

Request for Proposal (RFP)

for

Selection of Service Provider for Comprehensive maintenance of
MPCB Dell Datacentre infrastructure.

CONTENTS :

DISCLAIMER.....	2
LIST OF ABBREVIATIONS.....	2
DEFINITIONS.....	3
PROJECT CONCEPT & STRUCTURE.....	3
DESCRIPTION OF THE SELECTION PROCESS	5
SCHEDULE OF ACTIVITIES.....	5
PROCEDURES TO BE FOLLOWED.....	6
EVALUATION OF PRICE BID.....	7
PAYMENT TERMS.....	8
INDEMNIFICATION.....	8
ASSIGNABILITY.....	8
CONFIDENTIALITY.....	8
CORRUPT & FRAUDULENT PRACTICES.....	8
TERMINATION OF CONTRACT.....	9
ARBITRATION.....	10
LEGAL JURISDICTION.....	10
FORMAT FOR COVERING LETTER SUBMISSION- WITH PRICE BID.....	10
ANNEXURE – 1 Scope of Work.....	11
ANNEXURE – 2 PRICE BID FORMAT.....	14
ANNEXURE - 3 DETAILS FOR E-TENDER PROCEDURE.....	15
Tender Schedule	16
ANNEXURE – 3 INSTRUCTIONS TO BIDDERS.....	17

1. DISCLAIMER

- 1.1 Though adequate care has been taken in the preparation of this *Request for Proposal* Document, the Bidder should satisfy himself that the Document is complete in all respects. Intimation of discrepancy, if any, should be given to the below mentioned office latest by the date mentioned. If this office receives no intimation by this date it shall be deemed that the Bidder is satisfied that the *Request for Proposal* Document is complete in all respects.
- 1.2 Neither **MPCB**, nor their employees or consultants make any representation or warranty as to the accuracy, reliability or completeness of the information in this RFP nor is it possible for **MPCB** to consider the financial situation and particular needs of each party who reads or uses this RFP. **MPCB** recognizes the fact that certain prospective Bidders may have a better knowledge of the Project than others and thus encourages all prospective Bidders to conduct their own investigations and analysis and check the accuracy, reliability and completeness of the information in this RFP and obtain independent advice from appropriate sources.
- 1.3 Neither **MPCB** nor their employees or consultants will have any liability to any prospective Bidder or any other person under the law of contract, tort, the principles of restitution or unjust enrichment or otherwise for any loss, expense or damage which may arise from or be incurred or suffered in connection with anything contained in this RFP, any matter deemed to form part of this RFP, the award of the Project, the information and any other information supplied by or on behalf of **MPCB** or their employees, any consultants or otherwise arising in any way from the selection process for the Project.
- 1.4 **MPCB** reserves the right to reject any or all of the Bids submitted in response to this *Request for Proposal* at any stage without assigning any reasons whatsoever.
- 1.5 **MPCB** reserves the right to change any or all of the provisions of this Request for Proposal. Such changes would be intimated to all parties procuring this Request for Proposal. Maharashtra Pollution Control Board, Govt. of Maharashtra Selection of Service Provider for Comprehensive maintenance of MPCB Dell Datacenter infrastructure.

2. LIST OF ABBREVIATIONS

MPCB - Maharashtra Pollution Control Board
RFP - Request for Proposal
BG - Performance Bank Guarantee
SPBG - Service Performance Bank Guarantee
LoA - Letter of Award
SLA - Service Level Agreement
ISP - Internet Service Provider
SP - Service Provider

3. DEFINITIONS

3.1 BID

The bids submitted electronically by the prospective Bidders in response to this Request for Proposal Document issued by MPCB.

3.2 BIDDER

Bidding Firm / Company that has submitted a Bid in response to this Request for Proposal Document.

3.3 DOCUMENT / BID DOCUMENT

This Request for Proposal Document.

3.4 PROJECT

Selection of Service Provider for Comprehensive maintenance of MPCB Dell Datacentre infrastructure.

3.5 REQUEST FOR PROPOSAL

This Document being issued to the prospective Bidders, inviting their Bids.

3.6 RESPONSIVE BIDDER

Responsive Bidder is the bidder whose bid is found responsive after evaluation of the Bid.

4. PROJECT CONCEPT & STRUCTURE

4.1 BACKGROUND and OBJECTIVE OF THIS RFP

The Board has deployed Data Center Infrastructure as mentioned in section 4.2 of Dell make, installed in the Boards data center at Sion, Mumbai.

The objective of this RFP is to find a suitable agency / Service Provider (authorized Channel Partner of M/s Dell India) having the requisite experience, resources and capabilities, to maintain and provide support services meeting certain measurable service standard enunciated in a Service Level Agreement (SLA). Successful bidder would be awarded the project under Contract / Work Order having a broad scope defined below.

- I.Support and Comprehensive maintenance for all the equipment and software mentioned in section 4.2
- II.Provide preventive and break-fix maintenance services for the equipment mentioned in section 4.2
- III.Deploy the required resources

4.2 CURRENT INFRASTRUCUTRE

The current infrastructure consists of the following:

Sr. No.	Service Tag #	Model #	Remarks
1	4PQVH82	DELL SC4020	
2	6078Y42	DELL NETWORKING N-SERIES	
3	BMV5YC2	DELL FORCE10 MXL 10/40GBE	
4	BMZ1YC2	DELL FORCE10 MXL 10/40GBE	
5	BMZ7YC2	POWEREDGE M630	
6	BN02YC2	POWEREDGE M630	
7	BN04YC2	POWEREDGE M630	
8	BN06YC2	POWEREDGE M630	
9	BN08YC2	POWEREDGE M630	
10	BN09YC2	POWEREDGE M630	
11	BN12YC2	POWEREDGE M630	
12	BN25YC2	POWER EDGE M1000E	
13	BZYNS42	POWER VAULT TL2000	
14	F078Y42	DELL NETWORKING N-SERIES	
15	GSR2G22	Brocade 300 SAN Switch	EXP SRV Code 36567034058
16	HLR2G22	Brocade 300 SAN Switch	EXP SRV Code 38320553162

4.3 CONTRACT PERIOD

The Service Provider will be contracted for a period of TWO (2) years from the date of issue of LoA or signing the contract whichever is later. However, the Board can terminate the Contract at any given point of time depending upon Service Provider's poor performance.

5. DESCRIPTION OF THE SELECTION PROCESS

5.1 SUBMISSION OF e-BIDS

The submission of e-Bids by interested bidders in response to the Request for Proposal should be through e-Tender system only as mentioned in Annexure-3. The e-Bids Envelope will be: 'Technical bid' and 'Price Bid'

5.2 Prequalification and Participation Criteria

- The vendor must have a registered valid GST and PAN Number.
- The vendor organization must be at least 5 years in service as a system integrator.
- The vendor must submit MAF from Dell with the tender submission.

5.3 RESPONSIVENESS OF BID

The e-Bids submitted by Bidders shall be initially scrutinized to establish "Responsiveness". A Bid may be deemed "Non-responsive" if it does not satisfy any of the following conditions:

1. It is not received by the due time & date specified.
2. It does not include sufficient information be evaluated and/or is not in the formats specified.
3. The uploaded documents are not signed
4. It does not conform to the terms and conditions mentioned in this RFP

5.4 AWARD OF LoA

MPCB will award a LoA to the lowest price qualified bidder. Successful Bidder would be given a Letter of Award (LoA) stipulating the conditions under which the bid has been qualified as the Successful Bid.

5.5 SIGNING OF ORDER ACCEPTANCE

The Successful Bidder would sign a copy of the Purchase / Work Order / Contract as a token of acceptance of the same.

5.6 SCHEDULE OF ACTIVITIES

Sr. No.	ACTIVITY	Date
1.	Date of Start of Sale of RFP document	09/09/2021
2.	Date of End of Sale of RFP document	17/09/2021
3.	Last date & time for Bid Submission	17/09/2021
4.	Time and Date of Opening of Technical Bid	20/09/2021

In order to enable MPCB to meet the target dates, Bidders are expected to respond expeditiously to clarifications, if any, requested during the evaluation process. MPCB shall adhere to the above schedule to the extent possible. MPCB, however, reserves the right to modify the same. Intimation to this effect shall be given to all Bidders.

6. PROCEDURES TO BE FOLLOWED

6.1 INSTRUCTIONS TO BIDDERS for SUBMISSION OF THE BID

All Bidders should note the following:

The Bidders are requested to follow the Bid submission process which is detailed in Annexure 3 as per the schedule elaborated Annexure 3.

MPCB shall not be responsible for any delay in submission of the Bids. Any Bid received by MPCB after the due date for submission of the Bids and Annexure 2, will not be opened.

6.2. VALIDITY OF THE PRICE BID

Each Bid shall indicate that it is a firm and irrevocable offer and shall remain valid and open for a period of not less than 180 days.

Non-adherence to this requirement and other terms stipulated in the RFP document may lead to disqualification

6 EVALUATION OF PRICE BID

7.1 PRICE BID PARAMETERS

Bidders are required to offer their best prices for the services only in the format of the price bid given at Annexure-2 and given BoQ format of this RFP document. Price offer in any other format will result in rejection of the bid and disqualification of the bidder from the evaluation process. The Price Bid should be valid for a minimum period of 180 days from the last date of submission of bids

7.2 EVALUATION

The evaluation will be carried out if Price bids are complete and correct. Lowest Price bid will be allotted the best Price score.

7.3 NOTIFICATION OF AWARD

MPCB will notify the successful bidder in writing that his bid has been accepted. Upon the successful bidder's furnishing of performance security, MPCB will promptly notify each unsuccessful bidder and will discharge their bid security.

8. PAYMENT TERMS

Following payment terms will be offered to the successful Bidder:

- a. Within 15 days of MPCB issuing the LoA, the Successful bidder will sign the Contract including the SLA and NDA. The successful bidder at its cost, charges and expenses will submit a **PBG for an amount equivalent to 5% of the value of the contract in favor of MPCB** at the time of signing of the contract. The PBG shall be in the form of a guarantee/s of a Nationalized Bank acceptable to MPCB and shall be valid till the end of 25 months from the date of issuance.
- b. MPCB will release the payment to the Service Provider on receipt of license renewal notification
- c. **Penalty:** Penalty will be levied for non-compliance of the SLA as and violation of Time definition as enunciated in Annexure 1 and will be deducted from PBG

9. INDEMNIFICATION

The bidder hereby agrees and undertakes that, during the Term of the Contract, it shall indemnify and keep indemnified and otherwise save harmless, MPCB from any third party suits instituted against MPCB which are proved to be because of a direct consequence of the installation and / or use of equipment & services provided by the successful bidder.

10. ASSIGNABILITY

The successful bidder will not assign its rights, title or interest in the contract in favour of any third party without prior written consent of MPCB. MPCB reserves its rights to grant such consent on such terms and conditions, as it deems fits and proper. MPCB's decision to grant such consent or refusal to grant such consent shall be final.

11. CONFIDENTIALITY

Successful Bidder shall hold data and information about MPCB, obtained during the execution of its responsibilities, in strict confidence and will not reveal such information to any other party without the prior written approval of MPCB.

Successful Bidder and MPCB shall maintain in confidence any information relating to the

12. CORRUPT & FRAUDULENT PRACTICES

MPCB requires that the bidder under this RFP document maintains highest standards of ethics during procurement and execution of this project. In pursuance of this policy the board defines the terms set forth as follows

15. LEGAL JURISDICTION

All legal disputes are subject to jurisdiction of Mumbai courts only.

Exhibit - 1

FORMAT FOR COVERING LETTER SUBMISSION- WITH PRICE BID
(Covering letter on Company Letterhead. Format of Price Bid is given in Annexure - 2)

Date:

Place:

To
Member Secretary
Maharashtra Pollution Control Board
Kalpataru Point, 3rd floor,
Opp. PVR Cinema, Sion Circle,
Sion (E), Mumbai – 22

Dear Sir,

Sub: Selection of Service Provider for Comprehensive maintenance of MPCB Dell
Datacenter infrastructure.

As a part of the Bid, we hereby make the following price offer to the MPCB.
The cost of the services to be provided as per the requirements stipulated in this RFP.
The price quoted is for the contract period of TWO (2) year.
We agree to bind by this offer if we are selected as the Successful Bidder.
For and on behalf of:

Signature (Authorized Representative and Signatory of the Bidder):
Name of the Person:
Designation:

Exhibit - 2

MANUFACTURER'S AUTHORISATION FORM

(This letter of authority must be on the letterhead of the Manufacturer, must be signed by a person competent and having the power of attorney to bind the Producer, and must be included by the Bidder in its bid as specified in the Instructions to Bidders.)

Date:

Place:

**To,
Member Secretary
Maharashtra Pollution Control Board
Kalpataru Point, 3rd floor,
Opp. Cine Planet Cinema, Sion Circle,
Sion (E), Mumbai – 400 022**

Dear Sir,

WHEREAS <Name and address of the Manufacturer> who are official producers of <description of the respective equipment> do hereby authorize <name of the Bidder> located at <Address of the Bidder> (hereinafter, the "Bidder") to submit a bid of the following Products produced by us, for the Supply Requirements associated with the above Invitation for Bids. When resold by Name of the Bidder>, these products are subject to our applicable standard end- user warranty terms.

We assure you that in the event of <Name of the Bidder>, not being able to fulfil its obligation as our Service Provider in respect of our standard Warranty Terms, we would continue to meet our Warranty Terms through alternate arrangements.

We also confirm that <Name of the Bidder> is our authorized Service Provider / System Integrator and can hence provide maintenance and upgrade support for our products.

Name
In the capacity of

Signed
Duly authorized to sign the authorization for and on behalf of:

Dated:

ANNEXURE – 1

Scope of Work

The scope of Services will primarily be provided to equipment as mentioned in Clause 4.2. above and will continue for a period of 24 calendar months unless terminated or extended by MPCB.

Any need or query or request for service, of any kind initiated by a user of MPCB and may arise during the term of the agreement is termed as “incidence”. The support is 24x7.

EQUIPMENT/PRODUCTS TO BE SUPPORTED

Sr. No.	Service Tag #	Model #	Remarks
1	4PQVH82	DELL SC4020	
2	6078Y42	DELL NETWORKING N-SERIES	
3	BMV5YC2	DELL FORCE10 MXL 10/40GBE	
4	BMZ1YC2	DELL FORCE10 MXL 10/40GBE	
5	BMZ7YC2	POWEREDGE M630	
6	BN02YC2	POWEREDGE M630	
7	BN04YC2	POWEREDGE M630	
8	BN06YC2	POWEREDGE M630	
9	BN08YC2	POWEREDGE M630	
10	BN09YC2	POWEREDGE M630	
11	BN12YC2	POWEREDGE M630	
12	BN25YC2	POWER EDGE M1000E	
13	BZYNS42	POWER VAULT TL2000	
14	F078Y42	DELL NETWORKING N-SERIES	
15	GSR2G22	Brocade 300 SAN Switch	EXP SRV Code 36567034058
16	HLR2G22	Brocade 300 SAN Switch	EXP SRV Code 38320553162

i. STATEMENT OF WORK

The SERVICE PROVIDER's (SP) responsibility will be to maintain of all the above DC Equipment and Software to give desired functionality and performance.

ii. SERVICE PROVIDER's Responsibilities

The type of maintenance will be **Comprehensive Annual Maintenance Contract (CAMC), on-site, inclusive of spares, wherever necessary.**

iii. Break-Fix Support Preventive Maintenance Services

- a. The services include repair / replacement of parts or entire equipment, in case if not repairable, with same or better configuration and technical specifications.
- b. Diagnosis and resolution of all hardware / Operating System (OS) / software / middleware issues including installation / reinstallation of OS / software
- c. On-site resolution in case remote management is not able to provide solution.

- d. Quarterly Preventive Maintenance for all the equipment of MPCB includes dust cleaning, OS, Software junk cleaning and registry cleaning.
- e. Coordinate and ensure Preventive Maintenance by vendor for third party equipment under warranty or as per respective contracts signed by MPCB with these third party vendors.

iv. **Spares Management**

Assess requirement of spares required to meet the SLA compliance and stock the same on-site and off-site, with information to MPCB. Quarterly health check of all the spares, stocked on-site.

v. **Reporting and Documentation**

- a. The SERVICE PROVIDER will generate periodic reports, which MPCB will check to assess performance of the SERVICE PROVIDER w.r.t. the SLA defined.
- b. To ensure that all documentation is maintained up-to-date
- c. Service Level Management
- d. Meet and better the SLA, by deployment of necessary staff at various locations to reduce the response time
- e. Review staff and spares requirement, whenever required.
- f. Staff members deployed by the SP will be subjected to the disciplines, office decorum, and etiquette as applicable to any other staff member of MPCB.
- g. viii) SP staff members to comply with all security regulations from time to time at MPCB's premises and externally for materials belonging to MPCB
- h. ix) SP shall not copy any software, document or DATA existing on hardware or indulged in any other malicious act to damage may attract penalty / punishment under IT Act

vi. **Additional Services**

- a. Whenever there is a requirement for addition in the infrastructure, required services are seamlessly provided along with required service levels
- b. Conduct periodic refresher's training program for MPCB's staff

vii. **MPCB's Responsibilities:**

- a. Provide access to designated representative of the SP, to premises of MPCB, for purposes of problem diagnosis and repair.
- b. Provide suitable & required space within MPCB's premises for installation of the equipment.
- c. Provide table space for the designated representatives of the SP, along with a PC/Thin Client, Un-interrupted Power Supply, Internet connectivity, telephone / fax access, etc.

viii. **SERVICE LEVEL AGREEMENT REQUIREMENTS**

The AMC would include Service level Agreement which will adhere during the AMC tenure. Service Level requirements will be monitored by the SP. Service Provider will make this information available to authorised personnel of MPCB, by email and by submission of hard copy of the report/s as per requirement.

- a. The Bidder covered under the warranty ensuring minimum downtime as mentioned in the bid, failing which applicable penalty will be imposed.
- b. Company agrees to log telephonic and email complaints at the designated Centers of the company as per the contact details provided by the Bidders to get problems resolved. The complaints will be resolved by trained and qualified workforce appointed by the Bidder.

c. (Bidder) agrees to provide solutions through telephone / email in response to the complaints reported by the personnel of client.

d. Time definitions:

Complaints should be attended & resolved by the Bidder on receipt of complaint through phone / email	At Head Office Sion- Mumbai	Within 4 hours of receiving the complaint provided the complaint is lodged.
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The Bidder has to strictly adhere to the time limits set for each activity during warranty and maintenance contract. Failing this, penalty of 1% per day delay subject to a maximum of 10% of Contract Value will be shall be recovered from Performance Bank Guarantee .

1. Before picking up the equipment, a status report will be made by the engineer and will be attested by the user. The physical condition of the equipment should be described in the report. The Bidder will, at his own expense, carry out repairs if the equipment gets damaged after the same is picked up from the location. The Bidder will be responsible for the equipment until it is safely delivered to the location.
2. The equipment shall be carried to the repair center (if needed) by the persons authorized by the Bidder and returned to the location at the Bidder's expense. The Company will not bear the freight, labour charges etc.

ANNEXURE – 2

Price Bid Format

Note: Commercial Offer has to be entered online only. An Online Form, of format given below, will be available to the bidders during Online Bid Preparation stage where bidders would quote their offer. Additionally the bidders should print this format and fill with the rates asked, sign and seal the document and upload the same as a part of Commercial Envelope submission.

Description	Basic Comprehensive service Rate (Rs.)	GST (Rs.)	Grand Total Amount with GST (Rs.)
CAMC For 1 st Year			
CAMC For 2 nd Year			
Total Amount			

Total Amount without tax in ₹ _____, in words: Rupees _____

Grand Total Amount with GST in ₹ _____ in words: Rupees _____

- Note
Please mentioned the GST % (percentage)

For and on behalf of:
Signature (Authorized Representative and Signatory of the Bidder):
Name of the Person:
Designation:
Date:

ANNEXURE-3

Tender Reference no.	NOTICE No.: MPCB/EIC/210908-FTS-0155 Date:08/09/2021
Name of Work / Item	Selection of Service Provider for Comprehensive maintenance of MPCB Dell Datacentre infrastructure.
Venue of online opening of tender	MPCB Conference Hall, Kaptaru point, 4 th floor Opp, PVR Cinema (near Sion Circle) Sion (East) Mumbai-400 022
Address for Communication	MPCB Kaptaru point, 4 th floor Opp, PVR Cinema (near Sion Circle) Sion (East) Mumbai-400 022
Contact Telephone & Fax Numbers of MPCB	Tel. No-022-24087295, 022-24010437 Fex-022-24087295
e-Tendering Helpline Support:	24 X 7 Help Desk Toll Free No.1800 3070 2232 Mobile No. 7878007972, 7878007973, 7878007974.

Tender Schedule

Sr. No.	Activity	Performed by	Start		Expiry	
			Date	Time	Date	Time (hrs.)
1	Release of E-tender	Department	09/09/2021	11:00	09/09/2021	17:00
2	E-tender Download	Bidders	09/09/2021	11:00	17/09/2021	17:00
3	Bid Submission	Bidders	09/09/2021	11:00	17/09/2021	17:00
4	Envelope Opening Date (Technical Bid)	Department	20/09/2021	11:00	20/09/2021	13:00
5	Envelope Opening Date (Price Bid)	Department	20/09/2021	13:00	20/09/2021	17:00

Please Note: All bid related activities (Process) like Tender Document Download, Bid Preparation, and Bid Submission will be governed by the time schedule given under Key Dates below:

** Dates mentioned here, are scheduled dates for Bid Opening Activities. Any changes in dates of opening of technical and commercial bids shall be notified in 'Press Notice / Corrigendum' section on the e-Tendering sub portal of the department before opening of the same*

INSTRUCTIONS TO BIDDERS FOR e-Tendering

GENERAL INSTRUCTIONS:

The bidders are requested to familiarize themselves with the use of the e-Tendering portal of Government of Maharashtra well in advance

To view- Tender Notice, Detailed Time Schedule, Tender Document and BoQ for this Tender and subsequently purchase the Tender Document and its supporting documents, kindly visit following e- Tendering website of **Government of Maharashtra** www.mahatenders.gov.in

All bidders interested in participating in the online e-Tendering process are required to procure Class II or Class III Digital e-Token having 2 certificates inside it, one for Signing/Verification purpose and another for Encryption/Decryption purpose. The tender should be prepared & submitted online using individual's Digital e-Token.

The Contractors participating first time for e-Tenders on Maha e-tendering portal will have to complete the Online Registration Process for the e-Tendering portal. A link for enrolment of new bidders are as follows.
https://mahatenders.gov.in/nicgep/app;jsessionid=CA1444774BB4186D0E04B4178D5CA501.mhg_eps2?page=BiddersManualKit&service=page

Empanelment: The Contractors interested in participating in the Tenders of Maharashtra Pollution Control Board processed using the Electronic Tendering System shall be required to enroll on the Electronic Tendering System to obtain Login ID and password. The Contractors may obtain the necessary information on the process of enrolment either from Helpdesk support team or enrolled directly on Web site www.mahatenders.gov.in.

e-Tendering Tool Kit for Bidders

(detailed Help documents, designed for bidders) has been provided on Mahaetender website in https://mahatenders.gov.in/nicgep/app;jsessionid=CA1444774BB4186D0E04B4178D5CA501.mhg_eps2?page=BiddersManualKit&service=page order to guide them through different stages involved during e-Tendering such as online procedure for Tender Document Purchase, Bid Preparation, Bid Submission.

Bidders will have to pay cost of Tender Document through online modes of payment by **Net Banking only** during **Tender Document Download stage**. This payment will not be accepted by the department through any offline modes such as Cash, Cheque or Demand Draft.

Similarly, Bidders will have to pay Earnest Money Deposit through online mode by Net

banking only during **Bid Preparation stage**. This payment will not be accepted by the department through any offline modes such as Cash, Cheque or Demand Draft.

For any assistance on the use of Electronic Tendering System, the Users may call the below numbers:-

24 X 7 Help Desk Toll Free No.1800 3070 2232 Mobile No. 7878007972, 7878007973, 7878007974.

For a bidder, online bidding process consists of following 3 stages:

1. *Online Tender Document Purchase and Download*
2. *Online Bid Preparation*
3. *Online Bid Submission*

All of 3 stages are mandatory in order for bidders to successfully complete Online Bidding Process.

TENDER DOCUMENT PURCHASE AND DOWNLOAD:

The tender document is uploaded / released on Mahaetenders website www.mahatenders.gov.in Tender document and supporting documents may be purchased and downloaded from above link of Mahaetender site GoM, by making payment through **Online Payment Modes i.e. Net Banking Only.**

If for any reason a bidder fails to make this payment through online modes, system won't allow the bidder proceed further for next stage resulting in his/her elimination from Online Bidding Process.

This payment will not be accepted by the department through any offline modes such as Cash, Cheque or Demand Draft.

Subsequently, bid has to be prepared and submitted online ONLY as per the schedule.

The Tender form will be available online only. Tender forms will not be sold / issued manually. The bidders are required to download the tender document within the pre-scribed date & time mentioned in online tender schedule. After expiry of the date and time for tender document download, Department / Corporation will not be responsible for any such failure on account of bidders for not downloading the document within the schedule even though they have paid the cost of the tender to the Department / Corporation. In such case the cost of the tender paid by the bidders will not be refunded.

PREPARATION & SUBMISSION OF BIDS

Bids shall have to be prepared and subsequently submitted online only. Bids not submitted online will not be entertained.

Online Bid Preparation Price BID

All commercial offers must be prepared online in given BoQ format (An online form will be provided for this purpose in Online Price Bid Envelope during **Online Bid Preparation** stage).

Online Bid Submission

In this stage, bidders who have successfully completed their Bid Preparation stage are required to submit the bid in prescribe time schedule.

INSTRUCTION TO BIDDERS FOR ONLINE BID PREPARATION & SUBMISSION

Bidders are required to pay Earnest Money Deposit (if applicable to them) through Online Payment modes i.e. **Net Banking only** during Bid Preparation Stage.

If for any reason a bidder fails to make this payment through online modes, system won't allow the bidder to complete Bid Preparation stage resulting in his/her elimination from Online Bidding Process.

Hence, it is strongly recommended to bidders to initiate this payment well in advance prior to expiry of Bid Preparation stage in order to avoid elimination from Online Bidding Process on grounds of failure to make this payment.

During the activity of **Bid Preparation**, bidders are required to upload all the documents of the technical bid by scanning the documents and uploading those in the PDF format. This apart, bidders will have to quote commercial offer for the work / item as per the format given, for which bids are invited, in an online form made available to them in Commercial Envelope. This activity of **Bid Preparation** should be completed within the pre-scribed schedule given for bid preparation.

After **Bid Preparation**, the bidders are required to complete **Bid Submission** activity within prescribed schedule without which the tender will not be submitted.

The date and time for online preparation followed by submission of envelopes shall strictly apply in all cases. The tenderers should ensure that their tender is prepared online before the expiry of the scheduled date and time and then submitted online before the expiry of the scheduled date and time. No delay on account of any cause will be entertained. Offers not submitted online will not be entertained.

If for any reason, any interested bidder fails to complete any of online stages during the complete tender cycle, department shall not be responsible for that and any grievance regarding that shall not be entertained.

Any amendment to the tender will be placed on sub portal of the Department, who have invited the bids, on Maha e-tendering portal. The tenderer will not be communicated separately regarding the amendment.

OPENING OF BIDS:

The bids that are submitted online successfully shall be opened online as per date and time given in detailed tender schedule (if possible), through e-Tendering procedure only in the presence of bidders (if possible). Bids shall be opened either in the presence of bidders or its duly authorised representatives. The bidder representatives who are present shall sign a register evidencing their

attendance. Only one representative per applicant shall be permitted to be present at the time of opening the tender.

TECHNICAL BID ENVELOPE

This envelope shall be opened online as per the date and time given in detailed tender schedule (if possible), through e-Tendering procedure only,

The technical bid consists of following Document

COVER 1: INFORMATION FORMATS

Bidders are required to organize Cover as per the following checklist -

Cover	Compliance to Minimum Eligibility Criteria and Technical Bid
Cover-1	a) Scan copy of GST/PAN b) The vendor organization must be at least 5 years in service as a system integrator (WO should be attached). c) Manufacturer's Authorization Form in the prescribed format as mentioned in Exhibit 2
Cover-2	a) Covering Letter as per the format specified in EXHIBIT 1 b) Price bid as per annexure 2 c) BoQ as per given format