28. An Email to send Summary report to admin.
29. All payment Received report.
30. 6 departments in which products going to test.
31. backup facility of software.
32. The system will be ready to install in local LAN or on internet.
33. On confirmation of start work, will create skeleton of software end result first. So, by verifying skeleton, will be able to check that end result will be as per expected. On the base of that skeleton, work will be done step by step.
34. Development Strategy:
  - a. Development in PHP(OODO)
  - b. HTML/ CSS Coding of all the web pages
  - c. Programming & integration of front-end development
  - d. Mobile & Tablet Responsive web page development where ever possible
  - e. Set-up and Configuration( PHP)
35. Design Strategy

- f. Sitemap
- g. Optimization of the navigation according to websites goal
- h. Define design language. Conception & Creation of the Graphic theme of
- i. the tool, including color scheme, atmosphere and general look & feel
- j. etc
- k. Creation of all the graphic elements, Icons
- l. Actual design of the tool based on layouts, final wireframes, content &
- m. Structures

36. Flow Chart:

Total No of Login : 06 Client/User ( Laboratory/ Individual Deptt.  
 : 01 A/c Deptt.  
 : Admin ( Customer Service Cell)



**(Undertaking from Bidder on their official stationery)**

To,  
The General Manager  
NSIC- Technical Services Centre,  
Aji Industrial Area, Rajkot-360003

Sir,

Subject: Undertaking for the participation in the tender No. NTSC/RAJ/P&A/CFS/SOFTWARE/2018-19/01 due for opening of technical bid on 4<sup>th</sup>, June 2018

Dear Sir,

HAVING EXAMINED AND PERUSED THE FOLLOWING DOCUMENTS

1. Notice Inviting Tender
2. Instruction to the Tenderer
3. Technical Specifications of machine (Annexure-A)
4. Annexure – C (Technical Bid)
5. Annexure – D (Commercial Bid)

I/We .....do hereby submit the above tender in prescribed formats duly completed in all respects in accordance with the conditions applicable. If this tender is accepted, I/We agree to abide by and fulfill all the terms and conditions in the tender documents

I/We hereby distinctly and expressly declare and acknowledge that before the submission of this tender, I/We have carefully followed the instructions and I/We have understood the existing system of supply at the location(s) of purchaser including the scope and nature of duties expected from the Bidder.

I/We distinctly agree that I/We would hereafter make no claim or demand upon the purchaser based upon or arising out of any alleged misunderstanding or misconceptions or mistake on my/our part of the said stipulations, restrictions and conditions.

I/ We declare that our unit has never made any default in supplying the machine/ equipment to Government / Semi Government/ Central or State Public sector enterprise(s) in terms of quality and financial agreed supply conditions.

Any notice required to be served on me/us shall be sufficiently served on me/us by post (registered or ordinary) or courier or left at my/our address furnished herein.

.....  
.....  
.....  
.....

I/We fully understand the terms and conditions in the tender documents.

I/We understood that the purchaser is not bound to accept any proposal that it may receive without assigning any reason.

Dated this.....day of.....2018

Authorized Signatory  
Seal



FORMAT & REQUIREMENTS FOR SUBMITTING TECHNICAL BID

1. **Tender Ref. No:** NTSC/RAJ/P&A/CFS/SOFTWARE/2018-19/01
2. **Name of Bidder:** .....
3. **Complete office address of Bidder**.....
4. **Tender fee payment details** (if tender document downloaded from website)  
Details of DD/RTGS/NEFT by which tender fee paid.....
5. **Confirmation of acceptance of Technical Specifications for the supply of machine:**

Sr No	Descriptions	Acceptance to the Specification as placed at Annexure-A and agreed to supply with required Quantity (write YES/ NO only)	If marked "NO" in the column before, specify the deviation in specification of the machine offered for the supply.
1	For old customer Data base creations and for new customer facility for adding. Based on that creation of quotation		
2	Based on Customer requirement i.e for Testing/Job Work quotation should creation with Taxes.		
3	Some prices are predefined, on basis of that, you will be able to create quotation		
4	User will be able to select parameters to test (parameter Master will be there, there can be more than 1 parameter to be tested).		
5	Item Inward entry for Testing / Job Work		
6	Payment will be taken (this is optional in case of government deptt only so payment will be done after Work done ), In case of private paties payment will be done then work will start).		
7	CSC (Customer Service Cell) will be able to take payment as and when payment comes thru DD/Cheueq		
8	CSC (Customer Service Cell) will be able to Print and Email payment receipt		
9	CSC (Customer Service Cell) can Print and Email Invoice.		
10	Payment Confirmation will be done		

	by A/c Deptt only in their respective login		
11	After Payment Job Card will be created based on filled Customer enquiry and Confirmation will send to respective department		
12	Respective Deptt should be able to see the Job card on their login		
13	Respective Deptt should be able to provide the testing/Job work status i.e Tested/Not tested/Pending		
14	Respective Deptt should be able to provide the status of final Test report		
15	After Testing done CSC (Customer Service Cell) will acknowledge the receiving the Test report		
16	CSC (Customer Service Cell) able to Prepare Delivery Challan		
17	Based on Delivery challan automatically Invoice will generate and intimation will sent to A/c deptt. User.		
18	Account department will approve the Invoice and then only it will be available for CSC deptt.		
19	Summery for outstanding payments for Client wise.		
20	Department wise separate users department user cannot see other department's data. main admin user will be able to see all department data. In which department what items are being tested In which department what items testing done?		
21	Outstanding payment for work done. Reports can be export to excel. Reports can be printed.. An Email to send Summary report to admin. All payment Received report. 6 departments in which products going to test.		
22	backup facility of software.		
23	The system will be ready to install in local LAN or on internet		
24	On confirmation of start work, will create skeleton of software end result first. So, by verifying skeleton, will be able to check that end result will be as per expected. On the base of		

	that skeleton, work will be done step by step		
25	<p>Development Strategy:</p> <ul style="list-style-type: none"> <li>a. Development in PHP(OODO)</li> <li>b. HTML/ CSS Coding of all the web pages</li> <li>c. Programming &amp; integration of front-end development.</li> <li>d. Mobile &amp; Tablet Responsive web page development where ever possible.</li> <li>e. Set-up and Configuration( PHP)</li> </ul>		
26	<p>Design Strategy</p> <ul style="list-style-type: none"> <li>f. Sitemap</li> <li>g. Optimization of the navigation according to websites goal</li> <li>h. Define design language. Conception &amp; Creation of the Graphic theme of</li> <li>i. the tool, including color scheme, atmosphere and general look &amp; feel</li> <li>j. etc</li> <li>k. Creation of all the graphic elements, Icons</li> <li>l. Actual design of the tool based on layouts, final wireframes, content &amp;</li> <li>m. Structures</li> </ul>		
27	<p>Flow Chart: as per Annexure A Client/User ( Laboratory/ Individual Deptt login : 06 no's A/c Login :01 No's Admin( Customer Service Cell) Login : 01 no's</p>		

**6. Confirmation for supply to the location(s):**

#	Details	Software Development For CSC Integration as per Technical Specification
1	Tentative quantity required	1

2	Consent to supply: (write YES/ NO only in the cells placed under location)	
---	--	--

7. **EMD payment details** (Not applicable if the bidder is holding valid registration/ exemption certificate, as per Para 12 (c) of Instruction to Tenderers): Details of DD/RTGS/NEFT by which EMD paid

.....  
The EMD of Rs. 16,900/- (Rupees Sixteen Thousand Nine Hundred Only) shall be submitted.

8. **PAN of bidder** (self-attested copy to be enclosed) .....

9. **GST registration number of bidder** (self-attested copy to be enclosed)

.....

10. **Delivery period after receipt of supply order from purchaser:** The purchaser interested for complete delivery of machine by the bidder within Forty five (45) calendar days from the date of issue of supply order. However, the bidder has an option to submit the best delivery time, but in any case the delivery should be before 60 days from the date of issue of supply order by purchaser. Delivery to be completed in number of days ..... (Calendar Days in words) for delivery from the date of issue of supply order by purchaser.

11. **Details of address with contact details from where the bidder planned to offer After Sales Services during the Warranty:**

#	Locations
	<b>Rajkot (Gujarat)</b>
Details of address of bidder for rendering After Sales Services	

12. **Details of address with contact details for at least two (02) purchaser to whom the bidder supplied similar machine in the last five (05) years and machine shall be in operations to the satisfaction of buyer for the last three (3) years:** *The format for submission of details for at least three purchaser are as under: (the bidder can furnish details of even more than two purchaser)*

- a. Address of Purchaser with contact details (email and phone no.): .....
- b. Details of order for supply placed to bidder: .....
- c. Description and quantity of ordered equipment: .....
- d. Value of order in rupees: .....
- e. Date of completion of delivery: .....

*(The purchaser shall have liberty to contact any or all of purchaser to assess the performance of machine supplied by bidder)*

13. **Documents - Details to be enclosed with the Technical bid by bidder are as under:**

- a) In case the bidder is Original Machine Manufacturer, the bidder to submit a self-declaration on their letter-head, confirming that they are regular in manufacturing & supplying the similar machine, as asked in this tender, for the last Five (05) years.

- b) In case the bidder is Authorized Distributor of OEM / Authorized Dealer of OEM, the bidder to attach self-certified valid authorized Distributorship / Dealership license from Original Equipment Manufacturer who should have valid ISO Certificate and shall be engaged in regular manufacturing and supply of similar machine for the last Five (05) years.
- c) The original Machine Manufacturer attach the self-certified copy of valid ISO Certificate for their establishment.
- d) In case the bidder is Authorized Distributor of OEM / Authorized Dealer of OEM, the bidder to attach the self-certified copy of valid ISO Certificate of their OEM.
- e) Undertaking as per annexure-B on official stationery.
- f) Duly signed all pages of "Instructions to Tenderers" of the tender document as a mark of acceptance.
- g) The letters substantiating performance from at least two (02) other purchasers, to whom, the similar machine supplied by the bidder in last five (5) years, wherein, the machine shall be in operation to the satisfaction of buyer for the last three (03) years, to access performance of the machine supplied by your organization.
- h) Technical Literature of machine(s) with particular reference to the model of machine proposed to supply against this tender along with reference of website to assess the further features.
- i) Authorization letter in favor of personnel to sign the tender behalf of bidder.
- j) Self-certified copy of valid certificate for claiming EMD exemption.
- k) Self-certified copy of valid certificate for claiming Tender Fee exemption.
- l) Self-attested copy of valid GST registration.
- m) Self-attested copy of valid PAN.
- n) The Bidders shall furnish complete Technical details of Machine/equipment offered to supply through the participation of this tender (use separate sheet to elaborate the details of technical specifications)
- o) To submit all supporting information with respect to the technical data, drawings or booklets of product. Any product brief, test certificates available may be enclosed.

I/We as bidder certify that:

- a. The tender shall remain valid for acceptance for 90 days from the date of opening the Technical Bid of the tender.
- b. Agree to offer services for onsite warranty on the machine(s) supplied through this tender.
- c. Agree to impart onsite training to the designated personnel of purchaser for 3 working days.
- d. No price of any Machine/ Equipment/ Spares/ Accessories shall be given in Technical Bid.
- e. All above machines should be provided with safety features/ curtains etc. wherever applicable.
- f. All consumables, electrical and electronic parts of the product conform to national/ international standard(s).

Name & Signature of the authorized bidder with stamp  
Contact details of authorized person of bidder who have signed the tender.

Name.....

Designation.....

Phone (office).....

Phone (Mobile).....

E mail.....

**FORMAT FOR SUBMISSION OF COMMERCIAL BID**

1. Tender Ref. No: NTSC/RAJ/P&A/CFS/SOFTWARE/2018-19/01
2. Name of the Bidder: .....
3. The financial offer to execute the supply as per the tender:

**a. Supply of Machine to Rajkot location:**

#	Details	Basic price for supply of single Unit (In Rs.)	Quantity to be supplied (In No.)	Total basic price (Multiply column no 2 and 3) (In Rs.)
	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>
a.	Offered financials for the Supply, Installation and Commissioning at site & Training to trainers with commitment to offer on site after sales Services in the period of Warranty to supply, as agreed in the technical bid of the tender no. NTSC/RAJ/P&A/CFS/SOFTWARE/2018-19/01			
b.	Total landed cost for the supply of total quantity as detailed at row “a” above to Rajkot location (In Rs.)			
c.	Total landed cost for the supply of total quantity as detailed at row “a” above to Rajkot location (Rupees In words) ..... ..... ..... .....			

The followings to be noted while submitting financial details for the supply of Machine to the individual location:

- a. The competitiveness of the bid shall be made on individual location basis. The bidder shall offer their competitive offer for individual location. Since the evaluation of bid shall be made on individual location basis instead of competitiveness to be evaluated on the basis of total value of bid for all locations, there may be chances that different bidder(s) would be selected for the different locations to supply.
- b. The purchaser will not issue any form (“C” and “D”) toward rebate / exclusion of Sales Tax/VAT etc.
- c. The bidder will not be entitled to any increase in rate of taxes occurring during the period of delivery even if there is delay in supplies / completion attributed to him.
- d. The Total Cost quoted above should be inclusive of basic price, statutory levies and taxes, duties, Transportation, Incidental Services (including Insurance, Loading/ Unloading, Packing & Forwarding charges etc.), Installation, Demonstration & Training, on-site warranty.
- e. The price competitiveness shall be given due consideration while analyzing the Commercial Bid.

I/We as bidder certify that:

- a. The tender shall remain valid for acceptance for 90 days from the date of opening the Technical Bid of the tender.
- b. Agree to offer services for onsite warranty on the machine(s) supplied through this tender.
- c. Agree to impart onsite training to the designated personnel of purchase for 3 working days
- d. Agree to three (03) sets of the Installation, Operation, Maintenance, and Training Manuals with machine.
- e. Agree that the offer price is valid for a period of 90 days from the date of opening of technical bid of this tender.

Further confirm that we agree with the terms and conditions specified in “Instructions to Tenderers” and if selected, the execution of supplies would be made in compliance.

Name & Signature of the authorized bidder with stamp  
Contact details of authorized person of bidder who have signed the tender.

Name.....  
Designation.....  
Phone (office).....  
Phone (Mobile).....  
E mail.....