

Tele: 011-23012327
Fax: 011-23015686

Government of India
Ministry of Defence
Directorate of Standardisation
'H' Block Room No. J -11
PO Nirman Bhawan
New Delhi- 110011

RFP No 1603/Store/Std/Ncore

05 Feb 2018

**ADMINISTRATION OF SYSTEM, APPLICATION AND DATABASE OF NEW
CODIFICATION SOFTWARE NCORE-NG FOR PRODUCTION AND TRAINING
SOFTWARE AT DIRECTORATE OF STANDARDISATION, NEW DELHI**

Dear Sir,

1. Director, Directorate of Standardisation (DoS) invites Technical and Commercial Bids in Sealed Bid System (*Single Stage Two Envelope*) for hiring of Qty – 02 each System Administrator, Application Administrator and Database Administrator for a period of one year for new codification software NCORE-NG for production and training softwares at Directorate of Standardisation, New Delhi. The RFP document may either be downloaded from www.ddpdos.gov.in, www.eprocure.gov.in or from <https://www.tcil-india-electronictender.com>. The Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', is given in **Annexure - I** of this Document. **Submission of Online Bids is mandatory for this Tender.**
2. The requirement includes hiring of 06 IT Professionals i.e. 02 System Administrator, 02 Application Administrator and 02 Database Administrator for administration of system, application and database of new codification software NCORE-NG for production and training.
3. For e-tendering/e-procurement Directorate of Standardisation (DOS) has decided to use the portal <https://www.tcil-india-electronictender.com> through TCIL, a Government of India Undertaking. Tender document may be downloaded from <https://www.tcil-india-electronictender.com>, <http://ddpods.gov.in> or <https://eprocure.gov.in/cppp/>. The address and contact number for sending offline documents regarding this RFP are given below:-

(a)	Documents/queries (if any) to be addressed to	The Director Directorate of Standardisation 'H' Block Hutments, Moti Lal Nehru Marg, Near Gate No.3 Near Udyog Bhawan Metro Station, New Delhi -110011
(b)	Name and designation of the Contact Person	Vipin Kumar Dy Director
(c)	Telephone Number of Contact person	011-230443210
(d)	E-mail ID of the Contact Person	oiastore.defstand@gov.in
(e)	Fax Number	011-23015686

4. This RFP is divided into five Parts as follows:-

(a) **Part I** – Contains General Information and Instructions for the Bidders about the RFP such as the time, place of submission and opening of tenders, Validity period of tenders, etc.

(b) **Part II** – Contains essential details of the services required, such as Scope of Work including deliverables and QR for various employees.

(c) **Part III** – Contains Standard Conditions of RFP, which will form part of the Contract with the successful Bidder.

(d) **Part IV** – Contains Special Conditions applicable to this RFP and which will also form part of the contract with the successful Bidder.

(e) **Part V** – Contains Evaluation Criteria and Format for Technical and Commercial Bids.

5. **Pre Bid meeting** A Pre-Bid meeting will be held in the office of the OIC, Store at 1100 hrs on **16 Feb 2018**. Purpose of the meeting is to bring utmost clarity on the scope of work and terms of RFP being floated. It is recommended that bidders/ their authorized representatives attend the said meeting to familiarize themselves with the scope of work and clarify doubts, if any. Details of personnel (one person per bidder) should be forwarded latest by 1000 hours on **16 Feb 2018**. Bidders are advised to familiarize themselves with existing Codification software NCORE-NG before submitting their proposals. Vendors are requested to contact JD(C&C), Directorate of Standardisation (DoS) on telephone number 011-23015340/23013382 e-mail: jdcc.defstand@gov.in for arranging site visits.

6. This RFP is being issued with no financial commitment and the buyer reserves the right to change or vary any part thereof at any stage. Buyer also reserves the right to withdraw the RFP, should it become necessary at any stage.

Thanking you,

Yours sincerely

(Vipin Kumar)
Deputy Director
OIC (Store)
For Director

PART-I

GENERAL INFORMATION

1. The e-Tendering will be undertaken in Sealed Bid System (Single Stage Two Envelope) for hiring of Qty – 02 each System Administrator, Application Administrator and Database Administrator for new codification software N CORE-NG for production and training softwares at Directorate of Standardisation, New Delhi. **Submission of Online Bids is mandatory for this Tender.** Commercial bids of only those firms whose Technical bids are valid and conform to technical requirements will be opened.
2. The participating vendors are to submit bids as per TCIL's Special instructions to Bidders for e-Tendering (**Annexure -A**). For participating in this tender online, the instructions given in **Annexure-A** of this RFP are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS. No responsibility will be taken for postal delay or non-delivery/non receipt of offline documents. **Bid submitted by FAX or e-mail will not be accepted.**
3. **Last date and time for depositing/receipt of the Bids: - 05 Mar 2018 at 1000 HRS.**
4. **Time, Date and Place for Opening of Bids** The entire bid-submission would be online on ETS (unless specified for offline Submissions). **(The technical bids will be opened at 1100 hrs on 05 Mar 2018 on <https://www.tcil-india-electronictender.com>).** **Time and date for opening of commercial bids will be intimated later.**
5. **Clarification regarding Contents of the RFP** A prospective bidder who requires clarification regarding the contents of the bidding documents shall notify to the Buyer in writing about the clarifications sought not later than **14 days** prior to the date of opening of the bids i.e by **16 Feb 2018**. Queries raised by the firms and clarifications by the DoS to the queries will be hosted on the Directorate website <http://www.ddpdos.gov.in>. Clarifications sought prior to pre-bid meeting will also be clarified during the pre-bid meeting.
6. **Modification and Withdrawal of Bids:** - A bidder may modify or withdraw his bid after submission provided that modification or withdrawal is received by the Buyer prior to deadline prescribed for submission of bids as per the provisions of Electronic Tender System (ETS) of TCIL. No bid shall be modified after the deadline for submission of bids. No bid may be withdrawn in the interval between the deadline for submission of bids and expiration of the period of specified bid validity. Withdrawal of a bid during this period will result in forfeiture of bid security/EMD.
7. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the Buyer may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given by the bidder / as per the provisions of ETS of TCIL in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.

8. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post tender correction may invoke summary rejection with forfeiture of EMD. Conditional tenders submission of the Bids.
9. **Forfeiture of EMD:** The bid security/earnest money will be liable to be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of his tender. No interest will be paid on the EMD.
10. **Eligibility Criteria:** A Technical Committee will be constituted to scrutinize the bids. The Committee reserves the right to reject any or all bids without assigning any reason thereof.
11. **Duration of contract and renewal option:** The duration of contract will be for one year commencing from the date of signing of contract by both the parties. The contract may be renewed for 2nd and 3rd years at the same rate and terms conditions as of the first year if mutually agreed to by the Directorate of Standardisation and the Contractor. A decision on extension of the contract would be taken before the expiry of the contract.
12. Contractors/Firms whose contracts with Directorate of Standardisation have been foreclosed/ terminated due to unsatisfactory performance/delivery of services or the performance of contractors/firms have been rated as unsatisfactory by user(s) in the Directorate of Standardisation are not eligible to apply for three years from the date of foreclosure of the contract/unsatisfactory rating by user (s) of Directorate of Standardisation. In case such contractors/firms respond to this RFP, their bids will be summarily returned unactioned/unopened.
13. **Bid Validity:** Bids should be valid for a minimum of **120 days** from the date of opening.
14. **Earnest Money Deposit (EMD) / Bid Security:** Bidders are required to submit Earnest Money Deposit (EMD) Rs 50,000/- at the time of bid submission (it must reach to DOS before 2 days of scheduled opening of technical bid). The EMD may be submitted in the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government in favor of 'Director, Directorate of Standardisation'. EMD is to remain valid for a period of forty-five business days beyond the final bid validity period. EMD of the unsuccessful bidders will be returned to them at the earliest after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The Bid Security of the successful bidder would be returned, without any interest whatsoever, after the receipt of Performance Security from them as called for in the contract. EMD is not required to be submitted by those Bidders who are registered with the Central Purchase Organization (e.g. DGS&D), National Small Industries Corporation (NSIC) or any Department of MoD or MoD itself. The EMD will be forfeited if the bidder withdraws or amends, impairs or derogates from the tender in any respect within the validity period of their tender. No interest will be paid on the EMD.
15. **Certificate by Vendor:** It is mandatory for the vendor to fill up the compliance matrix (**Appendix- I of Part V** refers) and submit the same along with the technical bid submitted.
16. **Instruction for bidders:** The participating vendors are to submit bids electronically as per TCIL's Special instructions to Bidders for e-Tendering (**Annexure –I**) and documents required to be submitted **offline** (i.e. Para 2 (c) of Part V and EMD as per para 14 above refers)

should reach Directorate of Standardisation before due date and time of scheduled opening of bids.

17. The Director, DOS reserves the right to ACCEPT or REJECT any quotation or cancel this tender without any prior notice without assigning any reason thereof at any time prior to the deadline for submission of bids. DOS, for any reason, whether at its own initiative or in response to a clarification requested by a Bidder may amend this RFP. Amendments, if any, will be provided in the form of Addenda/Corrigenda to the RFP which will be posted in DOS's website i.e. www.ddpdos.gov.in, <https://www.tcil-india-electronictender.com> and also be hosted on Central Public Procurement Portal (CPPP) i.e. www.eprocure.gov.in. Addenda/Corrigenda will be binding on Bidders. It will be assumed that the amendments contained in such Addenda/corrigenda has been taken into account by the Bidder in its Bid.

18. In terms of Deptt of Expenditure, Ministry of Finance O.M No. 29(1)/2014-PPD dated 28 Jan 2014, if any bidder quotes 'NIL' charges/consideration, such bid shall be treated as unresponsive and will not be considered.

19. The tendering Company/Firm/Agency is required to enclose photocopies of the documents, as mentioned in **Appendix-I to Part V** failing which their bids shall be summarily/outrightly rejected and will not be considered any further:

Contacting DOS

20. From the time of bid opening to the time of Contract award, if any Bidder wishes to contact DOS for seeking any clarification in any matter related to the bid, it should do so in writing by seeking such clarification/s from an authorized person. Any attempt to contact DOS with a view to canvas for a bid or put any pressure on any official of the DOS may entail disqualification of the concerned Bidder or his Bid.

PART-II

ESSENTIAL DETAILS OF ITEMS/SERVICES REQUIRED

SCOPE OF WORK

1. The RFP is for Administration of system, application and database of new codification software NCORE-NG for production and training software at Directorate of Standardisation, New Delhi. Scope of work is as under:-

2. **System Administrator**

- (a) **Monitoring work load on server.** There are 10 servers to monitor work load:-
 - (i) Production Server (One- application server, One- database server).
 - (ii) Training Sever (One- application server, One- database server).
 - (iii) Test Server (One- application server, One- database server).
 - (iv) CACOSA database server (CodiSAP database).
 - (v) CACOSA standby database server (CodiSAP).
 - (vi) Share Server.
 - (vii) Firewall Server.

- (b) **Keeping backup of the server for disaster management:-** Keeping daily backup of production server in Storage Area Network (SAN), and back-up of application server periodically.

- (c) **Monitoring connectivity to the Network:-**
 - (i) Checking of connectivity of LAN/WAN in about 20 systems/ servers.
 - (ii) To ensure proper connectivity of MTNL 10 Mbps & 2 Mbps broadband lines.
 - (iii) Liaison with NIC & MTNL.

- (d) **Implement the policies for the computer System:-** Implement the policies / guidelines regarding security of computer received from Ministry of Defence and forward the monthly report to MoD.

- (e) **System User Management.** To manage user accounts and group policies.

- (f) **Monitor Server Security.**
 - (i) Check unauthorized access of server and prevent from them.
 - (ii) Check server updates.
 - (iii) Analyzing server errors and defects.
 - (iv) Checking & cleaning infected file if found on server.

- (g) **Optimization of resources to enhance performance.**
 - (i) For enhance performance, remove unnecessary software, files and folders.
 - (ii) Check / remove of low bit applications.
 - (iii) Updates of all OS and Firewall management at both Production and Training Server.
 - (iv) To provide & examine proper physical connectivity of network device.
 - (v) To Update NIC hosted server.(Application and Database Server).
 - (vi) Smooth availability of server resources to the desktop system.
 - (vii) Re preparation of server in case of data corruption.

- (h) Updates of all Operating System (OS) and firewall manager at both production and training Server.
- (j) Any other associated work.

3. **Application Administrator**

(a) **Download NCORE version and Patch Updates:-**

- (i) J-BOSS version updates.
- (ii) NCORE software version updates.

(b) **Import SQL query:-** Import SQL script for any changes in software received from M/s ESG.

(c) **Import NMCRL raw Data into NCORE Software:-** The details of NCAGE (H4 data) and NATO Master cross Reference List (NMCRL) received from NSPA imported in N-CORE NG software.(Production / Training / Test)

(d) **Import System Support Files into NCORE Software:-** The following System Support Files (SSF) is required to import in regular time interval into Production, Training and test NCORE_NG software.

- (i) Supply Classes and Item Names (H2/H6)
- (ii) Master Requirements Directory (MRD)
- (iii) Federal Item Identification Guide (FIIGs)
- (iv) IIGXML_Library

(e) **Check system health of NCORE-NG Software:-** Checking the system health on daily basis is important task to ensure that all the functions of NCORE-NG software working properly.

(f) **Data Migration.** Migration of codified data from old system to New N-CORE NG software on requirement basis.

(g) **Snag reporting to M/S ESG/ AIS:-**

- (i) An error occurs during codification has sent to M/s ESG for rectification.
- (ii) The server.log, error.log and extract of system health to be sent to M/s ESG for analyzing the snag.

(h) **Updation of NCORE-NG licenses:-** Licenses are installed by copying the license file into the lib sub-directory of the respective JBOSS server folder (usually production, training or test).

(j) **Updation Customization of NCORE-Software:-** The NCORE-Software be customize organisation requirement to meet the Codification.

(k) **User Maintenance:-** Maintaining about 400 users account of Codifiers, Verifiers and Approvers. Issue of USER ID and password to users and Grid Card management.

(l) Any other associated work.

4. **Data Base Administrator:-**

The database administrator is responsible for the maintenance of the database server for Production, Test and Training Servers.

- (a) The database administrator is responsible for the generation of Backup of production server.
- (b) Assure that the (virtual) machine has enough RAM (as requested by ESG).
- (c) Daily generation of ORACLE statistics.
- (d) Constant tracing of the file system: Enough disk space for table spaces.
- (e) Constant tracing of the data and index table spaces: Enough disk space generation of new files, if the files get too big.
- (f) Constant tracing of the TEMP and UNDO – table spaces and Checking of ORACLE publications about new patches / security issues related to the database installation.
- (g) Disaster recovery of Database Server.
- (h) Export and Import of Database as required.
- (j) Database Tuning.
- (k) Maintenance of NIC (Application and Database Server).
- (l) Fetching data from database as required.
- (m) Checking of the log files.
- (n) Data mining and cataloging as per requirement project.
- (o) Any other associated work.

5. **Manpower requirement:-** To carry out above works following manpower to be deputed to CACOSA, Kashmir house, New Delhi-110011

S.No	IT Professional	Qty	Qualification & Experience
(i)	System Administrator (SA)	02	B.Tech/MCA with 1 year Exp
(ii)	Application Administrator	02	B.Tech/MCA with 1 year Exp
(iii)	Database Administrator	02	B.Tech/MCA with 1 year Exp+(OCP) Certification

6. **Note:-**

(a) Vendor will not have any claim to the content created during the duration of the contract.

(b) Bidder will provide at least 4 resumes each for the posts of System Administrator, Application Administrator and Database Administrator and depute the candidates for interview at Directorate of Standardisation within 3-4 working days from the date of award of Contract. Proof of work experience would be mandatorily required to be submitted along with the resumes during the interview (original documents to be carried for verification). Final selection will be carried out by the Officer(s) nominated by the Director, DOS.

(c) Selected IT professionals would have to be deployed at Directorate of Standardisation within 10 days from the date of award of contract or within 2-3 days from date of selection whichever is earlier. Payment to selected IT professionals will be made with effect from date of assumption of duties.

7. **Terms and Conditions for IT Professional**

(a) The contract will be required during the office working hours of the Directorate i.e. 09:00 to 17:30 Hrs. The manpower would observe holidays as applicable to Directorate of Standardisation. The selected IT professionals will work under the supervision of OIC CACOSA, Directorate of Standardisation.

(b) System/Application/Database Administrators provided by the firm would be required to submit their police verification report at the time of joining duty. The responsibility of obtaining police verification rests with the Bidder.

(c) Once approved, IT professionals would be expected to continue to provide services for the entire duration of the contract. An adequate pool of qualified manpower with police verification is advised to be kept as reserve for replacement, if required. The firm is required to ensure continuity of the same IT professionals for the entire duration of the contract.

(d) If any IT professional is found not having requisite qualification or skill or his performance or conduct is not found satisfactory, the bidder is required to replace the concerned IT professionals within 2-3 working days of being given notice in writing by the Officer In-Charge CACOSA. The replacement provided would be required to be approved by OIC, CACOSA.

(e) Leave/absence will be viewed seriously. No payment for absence will be made. **Absence on Friday and next Monday in continuation would be treated as four days of absence.** Further, a deduction of payment @ Rs. 1000/- for absence (for each IT Professional) (without any replacement) of 03 days in continuance will be made e.g. for absence of 06 days; an amount of Rs. 2000/- will be deducted per personnel.

(f) Bidder shall provide services beyond normal working hours in critical / emergency situation and during closed/listed holidays, including Sunday, without any additional cost to the Directorate of Standardisation if such services are required due to unforeseen circumstances, as decided by the Officer In-Charge, CACOSA. Critical job started during the working hours, has to be completed on the same day, even if it continues beyond the working hours.

(g) The Bidder shall at his own cost arrange for deployment of their System/Application/Database Administrators at respective sites and arrange for necessary insurance to cover all the risks assumed by the Bidder in respect of its deputed personnel for the execution of this contract. During the entire period of the Contract (including extended period), Directorate of Standardisation shall have no liability against any loss/ damage / injury etc. to the Bidder personnel or any other concerned representative what so ever.

(h) The Bidder shall ensure that all its personnel deputed for required services during the tenure of the Contract and any time thereafter maintain in the strictest confidence all information relating to the work and shall not, unless so authorized in writing by appropriate authority, divulge or grant access to any information about the work or its results. The Bidder and / or his deputed persons shall not destroy / alter any report, note and technical data relating to the operation / work. The obligation is continuing one and shall survive after the completion / termination of this agreement.

Any violation in this regard may lead to the termination of the contract/legal action by Directorate of Standardisation.

(j) Bidder will ensure that Government orders with respect to minimum wages are followed in respect of IT professionals hired by the contractor for Directorate of Standardisation.

8. **Contract Operating Conditions**

(a) **Sub-Contracting:** That the Bidder shall not sub-contract or permit anyone other than the contractor's personnel to perform any other work, services or other performances required by the customer under this contract without the prior written consent of the customer.

(b) **Security Measures:** Software Programmer/Database Administrator will at all times comply with all security regulation in effect from time-to-time at customer's premises and externally for information related materials belonging to customer.

(c) The Bidder and / or his deputed personnel shall not carry any written material, layout, diagrams, Hard Disk, CD, Storage Tapes, pen drive or any other media with software, programs and data etc belonging to Directorate of Standardisation out of any of the offices covered under this contract without the prior written permission from the OIC,CACOSA. Any violation in this regard will invite necessary legal action as deemed fit by the Directorate of Standardisation on a case to case basis against the Bidder or his involved personnel apart from termination of the Contract.

(d) The Bidder and / or his deputed personnel's shall indemnify and keep offices of the Directorate of Standardisation covered under this contract harmless and free from any / all claims arising under or by reason of this contract, if such claim resulting from the fault and / or negligence or willful act or omission of the higher authority of the Bidder or its personnel deputed in OIC, CACOSA of the Directorate of Standardisation at 'H' Block.

(e) The Bidder will ensure that his deputed personnel maintain strict discipline and good conduct and abide by and conform to all the rules and regulations promulgated by the Directorate of Standardisation.

(f) Bidder will not be permitted to bring Laptops, Mobiles or other connected/storage devices in Directorate of Standardisation premises as a rule. In case it is inevitable, special permission will be taken for the same. Since special permission is a time consuming process, it is advised that Bidder should keep the software/tools in Directorate of Standardisation premises at all the time on suitable media or on Directorate of Standardisation PC allotted for the purpose.

PART III

STANDARD CONDITIONS OF REQUEST FOR PROPOSAL

1. The IT Professionals are required to be paid good salary on monthly basis calculation, and under no circumstances lower than the wages as prescribed under the Minimum Wages Act, 1948 and notified under the act as applicable in the State of Delhi. In case of any change in VDA during the period of contract as per the notifications published by Labour Department, the hired employees shall be paid as per the revised/enhanced wages and a supplementary bill shall be furnished by the vendor to this office for payments.
2. For all intents and purposes, the service providing agency shall be the “Employer” within the meaning of different Labour Legislations in respect of IT professional so employed in Directorate of Standardisation. The persons deployed by the agency in the Directorate of Standardisation shall neither have claims of Master and Servant relationship nor shall have any principal and agent relationship with or against the Directorate of Standardisation.
3. The service providing agency shall be solely responsible for the redressal of grievances/resolution of disputes relating to person deployed. The Directorate of Standardisation shall in no way be responsible for settlement of such issues whatsoever. The tendering agency/Vendor/Firm will be responsible for compliance of all statutory provisions relating to minimum wages Act, GST/IGST, EPF and ESI etc. in respect of the person deployed including depositing of all taxes, levies, Cess etc. as applicable in territory of State of Delhi. The vendor/contractor shall submit proof of all relevant documents as may be provided for in the relevant statutes inter alia, including the Contract Labour (Regulation and Abolition) Act, 1970, EPF Act, ESI Act, Payment of Wages Act (Govt. notification) and shall further comply with the statutory obligation thereof by filing returns and submitting necessary forms to various Govt. Departments as applicable. The details of the GST/IGST, EPF, ESI, Service Tax etc being deposited with the government in respect of all the hired employees shall also be furnished to this office on monthly basis. This is required to be submitted by the successful vendor along with monthly bills. Monthly bills should also be accompanied with documentary proof of payment disbursed to IT professionals and subscription deposited with EPF, ESI authorities as per **Appendix- I of Part III**. The details of accounts of all hired employees shall also be furnished to this office within a month of signing of the contract but before the first salary disbursement. During the period of contract, if there is any change in the rate of any of the statutory taxes/levies etc or any tax/levy is abolished/introduced by the central/state govt. resulting in increase/decrease of amount of such taxes/levies, the same will be reimbursed to the supplier accordingly.
4. **Selection of Sponsored Candidates.** The selected firm must send candidates with printed Bio-Data, Identification Proof, Experience certificate etc. for selection through test/ interview before acceptance. In order to ensure that continuity of employees is maintained at all times as per contract, firm must employ additional IT professional for data entry jobs to act as a reserve pool. Firm is also advised to intimate the name and number of such persons kept in reserve well in advance.
5. **Hiring of IT Professionals.** The selected candidates will then be provisionally accepted pending Police Verification. The responsibility of arranging of the police verification documents will be that of the concerned firm. The firm providing the candidate will be the hiring agency for the candidates. The Directorate will interact only with the providing firm in this regard. After obtaining the contract, the firm has to submit an undertaking taken from the deployed individuals

that they can be removed/terminated any time without assigning any reason during the period of contract.

6. **Payments.** Payment towards the Outsourcings will be made on monthly basis by PCDA (Hqrs.) 'G' Block, PO: Nirman Bhawan, New Delhi-110011 through cheque/e-payment on receipt of your pre-receipted bill accompanied with satisfactory 'Job Completion Certificate' to be issued by user at the completion of job work period on a monthly basis and requisite documents. It is re-iterated that all payments to the hired employees shall be made through account payee cheque or ECS by the Vendor/employer after issuing pay slip to all deployed IT professionals. The TDS as prescribed from time to time by Income Tax Deptt. shall be deducted at source from the bills by PCDA HQrs. Payment to the service provider would be made after verification of requisite documents towards deposition of payment of contribution for ESI & Service Tax etc. Payment of wages to the employees is the responsibility of the service provider by **5th of every succeeding** month irrespective of the delay in release of payment by PCDA HQrs which could be due to administrative reasons. On receipt of bills along with required supporting documents, all efforts by Directorate of Standardisation will be made towards early processing of bills and release of payment by the PCDA to the bidder.

7. The Department will not bear any cost of personal accident/claim for any facility in respect of the hired IT professional and/or the agency shall have no right to claim for engagement/employment with the Directorate of Standardisation under any circumstances. The persons deployed by the service providing agency shall not claim or shall not be entitled to pay, perks and other facilities admissible to casual, adhoc, regular/confirmed employees of the Directorate of Standardisation during the currency or after expiry of the contract. The hired IT professional and/or the service provider shall not claim any benefit/compensation/ absorption/ regularization of services with office under the provision of Industrial Disputes Act 1947 or Contract Labour (Regulation & Abolition) Act, 1970. **Undertaking from the person to this effect will be required to be submitted by the service provider to this office.**

8. The service provider has to provide the photo identity cards to the employees deployed by him/her for carrying out the work which should be worn by their employees at all times during their presence at Directorate of Standardisation.

9. The contract is purely on *temporary basis*. It does not give any right extension and/or permanent employment to any operator in any way.

10. **TERMINATION OF CONTRACT-** The Contract may be short closed or terminated at the discretion of the purchaser on the following grounds:-

(a) The Vendor fails to provide satisfactory services during the contract. Dte of Standardisation will issue a notice to the vendor/supplier in case services of vendor/supplier fail to satisfy the customer. A notice of 07 days will be issued to rectify the problem. Non-compliance or unsatisfactory work may lead to termination of the existing contract without any financial remuneration to either side.

(b) Any information provided by the Vendor is found to be untrue.

(c) The Vendor is found to have attempted to influence a person involved with the Contract through unethical means.

(d) For Convenience: DOS by written notice sent to Bidder may terminate the contract in whole or in part at any time at its convenience giving prior notice of one month.

11. **Performance Security:** Successful vendor/supplier shall have to deposit a security amount of 10% of the value of contract valid for a period of 02 months beyond the period of contract. For this purpose the security deposit shall be paid through Bank Guarantee. After submission of security money, the vendor/contractor shall have to enter into signing of contract agreement failing which the work would be given to any other agency at the absolute discretion of the Director, Directorate of Standardisation. The Security Deposit money of the contract will be forfeited in case of failure/ breach of any terms & conditions mentioned above.

Appendix – I of Part – III
(Ref Para 3 of Part-III)

FORMAT OF STATEMENT REQUIRED TO BE FURNISHED ALONG WITH
MONTHLY PAYMENT BILL BY THE VENDOR

Sl No.	Name of IT Professional	Salary Paid	Bank A/c No.	ESI Subscription deposited with concerned auth (Employee and Employer)	EPF Subscription deposited with concerned auth (Employee and Employer)	ESI No. Of IT Professional	EPF No. Of IT Professional

Note:- Details as per above format must be provided by vendor at the time of submission of monthly bill. In case proper and sufficient proof of depositing ESI & EPF is not provided, the same will not be paid to the vendor.

Signature of Vendor _____
With Stamp/Seal

PART – IV

SPECIAL CONDITIONS GOVERNING CONTRACT FOR PROVISION OF IT PROFESSIONAL

Term of Contract

1. The contract shall be for a period of 01 year initially from the date of placing the Supply Order (SO) and may be extended/renewed by further one year at the most on the same terms and conditions. Such extension or renewal of the contract will be at the sole discretion of the Directorate of Standardisation. The vendor will not have any right or claim to such extension or renewal. The vendor/firm may have the option to give his willingness/unwillingness for such extension/renewal.

Consignee's right of rejection

2. If DOS considers in its sole judgment that the Resource(s) provided by the firm are unsuitable for the job for whatsoever reason, DOS shall have the option either (i) to terminate the Purchase Order in part or as a whole or (ii) to request firm for prompt replacement within 07 days at firm's cost.

3. Surprise checks shall be carried out for verification of the fact that the firm is making payments to **IT professional** as per Minimum Wages Act and also depositing the due subscription with the ESI, Service Tax etc with the concerned authorities in time for each hired IT Professional. In case it is found that the firm is not complying with the statutory requirements as per Minimum Wages Act and is not making necessary payments with the concerned authorities, action for foreclosure of the contract shall be initiated.

Arbitration

4. As far as possible all differences would be resolved by mutual discussions between the two parties. However in the event of any unresolved dispute arising out of the Contract, it shall be referred to the Sole Arbitration of an Officer appointed as the Sole Arbitrator by the **Director, Directorate of Standardisation, New Delhi**.

5. There shall be no objection if the Arbitrator is Government Servant and that during the course of his/her duties as Government servant, he/she expressed view on all or any of the matters in dispute or difference.

6. The demand for Arbitration must be in writing and made within one month from the **date of termination** of the contract.

7. The award of the Arbitrator shall be final and binding on both parties to the Contract.

8. The venue of Arbitration would be New Delhi.

Law

9. The laws of India shall govern the Contract. The Contract shall deemed to have been made at the place from where the Supply Order/Bid Award is issued and only the Courts of that place shall have jurisdiction to decide on any dispute arising out of the Contract.

PART – V

(TECHNICAL AND FINANCIAL BID FORMAT)

**FOR PROVIDING MANPOWER 06 IT PROFESSIONAL
TO PERFORM JOBS ASSIGNED TO AT DIRECTORATE OF
STANDARDISATION**

1. The evaluation will be carried out based on two bid system as indicated below:-
 - (a) Technical Evaluation
 - (b) Commercial Evaluation

2. **Technical Evaluation**
 - (a) The evaluation process would consider whether the bidder has requisite prior experience and expertise to address Directorate of Standardisation's requirements and objectives. Directorate of Standardisation will examine the bids to determine whether they are complete, whether required information has been provided as underlined in the Bid document, whether the documents have been properly signed , and whether bids are generally in order. Only those Bids which comply to the Technical Evaluation Criteria will be taken up for commercial evaluation. To assist in the examination, evaluation and comparison of bids, Directorate of Standardisation may, at its discretion, ask any or all the Bidders for clarification and response shall be in writing and no change in the price or substance of the Bid shall be sought, offered or permitted.
 - (b) Written replies submitted in response to the clarification sought by Directorate of Standardisation, if any, will be reviewed. Directorate of Standardisation may interact with the Customer references submitted by Bidder, if required. If a Bid is not substantially responsive, it will be rejected by Directorate of Standardisation and may not subsequently be made responsive by the Bidder by correction of the nonconformity. Directorate of Standardisation determination of bid responsiveness will be based on the content of the bid itself.
 - (c) The Technical Bid should consist of the documents in the sequence given below:-
 - (i) The Technical Evaluation Compliance Status as per format at **Appendix-I.**
 - (ii) Acceptance of all terms and conditions specified in the RFP documents as per declaration given at **Appendix-II.**
 - (iii) Any additional relevant document on Company Profile, Employee Profile.

3. **Commercial Evaluation:** Commercial evaluation to determine the L1 bidder will be carried out after completion of Technical Evaluation. Only the Bidders who meet the requirement of Technical Evaluation will be considered for commercial evaluation. Format for Commercial Bids is attached at **Appendix-III.**

4. Wages to be paid to employees will be governed by Minimum Wages Act 1948 and amendments thereto and other statutory taxes etc. Bidders are required to quote all the component of wages and the same should not be less than the current applicable rates.

Appendix –I of Part V

(Refers to Para 2(c) of Part V)

TECHNICAL EVALUATION COMPLIANCE MATRIX

Sl No	CRITERIA	Compliance Status (Yes/No)	Reasons for Non Compliance	Supporting Documents Required
1	The Bidder must have deposited EMD as per tender enquiry			Yes
2	Bidder must have carried out at least one similar activity in the last five years.			Certified copy of the work completion certificate wrt successfully completed project at the Government organization/ PSUs/Reputed MNCs
3	Provided Administration/ Support for at least one software application in last three year			Certified copy of the work completion certificate wrt successfully completed project at the Government organization/ PSUs/Reputed MNCs
4	The Bidder must be an Indian Registered firm with registered office and maintenance infrastructure in NCR with required facilities.			Yes
5	The Bidder must have at least 50 or more full time employees on it's employment on direct payroll.			Self-Certification
6	The Bidder must have registration of ESI (Employees State Insurance), PF and Service tax.			Yes
7	The Bidder must give an undertaking that he/she has not been blacklisted by any Govt. organisation in the last 3 years from the date of submission of Bid			Self-Certification
8	Declaration regarding acceptance of terms & conditions contained in the tender documents.			As per Appendix 'B'

Appendix- III of Part- V
(Ref Para 3 of Part V)

COMMERCIAL BID

A. For System Administrator.

Sr. No	Description	Cost/Rate in Rs	Cost/Rate in Rs	Cost/Rate in Rs
		Per System Administration (p.m.)	For 02 System Administration (p.m.)	For 02 System Administration per year
(a)	Basic Wages+VDA (rates applicable w.e.f 03 Mar 2017 for Graduate and above)			
(b)	ESI employer share (as applicable)			
(c)	EPF employer share (as applicable)			
(d)	Bonus			
(e)	*Service Charge (Profit Margin fixed)			
(f)	Total			
(g)	GST/IGST (as applicable)			
(h)	Grand Total			

* In terms of Deptt of Expenditure, Ministry of Finance O.M No. 29(1)/2014-PPD dated 28 Jan 2014, if any bidder quotes 'NIL' charges/consideration such bid shall be treated as unresponsive and will not be considered.

B. For Application Administrator.

Sr. No	Description	Cost/Rate in Rs	Cost/Rate in Rs	Cost/Rate in Rs
		Per NCORE Administration (p.m.)	For 02 NCORE Administration (p.m.)	For 02 NCORE Administration per year
(a)	Basic Wages+VDA (rates applicable w.e.f 03 Mar 2017 for Graduate and above)			
(b)	ESI employer share (as applicable)			
(c)	EPF employer share (as applicable)			
(d)	Bonus			
(e)	*Service Charge (Profit Margin fixed)			
(f)	Total			
(g)	GST/IGST (as applicable)			
(h)	Grand Total			

* In terms of Deptt of Expenditure, Ministry of Finance O.M No. 29(1)/2014-PPD dated 28 Jan 2014, if any bidder quotes 'NIL' charges/consideration such bid shall be treated as unresponsive and will not be considered.

C. For Database Administrator.

Sr. No	Description	Cost/Rate in Rs	Cost/Rate in Rs	Cost/Rate in Rs
		Per Database Administration (p.m.)	For 02 Database Administration (p.m.)	For 02 Database Administration per year
(a)	Basic Wages+VDA (rates applicable w.e.f 03 Mar 2017 for Graduate and above)			
(b)	ESI employer share (as applicable)			
(c)	EPF employer share (as applicable)			
(d)	Bonus			
(e)	*Service Charge (Profit Margin fixed)			
(f)	Total			
(g)	GST/IGST (as applicable)			
(h)	Grand Total			

* In terms of Deptt of Expenditure, Ministry of Finance O.M No. 29(1)/2014-PPD dated 28 Jan 2014, if any bidder quotes 'NIL' charges/consideration such bid shall be treated as unresponsive and will not be considered.

Signature of the Tenderer_____

Dated: _____ Name of Tenderer _____
Office Seal

NOTES:

- i) In case of any change in Minimum wages/government taxes during the period of contract as per the notifications published by Labour Department, payments to the vendor will be revised/enhanced and a supplementary bill shall be furnished by the vendor to this office for payments. In case of upward revision of minimum wages (Basic/VDA), the vendor must pass on the benefit to the hired IT Professionals.
- ii) The payment shall be made on conclusion of the calendar month only on the basis of duties performed by each person during the month based on attendance provided by Directorate of Standardisation. Monthly pay slip has to be issued to each IT Professionals deployed by the firm prior to release of payment.
- iii) The EPF & ESI component (as applicable) shall be paid as per applicable rates.
- iv) In any case wages quoted/paid should not be less than the amount prescribed by the Labour Department, Govt of NCT. In this regard attention is drawn towards Labour Department Notification No. A.Addl.LC/Lab/MW/2016/4859 dated 03 Mar 2017 or revised time to time.

(Refers to Para 2(c) of Part V)

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

To

Director
Directorate of Standardisation
Ministry of Defence
'H' Block, New Delhi - 110011

Sir,

I have carefully gone through the Terms and Conditions contained in the **RFP No. 1603/Store/Std/Ncore dated 05 Feb 2018** regarding hiring of IT Professionals. I declare that all the Terms and Conditions of this Tender document are acceptable to my Company. I further certify that I am an authorized signatory of my company and am, therefore, competent to make this declaration.

2. The information / documents furnished along with the above application are true and authentic to the best of my knowledge and belief. I / we, am/ are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.

3. Having examined the tender documents, terms and conditions stipulated therein, specifications of work etc. we the Undersigned, offer to execute the work in conformity with the said specifications and conditions of contract and the offered rates are as under. If our Bid is accepted, we shall submit the security deposit as per the conditions mentioned in the contract. We agree to abide by this Bid for a period of 120 days from the date of opening of bid and it shall remain binding upon us and may be accepted at any time before the expiry of that period.

4. Details of Earnest Money Deposit Amount :

D.D. / P.O &Date : Drawn on Bank :

Yours Faithfully

Name_____

Firm's Seal with Date

Designation_____

Company_____

Address:_____

Special instructions to Bidders for e-Tendering

1. General

The Special Instructions (for e-Tendering) supplement 'Instruction to Bidders', as given in these Tender Documents. Submission of Online Bids is mandatory for this Tender. E-Tendering is a new methodology for conducting Public Procurement in a transparent and secured manner. Now, the Government of India has made e-tendering mandatory. Suppliers/ Vendors will be the biggest beneficiaries of this new system of procurement. For conducting electronic tendering, Directorate of Standardisation (DOS) has decided to use the portal <https://www.tcil-india-electronictender.com> through TCIL, a Government of India Undertaking. This portal is based on the world's most 'secure' and 'user friendly' software from ElectronicTender[®]. A portal built using ElectronicTender's software is also referred to as ElectronicTender System[®] (ETS).

2. Benefits to Suppliers are outlined on the Home-page of the portal.

Instructions

Tender Bidding Methodology: Sealed Bid System (*Single Stage Two Envelope*)

Broad Outline of Activities from Bidder's Perspective:

- a. Procure a Digital Signing Certificate (DSC)
- b. Register on ElectronicTendering System[®] (ETS)
- c. Create Marketing Authorities (MAs), Users and assign roles on ETS. It is mandatory to create at least one MA.
- d. View Notice Inviting Tender (NIT) on ETS
- e. For this tender -- Assign Tender Search Code (TSC) to an MA
- f. Download Official Copy of Tender Documents from ETS. Note: Official copy of Tender Documents is distinct from downloading 'Free Copy of Tender Documents'. To participate in a tender, it is mandatory to procure official copy of Tender Documents for that tender.
- g. Clarification to Tender Documents on ETS
 - Query to Directorate of Standardisation (Optional)
 - View response to queries posted by Directorate of Standardisation (DOS).
- h. Bid-Submission on ETS
- i. Attend Public Online Tender Opening Event (TOE) on ETS
 - Opening of relevant Bid-Part
- j. Post-TOE Clarification on ETS (Optional)
 - Respond to Directorate of Standardisation (DOS) Post-TOE queries
- k. Attend Public Online Tender Opening Event (TOE) on ETS
 - Opening of relevant part (ie Financial-Part)
(Only for Technical Responsive Bidders)

For participating in this tender online, the following instructions are to be read carefully. These instructions are supplemented with more detailed guidelines on the relevant screens of the ETS.

3. Digital Certificates

For integrity of data and authenticity/ non-repudiation of electronic records, and to be compliant with IT Act 2000, it is necessary for each user to have a Digital Certificate (DC). also referred to as Digital Signature Certificate (DSC), of Class 2 or above, issued by a Certifying Authority (CA) licensed by Controller of Certifying Authorities (CCA) [refer <http://www.cca.gov.in>].

4. Registration

To use the ElectronicTender[®] portal <https://www.tcil-india-electronictender.com>, vendors need to register on the portal. Registration of each organization is to be done by one of its senior persons who will be the main person coordinating for the e-tendering activities. In ETS terminology, this person will be referred to as the Super User (SU) of that organization. For further details, please visit the website/portal, and click on the 'Supplier Organization' link under 'Registration' (on the Home Page), and follow further instructions as given on the site. Pay Annual Registration Fee as applicable.

5. Any Instructions for Online/ Offline Payment of Registration Fee

After successful submission of Registration details and Annual Registration Fee, please contact TCIL/ ETS Helpdesk (as given below), to get your registration accepted/activated

Important Note: To minimize teething problems during the use of ETS (including the Registration process), it is recommended that the user should peruse the instructions given under 'ETS User-Guidance Center' located on ETS Home Page, including instructions for timely registration on ETS. The instructions relating to 'Essential Computer Security Settings for Use of ETS' and 'Important Functionality Checks' should be especially taken into cognizance.

Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of users, assigning roles to them, etc.

TCIL/ ETS Helpdesk	
Telephone/ Mobile	<i>Customer Support: +91-11-26241790 (Multiple Lines) Emergency Mobile Numbers: +91-9868393775, 9868393717, 9868393792</i>
E-mail ID	<i>ets_support@tcil-india.com</i>

Directorate of Standardisation (DOS) Contact	
Directorate of Standardisation (DOS) Contact Person	<i>Vipin Kumar, Dy Director, OIC (Store)</i>
Telephone/ Mobile	<i>Telephone/ Mobile 23043210/9717537428 [between 9:30 hrs to 18:00 hrs on working days]</i>
E-mail ID	<i>E-mail Id : oicstore.defstand@gov.in</i>

6. Some Bidding related Information for this Tender (Sealed Bid)

The entire bid-submission would be online on ETS (unless specified for Offline Submissions). Broad outline of submissions are as follows:

- Submission of Bid-Parts/ Envelopes
 - *Technical-Part*
 - *Financial-Part*
- *Submission of information pertaining Bid Security/ Earnest Money Deposit (EMD)*
- *Submission of digitally signed copy of Tender Documents/ Addendum*

7. Offline Submissions:

The bidder is requested to submit the following documents offline to the under mentioned address before the start of Public Online Tender Opening Event in a Sealed Envelope.

<i>Contact Persons</i>	<i>The Director Directorate of Standardisation(DOS)</i>
<i>Address</i>	<i>'H' Block Hutments, Near Gate No. 3 of Udyog Bhawan Metro Station, New Delhi – 110011 [Sealed envelope should be dropped in DoS tender Box located at Gate No. '6' of 'H Block Hutments, Moti Lal Nehru Marg, Near Gate No.3 Near Udyog Bhawan Metro Station, New Delhi -110011 by due date and time].</i>

The envelope shall bear (the project name), the tender number and the words 'DO NOT OPEN BEFORE' (due date & time).

1. *Original copy of the Bid Security the form of an Account Payee Demand Draft, Fixed Deposit Receipt, Banker's Cheque or Bank Guarantee from any of the public sector banks or a private sector bank authorized to conduct government in favor of 'Director, Directorate of Standardisation'. (Para 14 of Part – I of instant RFP refers).*
2. *Duly signed declaration letter regarding acceptance of terms and conditions contained in the ibid tender document.*
3. **Bidders should also provide the 'Pass Phrase' in double sealed cover.**

Note: The Bidder should also upload the scanned copies of all the above mentioned original documents as Bid-Annexures during Online Bid-Submission.

8. Special Note on Security and Transparency of Bids

Security related functionality has been rigorously implemented in ETS in a multi-dimensional manner. Starting with 'Acceptance of Registration by the Service Provider', provision for security has been made at various stages in Electronic Tender's software. Specifically for Bid Submission, some security related aspects are outlined below:

As part of the ElectronicEncrypter[®] functionality, the contents of both the 'ElectronicForms[®]' and the 'Main-Bid' are securely encrypted using a Pass-Phrase created by the Bidder himself. Unlike a 'password', a Pass-Phrase can be a multi-word sentence with spaces between words (eg I love this World). A Pass-Phrase is easier to remember, and more difficult to break. It is mandatory that a separate Pass-Phrase be created for each Bid-Part. This method of bid-encryption does not have the security and data-integrity related vulnerabilities which are inherent in e-tendering systems which use Public-Key of the specified officer of a Buyer organization for bid-encryption. Bid-encryption in ETS is such that the Bids cannot be decrypted before the Public Online Tender Opening Event (TOE), even if there is connivance between the concerned tender-opening officers of the DOS and the personnel of e-tendering service provider.

CAUTION: All bidders must fill ElectronicForms[®] for each bid-part sincerely and carefully, and avoid any discrepancy between information given in the ElectronicForms[®] and the corresponding Main-Bid. For transparency, the information submitted by a bidder in the ElectronicForms[®] is made available to other bidders during the Online Public TOE. If it is found during the Online Public TOE that a bidder has not filled in the complete information in the ElectronicForms[®], the TOE officer may make available for downloading the corresponding Main-Bid of that bidder at the risk of the bidder. If variation is noted between the information contained in the ElectronicForms[®] and the 'Main-Bid', the contents of the ElectronicForms[®] shall prevail. Alternatively, the Directorate of Standardisation reserves the right to consider the higher of the two pieces of information (eg the higher price) for the purpose of short-listing, and the lower of the two pieces of information (eg the lower price) for the purpose of payment in case that bidder is an awardee in that tender (**if applicable**).

There is an additional protection with SSL Encryption during transit from the client-end computer of a Supplier organization to the e-tendering server/ portal.

9. Public Online Tender Opening Event (TOE)

ETS offers a unique facility for 'Public Online Tender Opening Event (TOE)'. Tender Opening Officers, as well as, authorized representatives of bidders can simultaneously attend the Public Online Tender Opening Event (TOE) from the comfort of their offices.

Every legal requirement for a transparent and secure 'Public Online Tender Opening Event (TOE)', including digital counter-signing of each opened bid by the authorized TOE-officer(s) in the simultaneous online presence of the participating bidders' representatives, has been implemented on ETS.

As soon as a Bid is decrypted with the corresponding 'Pass-Phrase' as submitted by the bidder himself during the TOE itself or as per alternative methods prescribed in the Tender Documents, salient points of the Bids (as identified by the Buyer organization) are simultaneously made available for downloading by all participating bidders. The tedium of

taking notes during a manual ‘Tender Opening Event’ is therefore replaced with this superior and convenient form of ‘Public Online Tender Opening Event (TOE)’.

ETS has a unique facility of ‘Online Comparison Chart’ which is dynamically updated as each online bid is opened. The format of the chart is based on inputs provided by the Buyer for each Bid-Part of a tender. The information in the Comparison Chart is based on the data submitted by the Bidders. A detailed Technical and/ or Financial Comparison Chart enhance Transparency. Detailed instructions are given on relevant screens.

ETS has a unique facility of a detailed report titled ‘Minutes of Online Tender Opening Event (TOE)’ covering all important activities of ‘Online Tender Opening Event (TOE)’. This is available to all participating bidders for ‘Viewing/ Downloading’.

There are many more facilities and features on ETS. For a particular tender, the screens viewed by a Supplier will depend upon the options selected by the concerned Buyer.

10. Other Instructions

For further instructions, the vendor should visit the home-page of the portal <https://www.tcil-india-electronictender.com>, and go to the **User-Guidance Center**

The help information provided through ‘ETS User-Guidance Center’ is available in three categories – Users intending to Register / First-Time Users, Logged-in users of Buyer organizations, and Logged-in users of Supplier organizations. Various links (including links for User Manuals) are provided under each of the three categories.

Important Note: It is strongly recommended that all authorized users of Supplier organizations should thoroughly peruse the information provided under the relevant links, and take appropriate action. This will prevent hiccups, and minimize teething problems during the use of ETS.

SEVEN CRITICAL DO'S AND DON'TS FOR BIDDERS

Specifically for Supplier organizations, the following '**SEVEN KEY INSTRUCTIONS for BIDDERS**' must be assiduously adhered to:

1. Obtain individual Digital Signing Certificate (DSC or DC) well in advance of your first tender submission deadline on ETS
2. Register your organization on ETS well in advance of the important deadlines for your first tender on ETS viz 'Date and Time of Closure of Procurement of Tender Documents' and 'Last Date and Time of Receipt of Bids'. Please note that even after acceptance of your registration by the Service Provider, to respond to a tender you will also require time to complete activities related to your organization, such as creation of -- Marketing Authority (MA) [ie a department within the Supplier/ Bidder Organization responsible for responding to tenders], users for one or more such MAs, assigning roles to them, etc. It is mandatory to create at least one MA. This unique feature of creating an MA enhances security and accountability within the Supplier/ Bidder Organization.
3. Get your organization's concerned executives trained on ETS well in advance of your first tender submission deadline on ETS
4. For responding to any particular tender, the tender (ie its Tender Search Code or TSC) has to be assigned to an MA. Further, an 'Official Copy of Tender Documents' should be procured/ downloaded before the expiry of Date and Time of Closure of Procurement of Tender Documents. Note: Official copy of Tender Documents is distinct from downloading 'Free Copy of Tender Documents'. Official copy of Tender Documents is the equivalent of procuring physical copy of Tender Documents with official receipt in the paper-based manual tendering system.
5. Submit your bids well in advance of tender submission deadline on ETS (There could be last minute problems due to internet timeout, breakdown, et al)
6. It is the responsibility of each bidder to remember and securely store the Pass-Phrase for each Bid-Part submitted by that bidder. In the event of a bidder forgetting the Pass-Phrase before the expiry of deadline for Bid-Submission, facility is provided to the bidder to 'Annul Previous Submission' from the Bid-Submission Overview page and start afresh with new Pass-Phrase(s)
7. ETS will make your bid available for opening during the Online Public Tender Opening Event (TOE) 'ONLY IF' your 'Status pertaining Overall Bid-Submission' is 'Complete'. For your record, you can generate and save a copy of 'Final Submission Receipt'. This receipt can be generated from 'Bid-Submission Overview Page' only if the 'Status pertaining overall Bid-Submission' is 'Complete'.

NOTE: While the first three instructions mentioned above are especially relevant to first-time users of ETS, the fourth, fifth, sixth and seventh instructions are relevant at all times.

Minimum Requirements at Bidder's End

Computer System having configuration with minimum Windows 7 or above, and
Broadband connectivity
Microsoft Internet Explorer 7.0 or above
Digital Certificate(s)

Tender participation Charges per Bidder

Portal Charges - Supplier/Bidder Participation Charges Per each Sealed-Bid Tender (excluding any follow-up e- Auction, if any) payable directly to TCIL:	
- Estimated Procurement Value < Rs. 5.0 Lacs	1,000 /-
- Estimated Procurement Value >= Rs. 5.0 Lacs but < Rs. 10.0 Lacs	1,500 /-
- Estimated Procurement Value >= Rs. 10.0 Lacs but < Rs. 50.0 Lacs	3,000 /-
- Estimated Procurement Value >= Rs. 50.0 Lacs but < Rs. 5.0 Crores	5,000 /-
- Estimated Procurement Value >= Rs. 5.0 Crores but < Rs. 50.0 Crores	7,000 /-
- Estimated Procurement Value >= Rs. 50.0 Crores	10,000/-

Online Payment:

TCIL's e-procurement portal is currently integrated with Indusind (PayU) and ICICI Bank's Online Payment Gateway for receipt of online payments through net banking, Debit Card and Credit Card towards **Portal Registration Charges** and **Per-Tender Bidding Fee** as applicable.

Special Note: All applicable Taxes and duties are in addition to the above charges. Presently, Goods and Service Tax (GST) @ 18 % is applicable.

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