

REQUEST FOR TENDER

For

DEVELOPMENT & INSTALLATION OF OFFICE AUTOMATION SOFTWARE

Tender Reference No.:CPPRI/PUR/Software/2016-17

Date:14.9.2016



CENTRAL PULP & PAPER RESEARCH INSTITUTE

(An Autonomous organization under the administrative control of Ministry of Commerce & Industry,

Govt. of India) (Registered under Societies Act)

Post Box No. 174, PAPER MILL ROAD,

HIMMAT NAGAR,

SAHARANPUR-247001 (U.P.) INDIA

Tele Phone Direct (0132) 2714050, Tel. EPABX (0132) 2714059, 2714061, 2714062

1.1 The address and contact numbers for seeking clarifications regarding this RFT are given below:

Bids to be addressed to : The Director, CPPRI,
PAPER MILL ROAD, HIMMAT NAGAR,
SAHARANPUR-247001 (U.P.)

Name/designation of the contact personnel : Section Officer (Store & Purchase)

Telephone no. of the contact personnel : Tel. EPABX (0132) 2714059, 2714061, 2714062

E.mail ids to contact personnel : cppripurchase@gmail.com

Fax Number : (0132) 2714052, 2714056

1.2 The important dates of the RFT is as follows:-

Published on https://eprocure.gov.in/eprocure	14.09.2016
Bid Document download Date	14.09.2016
Clarification Start Date	16.9.2016 at 10.00 Hrs.(IST)
Clarification End Date	23.9.2016 at 17.00 Hrs.(IST)
Bid Submission Start Date	6.10.2016 at 10.00 Hrs.(IST)
Bid Submission End Date & time	21.10.2016 at 14:00 Hrs.(IST)
Technical Bid Opening Date & Time	21.10.2016 at 15.00 Hrs.(IST)
Financial Bid Opening Date	Shall be intimated after technical evaluation

Note:-

- a. All details, regarding the subject tender are available on the website www.cppri.org.in and <https://eprocure.gov.in/eprocure>. Any change/modification in the tender enquiry will be intimated through above websites only. Bidder are therefore, requested to visit these websites regularly to keep themselves updated.
- b. Manual bids will not be accepted.
- c. For submission of E-bid, bidders are required to get themselves registered with <https://eprocure.gov.in/eprocure> website along with class II or III digital signature certificates issued by CCS under IT Act-2003. The detailed procedure is available in the website under the tab '**Help for Contractor**', Information about DSC, 'Bidders manual kit' etc.
- d. The original DD towards the Tender Document Fee and Earnest Money Deposit (EMD) in favour of Central Pulp & Paper Research Institute, Saharanpur payable at Saharanpur should be reached Central Pulp & Paper Research Institute, Paper Mill Road, Himmat Nagar, Saharanpur-247001 (U.P.) before the last date for submission of bids, failing which offer will be liable for rejection, Bidders shall attach scanned copies of Earnest Money Deposit and Tender Fee documents while submitting bids online.
- e. Any queries relating to the process of online bid submission **or** queries relating to CPP Portal are available at <https://eprocure.gov.in/eprocure>. Further, any clarifications, the bidders may contact on 24 x 7 Help Desk Number 0120-4200462, 0120-4001002 or Mobile No. 918826246593 or Mail to: support-eproc@nic.in

TENDER DOCUMENT FOR DEVELOPMENT AND INSTALLATION OF OFFICE AUTOMATION SOFTWARE FOR CENTRAL PULP AND PAPER RESEARCH INSTITUTE, SAHARANPUR (U.P.)

1.0 PREAMBLE

Central Pulp & Paper Research Institute (CPPRI) is a premier R & D institute of India dedicated to the services of Pulp , Paper & Allied Industries. Established in 1980, it is as an autonomous body under the administrative control of Department of Industrial Policy & Promotion (DIPP), Ministry of Commerce & Industry, Government of India (GoI). CPPRI is located at Saharanpur, a city in the state of Uttar Pradesh (India), 168 kms from New Delhi, well connected by rail & road. The institute offers consultancy & technical services to promote global competitiveness of the Indian Pulp & paper Industry and focus its research & scientific work in the areas of Quality improvement, Cost competitiveness, Resource conservation & cleaner production. Beside consultancy, the institute provides technical services to the Paper & Pulp Industry such as analysis & quality assessment of fibrous & non-fibrous raw materials for pulping & bleaching optimization & strength properties, paper & paper boards testing, evaluation of black liquor properties, pre-feasibility studies, basic engineering for green field mills & retrofitting, air pollution monitoring, effluent & solid waste analysis, enzymatic pulping, bleaching & deinking, waste paper processing etc.

The management of the institute is vested with the Council of Association (CoA) of CPPRI which is headed by Hon'ble Secretary, DIPP, and Ministry of Commerce & Industry with active participation of the other members from Industry, Ministry and other R&D and Academic institutions. The activities of the institute are managed by Director who is supported by various experienced scientists for research & development, consultancy and technical support to the industry and other stake holders. The Administrative and Finance support staff extends support for personnel, administration, finance & account, purchase & inventory management activities etc. Most of the activities of the institute are managed at different levels by trained professional & experienced man power, however, there is no centralized software or information processing system for execution of the activities using modern IT and computer network system. Computer systems are used only for report and presentation preparation, and no computer systems and software are used for management of day to day activities such as electronic file /document movement, e-procurement, e-data base of the employee's leave and personal record management, salary slip preparation, income tax, service tax, calculations, financial records/ documents, store's inventory management etc. All the above activities are managed through manual recording/storage & retrieval system. As a

result productivity of the staff is not being utilized efficiently. The matter has been discussed at various levels during meetings at Ministry and with other stakeholders and based on the suggestions various steps have been initiated for enhancing working efficiency by use of modern software and systems in the institute.

CPPRI thus seeks to engage a renowned software development organization with proven credentials of experience and expertise for installation of the Office Automation software. The details of the software development required for implementation in CPPRI are presented in a tender notice for vendors. The detailed notice inviting Bids and Bid Documents can be accessed from the website www.cppri.org.in and <https://eprocure.gov.in/eprocure>.

2.0 Who Can Bid?

Only who are registered, Private Limited or Limited Company or Corporate body and those who meet the pre-qualification criteria mentioned in the tender document Section 5.1 & 5.2 , can Participate in the tender (Self-attested Documentary proof of registration and licenses etc. must be attached).

The Bid Documents could be downloaded and responded to with a payment of Rs.500 by bidders (non-refundable) through Demand Draft in favour of CPPRI and payable at Saharanpur (U.P.) India. The Bank draft towards Tender Fees and EMD of Rs.40,000/- in one cover sealed and super scripted EMD and Tender Fees CPPRI Tender for Development & Installation of office Automation Software.

A letter specifying the draft details should be submitted physically However the scanned copy of Bank drafts towards the Tender Fees and EMD must be uploaded (PDF Format) electronically on <https://eprocure.gov.in/eprocure>.

The completed Bids in two parts, Part-I (Techno Commercial) and Part-II (Price) will be submitted on-line on <https://eprocure.gov.in> along with the EMD of Rs.40,000/-(Forty Thousand Only) by bidders (refundable) by Demand Draft / FDR hypothecated to CPPRI or Bank Guarantee (BG) drawn in favour of CPPRI.

Even though interim correspondence is not welcome, genuine clarifications could be obtained through Email: cppripurchase@gmail.com.

CPPRI reserves its right, at its discretion, to modify the techno-commercial scope before opening the bid.

SECTION OFFICER (PURCHASE)

3.0. The address and contact numbers for seeking clarifications regarding this RFT are given below:

Bids to be addressed to :The Director, CPPRI,
PAPER MILL ROAD, HIMMAT NAGAR,
SAHARANPUR-247001 (U.P.)

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intimated through above websites only. Bidder are therefore, requested to visit these websites regularly to keep themselves updated.

- g. Manual bids will not be accepted.
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- j. Any queries relating to the process of online bid submission **or** queries relating to CPP Portal are available at <https://eprocure.gov.in/eprocure>.
- k. Further, any clarifications, the bidders may contact on 24 x 7 Help Desk Number 0120-4200462, 0120-4001002 or Mobile No. 918826246593 or Mail to: support-eproc@nic.in.
Help Desk Number 0120-4200462, 0120-4001002 or Mobile No 91 8826246593 or Mail to :
support-eproc@nic.in

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

3.2 *Special Instructions to the Contractors/Bidders for the e-submission of the bids online through eProcurement Portal*

- a) Bidder should do Online Enrolment in this Portal using the option Click Here to Enrol available in the Home Page. Then the Digital Signature enrolment has to be done with the e-token, after logging into the portal. The e-token may be obtained from one of the authorized Certifying

Authorities such as eMudhraCA/ GNFC/ IDRBT/ MtnlTrustline/ SafeScript/TCS.

- b) Bidder then logs into the portal giving user id / password chosen during enrollment.
- c) The e-token that is registered should be used by the bidder and should not be misused by others. DSC once mapped to an account cannot be remapped to any other account. It can only be Inactivated.
- d) The Bidders can update well in advance, the documents such as certificates, purchase order details etc., under **My Documents** option and these can be selected as per tender requirements and then attached along with bid documents during bid submission. This will ensure lesser upload of bid documents.
- e) After downloading / getting the tender schedules, the Bidder should go through them carefully and then submit the documents as per the tender document, otherwise, the bid will be rejected.
- f) The BOQ template must not be modified/replaced by the bidder and the same should be uploaded after filling the relevant columns, else the bidder is liable to be rejected for that tender. Bidders are allowed to enter the Bidder Name and Values only.
- g) If there are any clarifications, this may be obtained online through the e-Procurement Portal, or through the contact details given in the tender document. Bidder should take into account of the corrigendum published before submitting the bids online.
- h) Bidder, in advance, should prepare the bid documents to be submitted as indicated in the tender schedule and they should be in PDF/XLS/RAR/DWF formats. If there is more than one document, they can be clubbed together.
- i) Bidder should arrange for the EMD as specified in the tender. The original should be posted/couriered/given in person to the Tender Inviting Authority, within the bid submission date and time for the tender.
- j) The bidder reads the terms and conditions and accepts the same to proceed further to submit the bids .
- k) The bidder has to submit the tender document(s) online well in advance before the prescribed time to avoid any delay or problem during the bid submission process.
- l) There is no limit on the size of the file uploaded at the server end. However, the upload is decided on the Memory available at the Client System as well as the Network bandwidth available at the client side at that point of time. In order to reduce the file size, bidders are suggested to scan the documents in 75-100 DPI so that the clarity is maintained and also the size of file also gets reduced. This will help in quick uploading even at very low bandwidth speeds.

- m) It is important to note that, **the bidder has to Click on the Freeze Bid Button, to ensure that he/she completes the Bid Submission Process. Bids Which are not Frozen are considered as Incomplete/Invalid bids and are not considered for evaluation purposes.**
- n) In case of Offline payments, the details of the Earnest Money Deposit(EMD) document submitted physically to the Department and the scanned copies furnished at the time of bid submission online should be the same otherwise the Tender will be summarily rejected.
- o) The **Tender Inviting Authority (TIA)** will not be held responsible for any sort of delay or the difficulties faced during the submission of bids online by the bidders due to local issues.
- p) The bidder may submit the bid documents online mode only, through this portal. Offline documents will not be handled through this system.
- q) At the time of freezing the bid, the eProcurement system will give a successful bid updation message after uploading all the bid documents submitted and then a bid summary will be shown with the bid no, date & time of submission of the bid with all other relevant details. The documents submitted by the bidders will be digitally signed using the e-token of the bidder and then submitted.
- r) After the bid submission, the bid summary has to be printed and kept as an acknowledgement as a token of the submission of the bid. The bid summary will act as a proof of bid submission for a tender floated and will also act as an entry point to participate in the bid opening event.
- s) Successful bid submission from the system means, the bids as uploaded by the bidder is received and stored in the system. System does not certify for its correctness.
- t) The bidder should see that the bid documents submitted should be free from virus and if the documents could not be opened, due to virus, during tender opening, the bid is liable to be rejected.
- u) The time that is displayed from the server clock at the top of the tender Portal, will be valid for all actions of requesting bid submission, bid opening etc., in the e-Procurement portal. The Time followed in this portal is as per Indian Standard Time (IST) which is GMT+5:30. The bidders should adhere to this time during bid submission.
- v) All the data being entered by the bidders would be encrypted at the client end. And the software uses PKI encryption techniques to ensure the secrecy of the data. The data entered will not be viewable by unauthorized persons during bid submission and not viewable by any one until the time of bid opening. Overall, the submitted bid documents become readable only after the tender opening by the authorized individual.

- w) During transmission of bid document, the confidentiality of the bid is maintained since the data is transferred over Secured Socket Layer (SSL) with 256 bit encryption technology. Data encryption of sensitive fields is also done.
- x) The bidders are requested to submitted the bids through online eProcurement system to the TIA well before the bid submission end date the time (**as per Server System Clock**)

4.0 TERMS OF REFERENCE

The software should be capable to cover following areas:

Sl. No	Our Requirement	Features required in the software
1	FINANCE AND ACCOUNTS	<p>Software should be capable to integrate with Tally Software ERP .9 Gold and produce reports for Financial Accounting , Salary Slip, Budgetary & Taxation, loan ,advances ,CPF ,etc by importing data from Tally. The reports generated will be in the format used by CPPRI, F & A Division.</p> <p>Accounts module providing the following facilities :</p> <p>Provision to Settings of Financial Period, Default Financial Period, Agent, Schemes, Account Group, Sub Account Group, Sub Account, Individual Ledger, Schedule, Cost Center Account Link, Provision for entry of Opening Bill Details, Opening Balance, Opening Depreciation, Fixed Asset Sales, Bill Reference Number</p> <p>Provision for budgetary control such as Budget Allocation, Rev. Budget Allocation, Projected Budget</p> <p>Provision for Voucher entry, Cash Payment, Cash Receipt, Bank Payment, Bank Receipt, Journal, Contra</p> <p>Provision to generate the following reports</p> <p>Monthly or for any period, Actual expenditure and income statement under different head of income and expenditure</p> <p>Annual Receipt And Payment</p> <p>Abstract Payment</p> <p>Abstract Receipts</p> <p>Trail Balance</p> <p>Balance Sheet(Consolidated)</p> <p>Income and expenditure(Consolidated)</p> <p>Balance Sheet(Schedule wise detailed)</p> <p>Income and expenditure(Schedule wise detailed)</p> <p>Expenditure Details Under Agents</p> <p>Other Receipt And Payment</p> <p>Detailed Receipt And Payment</p> <p>Utilization certificate</p> <p>Breakup of Assets Acquired</p>

		<p>Breakup of closing Balance Scheme Closing Balance Day book Breakup of expenditure incurred Statement of CPF Transaction General Ledger Individual ledger Sub ledger Schedule of fixed Asset CPF Transaction Report Service tax records TDS records VAT (TDS) records Various ledger of advances such as advance to suppliers , general expenses and TA.</p>
2	CPF	<p><u>CPF features covering following facilities</u> Accounts will be kept in Tally software but contribution data should import from salary / pay slip. Receipt And Payment Account Log Register Individual ledger with interest calculation for members of the trust. Final accounts.</p>
3	ADMINISTRATION & PAYROLL	<p><u>The features for Administration module covering the following facilities such as:</u> Employee Joining Details Employee Pay scale Employee Designation Employee Report Employee Bank Details Designation Employees Retirement reports Designation List Withdrawals of Leave Leave Credit Leave Issue Leave Stock Allowances Deductions Contributions Repayments Consolidated Statements <u>Payroll features covering following facilities</u> Salary</p>

		Pay Slips Pay Slip Abstract Pay Broadsheet Different schedules for allowance and deductions Email Pay slip Service Book IT Reports Form 16 Form 24 Form 24 Q HRA List Advances Professional Tax Caste Report DA Report Payee Report Medical Bill reports LTC Register TS (Temporary Manpower) TSM Abstract Attendance TSM Bill Periodical Increment Report, Consolidated Statements
4	PURCHASE AND INVENTORY MANAGEMENT	<u>The features for Purchase & Inventory Management covering the following facilities such as:</u> Purchase Indent Tender Preparation Quotation Entry Comparative Statement Preparation Purchase Order Generation Annual Rate Contract Management Re-order level setting Purchase Indent Generation based on re-order level Purchase Invoice cum GRN/Delivery Challan Stock Posting Barcode Generation & Printing Barcode Re-printing Store Issue Material Return Condemnation of item Asset Details Equipment Log Book Equipment Damage

		<p>Purchase Indent Report Tender Report Technical Comparative Report Financial Comparative Report Purchase Order Report Goods Received Report Indent Status Report Report to generate all pending PO Report to generate pending PO's based on given date which is due date of PO. Supplier Payment details Funds Required Import Funds Required Local Total Purchase Department Faculty Funds Total Purchase(Fund wise) Local Import ARC proposal to manufacturer ARC agreement to manufacturer Asset Register Personnel Inventory Register Daily Receipt Report Stock Register Report Payment Pending Report Warranty Expiry Alert Insurance Expiry Alert AMC Expiry Alert Payment Status Report Value of Receipts wise Issues in a week/month/year(item wise/group wise) ABC Analysis FNS Items Report(Fast/Non-moving/Slow moving) Consumption Report(item wise/department wise) Stock availability Report Department wise Issue Report</p>
5	DOCUMENT FLOW	<p><u>Document Flow provides the Provision to submit the following indents:</u> Bills CPF Advances CPF (Vol) deduction CPF Withdrawal Tentative Tour Program</p>

		<p>Revised Tour Program TA Advance Festival Advance LTC Advance Income Tax deduction House Building Advance Personal Advance Establishment CL/CH/RH Application Joining Report Declaration of home town Works Work indent Stores Purchase Indent Consumables Items Repair Indent Stationery Indent Cashier Imprest Advance General Contingent Advance Advance Settlement Submission Book Indent Vehicle Requisition Feedback Guest House/Hostel Query Indent Tracking The system should have pre-defined route , which can be altered by the system Financial Accounting/ Payroll, etc. in the Institute administrator..</p>
6	DESPATCH	<p><u>Provision for monitoring of Incoming, Out going, forwarding of different despatch</u> Materials such as Postal, courier, Cheque, Demand Draft etc. Stamp purchase Franking system usage. Receipt Register Forward Register Outgoing report Demand Draft Franking Report Stamp Report,</p>

		Stamp flow, Franking Register Franking Flow
7	RESEARCH MANAGEMENT	<u>Research Management should be the containing following features such as:</u> Project Creation Project Team creation Experimental Components availability Project Activities Project progress Man Power Calculation Other Expenses Calculation Individual Activity Report Project Status Exam Schedule Report
8	SALES	Issue of bills for testing/consultancy/training and other services, receipts of payment, computation of service tax, Cenvet Issue of Performa invoice for services

5.0 PRE-QUALIFICATION CRITERIA & RESPONSIBILITY OF THE BIDDER

Only those who are registered, Private Limited or Public Limited Company or Corporate body and those who meet the pre-qualification criteria mentioned in the tender document section 5.1 and 5.2 can participate in the tender (Self attested Documentary proof of registration and licenses etc. must be attached).

5.1 (a) Prequalification Criteria for the Bidder

1. Audited Company balance sheet for preceding 3 years should be enclosed .The net worth of the bidder should be also positive for any preceding three years.
2. Should be a company registered in India and in operation for the last 10 years or more and having a minimum turnover of minimum Rs.50 lakhs in average for the last three financial years.
3. Experience in developing and implementing projects.

4. Bidder should have implemented at least 2 similar projects in institutes like Research Institutes funded by Govt. of India/ Universities/ Reputed Institutions/Offices/Organisation in India during the last five year period. The bidder should enclose client list with contact address for reference. Attach photocopies of work orders.
5. Bidder should have at least 2 completion or AMC certificates to substantiate success in implementing related projects or capability to handle software maintenance and to ensure continuity of the implementation work.
6. Bidding company should have its own development facility and should own source code for the product or software and hand over the same after completion to CPPRI, Saharanpur
7. Certified copies of proofs of above criteria should be included in Technical Proposals.

(b) Special Conditions of Contract (SEC)

1. The project (SRS, Designing / Customization, coding, testing, installation, training and handholding) is to be completed within one year maximum. One year free warranty after handholding period is mandatory. There shall be AMC of minimum Three years after this.
2. Selected bidder will have to provide specialized training to two of CPPRI staff on managing the Office Automation Software with online support from successful bidder after handholding period.
3. Selected bidder will have to sign service level agreement for functioning of software, training the CPPRI, Saharanpur staff and updating the software for initial period of in all five years (One year installation – one year free (warranty) – Three year AMC).
4. Necessary training is to be provided to the resource personnel of CPPRI, SAHARANPUR to manage the OFFICE AUTOMATION SOFTWARE.
5. The bidders will have to give demonstration of their existing software product to CPPRI, SAHARANPUR staff during course of qualifying criteria for the product development.
6. The bidder has to provide 24*7 supports during the contract period.
7. CPPRI, Saharanpur will make all necessary hardware, networking, system software, manpower (System administrator, office automation Committee & coordinator etc.) arrangements in consultation with successful vendor within two months.

8. An agreement may be signed between CPPRI, Saharanpur & the successful bidder regarding Pre requisite/ site preparation (Hardware / system software / networking / manpower requirements), warranty, License agreement, source code, Installation & Training, time schedule, payment terms, penalty clause, facilities required for vendor, AMC charges etc.
9. The data, in Tally / Excel of existing records is to be integrated for import & export to the new Office Automation Software by the Vendor.
10. The bidder should enclose relevant documents wherever necessary.
11. The product selection is based on CPPRI, Saharanpur rules.

5.2 Earnest Money Deposit (EMD)

An amount of Rs.40,000.00 (Rupees Forty Thousand Only) by bidders shall be furnished by means of a demand draft **drawn in favour of CPPRI ,Payable at Saharanpur** from any Indian scheduled commercial bank towards Bid. Bidders shall attach scanned copies of Earnest Money Deposit and Tender Fee documents while submitting bids online

5.3 Documentary Proof

Documentary proof shall be furnished in support of the requirements aforementioned in section 5.1 This information should include:

- The relevant software development projects carried out by the bidder along with start and finish dates
- Clients along with their contact information, Certificates from the clients / concerned parties shall be furnished as documentary proof in support of the cited information. CPPRI may contact any of the listed clients for verifying the documents provided by the bidder.
- Authenticated balance sheets and profit & loss statement for the preceding 3 years shall be furnished for establishing financial credentials

- The firm / company shall not assign or sub-contract the work or any part thereof without prior written permission of CPPRI .
- A brief bio-data of the professionals of the bidder scheduled to be associated in preparation of the report indicating their competency / experience profile shall be furnished along with the techno-commercial bid.

6.0 BID PARTICULARS

6.1 Cost of Bidding.

6.1.1 The bidder shall bear all costs associated with the preparation and submission of the bid, attending bid meetings and visiting sites, if required and or any other locations in connection with bidding and CPPRI will in no case be responsible or liable for these costs regardless of the conduct or outcome of the bidding process. However, the cost of CPPRI officials associated with the bidding process will be borne by CPPRI.

6.1.2 It will be imperative on each bidder to familiarize Office Automation Software with all local conditions and factors, which may have any effect on the execution of work covered under the bid document.

6.1.3 CPPRI will not be liable for any personal injury (whether fatal or otherwise), loss or damages, costs and expenses incurred by the bidder and its team during development and installation/implementation of the software.

6.2.3 It must be ensured that the above factors have been properly studied and considered while submitting the bid. No claim for financial or any other adjustments to contract price, on account of lack of clarity of such factors, shall be entertained.

6.3. Bid Documents

6.3.1 The bidder is expected to examine carefully all instructions, conditions, forms, terms and conditions, given in the bid document. Failure to furnish any information required by the bid document or not responsive to the requirements of the bid documents will be at the bidder's risk and may result in rejection of the bid document

6.3.2 The bidder can download the bid document from our web site www.cppri.org.in and <https://eprocure.gov.in/eprocure>. and quote on-line through CPP Portal <https://eprocure.gov.in>. In such event the bidder should enclose the bid fee of Rs.500 /- (Rs. Five Hundred Only) by means of a Demand Draft should reach CPPRI, Post Box -174, Paper Mill Road, Himmat Nagar, Saharanpur before the last date for submission of bids, failing which the bid will be rejected. Bidders shall attach scanned copies of Earnest Money Deposit and Tender Fee documents while submitting bids online

6.3.3 All questions and clarifications relating to the bid shall be addressed to the following officials by telephone / letter / fax / e-mail:

Section Officer (Purchase)

CENTRAL PULP & PAPER RESEARCH INSTITUTE (CPPRI)

PO BOX 174, Paper Mill Road ,

Himmat Nagar, Saharanpur -247001 (U.P.) INDIA

Phone No. +91-132 -2714059/61/62.

Fax: +91-32-2714052/54 , Website : www.cppri.org.in

Email : cppripurchase@gmail.com with cc to director@cppri.org.in

6.4 Addendum / Corrigendum

6.4.1 Changes, if any shall be intimated through Addendum(s) / Corrigendum(s) which will be available at CPPRI website till the date of submission of the bid. All such addendum(s) / corrigendum(s) issued shall form part of the bid documents.

6.5 Language of Bid

The bid prepared by the bidders and all the correspondence and documents relating to the bid, exchanged between the bidder and CPPRI shall be in English language only. Failure to comply with this condition shall disqualify the bid. Each page of the bid document will be signed by the authorized signatory.

6.6 Bid Prices and Escalation of Costs

6.6.1 Which shall be inclusive of all kinds of expenses/taxes. The bidder shall entirely be responsible for deposit of Service Tax and all other taxes as per the prevailing law. Documentary evidence for deposit of Service and other Taxes shall be submitted to CPPRI, if required.

6.6.2 Bidders shall be liable to pay the applicable rates of Income Tax as per the provisions under Indian Income Tax Law. Income Tax at source will be deducted at the time of making the payment on applicable rates and certificate to this effect will be issued to enable the bidder to get necessary tax credit at the time of filing the tax return .

6.6.3 The price quoted shall be firm without any escalation till completion of all the work to the entire satisfaction of CPPRI . No escalation whatsoever will be entertained by CPPRI

6.7 Bid Currencies and Payment

The charges / fees of the bidder shall be quoted in Indian Rupees only.

6.8. Bid Validity

6.8.1 Bids submitted by bidders shall remain valid for the acceptance of CPPRI for a period of **180 days** from the date of opening of the techno-commercial bids. Bidders shall not be entitled to revoke or cancel the bid or to modify the same or any terms and conditions thereof, without the consent of CPPRI in writing during the said period of **180 days**.

6.8.2 Offers with price variation clauses shall be liable for rejection. Further, the price shall remain firm till installation of the software and submission of completion report to the entire satisfaction of CPPRI

6.8.3 For varying any terms in regard thereof without the written consent of CPPRI, the bidder's Earnest Money Deposit / Bid security will be forfeited by CPPRI.

6.8.4 The Earnest Money will be forfeited on account of one or more of the following reasons:

- Bidder withdraws its Proposal during the validity period specified in tender.
- Bidder does not respond to requests for clarification of its Proposal.
- Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
- In case of a successful bidder, the said bidder fails to submit security deposit in time.

7.0 SUBMISSION OF BID

Online Bid Submission

7.0.1 The Online bids (complete in all respects) must be uploaded on <https://eprocure.gov.in/eprocure> latest by **14:00 Hrs on 19.10.2016**.

7.0.2 The Online bids should be submitted as under:

Bank Drafts towards TENDER FEE and EMD in one cover sealed and superscripted **“EMD and Tender Fee - CPPRI tender for Development and Installation of Office Automation Software”**. A letter specifying the draft details should be submitted physically. However the scanned copy of Bank drafts towards Tender Fee and EMD must be uploaded (PDF format) electronically on <https://eprocure.gov.in/eprocure>.

7.1. Submission Procedure

7.1.1 The bids (**2 parts**) shall be submitted in the following manner:

(a) Techno-Commercial bid (Part I): with all relevant documents and the documents specified for the bid evaluation documents in a closed cover duly sealed and with superscription “Techno- Commercial bid”.

(b) Price bid (Part II) as per price bid format as per Annexure– VI in single copy in another cover, duly closed and sealed with superscription “Price bid”.

7.1.2 Addendum(s) / Corrigendum(s) to bid notice / bid documents, if any, issued by CPPRI subsequent to their issue / publication shall form part of the bid documents. The bids submitted by the bidder shall take into account all such addendum(s) / corrigendum(s).

7.1.3 Bidders are advised to submit bid strictly based on the terms and conditions contained in the bid documents. CPPRI reserves the right to reject bids containing deviations to the terms, conditions stipulated in the bid documents and imponderable conditions put forth by the bidder.

7.1.4 The bidders shall furnish the details in the prescribed format and enclose all the documents sought and supporting ones, along with the techno- commercial bid.

7.1.5 The following documents shall form the techno-commercial bid:

1. Letter of submission of bid (in the letter head).
2. Earnest Money Deposit (EMD) as per clause 5.2
3. Information and documents about bidder substantiating the requirements of the pre-qualifying criteria, as mentioned in clause no. 5.1, 5.2 and 5.3.
4. Methodology adopted for development of software in similar organisations.
5. Undertaking by the Bidder as per **Annexure – II**.
6. Bidder profile as per format **Annexure – III** format duly filled in and signed with the documents specified.
7. Schedule of experience and concurrent commitments as per format given in **Annexure –IV**.

8. Power of Attorney / Authorization with the seal of the Company in favour of person(s) signing the bid document / bid.
9. Copies of authenticated balance sheets and Profit and Loss Account statement for the last 3 years, showing Annual Turnover and Financial Status of the bidder in terms of the pre – qualifying criteria
10. Latest and valid Solvency Certificate from the banker.
11. Memorandum and Articles of Association in case of the Company.
12. Action Plan proposed for the assignment and Pert Chart / Master schedule for the activities.
13. Copy of the price bid with prices alone blanked off.
14. Any other documents in support / relevant to the development of software job.
15. Bidders must enclose PAN, VAT , **SERVICE TAX REGISTRATION** certificate.

Failure to attach any or all of the documents mentioned in clause No. 7.1.5 above may lead to rejection of the offer.

7.2. Earnest Money Deposit (EMD) / Bid Security.

- 7.2.1 An amount of Rs.40000.00 (Rupees Forty Thousand Only) by bidders shall be furnished by means of a demand draft **drawn in favour of CPPRI, payable at Saharanpur** from any Indian scheduled commercial bank towards Bid. The EMD is refundable without any interest.
- 7.2.2 Successful bidder has to submit security money equivalent to 10% of the total contract amount which can be furnished by means of a FDR hypothecated to CPPRI or in the form of BG (Bank Guarantee) from an Indian scheduled Bank having validity for the period of 5 years from the date of award of the Work Order. The format of the BG may be obtained from SO (Purchase), if desired.
- 7.2.3 The Earnest Money will be forfeited on account of one or more of the following reasons:
 - Bidder withdraws its Proposal during the validity period specified intender.
 - Bidder does not respond to requests for clarification of its Proposal.

- Bidder fails to provide required information during the evaluation process or is found to be non-responsive.
- In case of a successful bidder, the said bidder fails to submit security deposit in time.

7.3 Signing of Bid Documents.

- 7.3.1 The bid must be duly signed with the name and designation of the signatory and the seal of the Company shall be affixed.
- 7.3.2. Bids by Companies must be signed in the legal name of the Company by the President / Managing Director or by the Secretary or other person or persons authorized to bid on behalf of Company, with the seal of the Company.
- 7.3.3 Satisfactory evidence of the authority of the person signing on behalf of the bidder shall be furnished with the techno commercial bid.
- 7.3.4 The bidder's name stated in the bid shall be the exact legal name of the Company etc. as registered or incorporated.

7.4 Corrections in Bid Documents.

- 7.4. 1 All changes / alterations / corrections in the bid shall be signed in full by the person or persons signing the bid, with date and seal.
- 7.4.2 Corrections of errors in price bids – Price bids will be checked by CPPRI for any arithmetic errors in computation and summation. Where there is a discrepancy between amounts in figures and words, the amount in words will govern.

7.5 . Transfer of Bid Documents.

7.5.1 Transfer of Bid Document “purchased / issued to” one bidder to another bidder is not permissible. Similarly, transfer of bid submitted by one bidder to another is also not permissible.

7.6 Due Date for Submission of Bid.

The important dates of the RFT is as follows:-

Published on https://eprocure.gov.in/eprocure	09.09.2016
Bid Document download Date	09.09.2016 at 10.00 Hrs.(IST)
Clarification Start Date	12.9.2016 at 10.00 Hrs.(IST)
Clarification End Date	21.9.2016 at 17.00 Hrs.(IST)
Bid Submission Start Date	4.10.2016 at 10.00 Hrs.(IST)
Bid Submission End Date & time	19.10.2016 at 14:00 Hrs.(IST)
Technical Bid Opening Date & Time	19.10.2016 at 15.00 Hrs.(IST)
Financial Bid Opening Date	Shall be intimated after technical evaluation

Note:-

- a. All details, regarding the subject tender are available on the website www.cppri.org.in and <https://eprocure.gov.in/eprocure>. Any change/modification in the tender enquiry will be intimated through above websites only. Bidder are therefore, requested to visit these websites regularly to keep themselves updated.
- b. Manual bids will not be accepted.

7.6.1 If the bid opening day happens to be an unscheduled holiday for CPPRI , the bids would be opened on the next working day.

7.7.2 Transparency will be ensured during the bid evaluation processes.

7.8 . Bid Acceptance.

7.8.1 Canvassing in any form by the bidder or by any other agency on behalf of the bidder may disqualify the said bid.

7.8.2 Any effort by the bidder / his agent to influence CPPRI officials in the process of examination, clarification, evaluation and comparison of bids and in decisions concerning award of contract, may also result in the rejection of the said bid.

7.8.3 Wrong information – If the bidder deliberately gives wrong information in his bid to create circumstances for the acceptance of his bid, CPPRI reserves the right to reject such bids without any reference to the bidder

7.8.4 CPPRI's right for acceptance / rejection-Notwithstanding what is stated above, CPPRI reserves the right to accept or reject any or all bids at any time prior to the award of contract without assigning any reason whatsoever.

7.9 Notification of Award.

7.9.1 Prior to the expiry of the period of bid validity, CPPRI will notify the successful bidder that his bid has been accepted by a Letter of Intent (LoI) or by a work order. CPPRI will be the sole judge in the matter of award of the contract and the decision of CPPRI will be final and binding.

7.9.2 The notification of award will constitute the formation of the contract.

7.9.3 Upon furnishing of a Security Deposit by the successful bidder, CPPRI will return the EMD of all the bidders.

7.10 Security Deposit

7.10.1 The successful bidder shall within 15 days from the date of notification of the award of the contract / LoI furnish the Security Deposit in form of bank guarantee as per Section 7.2.2, from a scheduled Indian Commercial Bank, for 10% value of contract, excluding duties and

taxes. The bank guarantee being furnished should be valid for 60 months from the date of its issue.

7.11 . Execution of contract agreement

7.11.1 Within 15 days of Lol / Order, an Agreement need be signed with CPPRI and the successful bidder on a non-judicial stamp paper of INR 100.

7.12. Formation of committees by employer

7.12.1 Bid Evaluation Committee (BEC)

The BEC constituted by CPPRI shall be responsible for Vendor selection i.e. evaluation of technical and financial proposals . Based on their recommendations, final selection of the Vendor will be made.

7.13 Award of Contract:

CPPRI will notify the successful bidder in writing that its proposal has been accepted. The Vendor will sign the Contract Agreement as per **Format provided by CPPRI** within 15 days of the notification.

8.0 OTHER CONDITIONS OF CONTRACT.

8.1 Income Tax, Service Tax and Cess.

Income Tax at source will be deducted at the time of making the payment at the applicable rates and certificate to the effect that tax has been deducted, will be issued to enable the contractor to get necessary tax credit at the time of filing the tax return.

Service Tax as applicable shall be borne by CPPRI . However, details of Service Tax number shall be furnished in the bid document. At the time of finalization of the bill Service Tax details will be reflected separately.

8.2 Government Directives

8.2.1 CPPRI being an autonomous organisation under **Ministry of Commerce & Industry , Govt of India** would be modifying / deleting / adding any clause to comply with the guidelines / directions issued from time to time by the Government or any other statutory authorities.

8.3 Abandonment of the Work

8.3.1 If the vendor abandons the work at any stage before completion of all responsibilities under the contract arising out of this bid document, for reasons attributable to him, the Vendor is liable to compensate CPPRI for all the damages / losses arising out of it.

8.4 Completion Time.

8.4.1 The completion schedule of the project is within a time frame of **12 months** from the date of award of Lol.

8.4.2 No delay is acceptable in execution of the project. If any delay is anticipated , CPPRI will be informed well in advance along with reasons for such delay. CPPRI may consider grating limited extension for any genuine reasons. However, no additional payment will be made to Vendor for services provided after **12 months**.

8.5 Force Majeure.

8.5.1 Any delay in or failure of performance by either party to the contract shall not constitute default or give rise to any claims for damages / compensation against the said party if and to

the extent caused by reasons which are beyond the control of the said party, including acts of God, strikes or other concerted acts of workmen, lockouts, fires, flood, explosions, riots, war (declared or undeclared), rebellion, earth quakes, sabotages, extra ordinary severe weather conditions, civil commotion, compliance with any order or requests of any governmental authorities, criminal acts of third parties or similar impediments, provided such impediments are intimated to the other in writing within 15 days of its occurrence.

8.6 Changes / Additions in the Scope of Work.

8.6.1 CPPRI shall have the right to advise the Vendor in writing to make any changes, modifications, deletions and / or additions to the Vendor's scope of work. The Vendor would be obliged to make such changes and / or additions contemplated by CPPRI.

8.6.2 Any other services / activities, which are complementary for the successful implementation of the software, shall also be treated as an integral part of the scope of the work.

8.7. Payment Terms.

Progressive payment terms are as under:-

Schedule of Activity	Percentage of Contract Value
At the time of award of job work	20%
After First installation of the software in the Institute .	50%
After final handing over of the software to CPPRI	30%

8.8. Infringement of Copyright / Patents etc .

8.8.1 The Vendor shall indemnify and hold CPPRI harmless from all costs, damages and expenses arising out of any claim, action or suit brought against CPPRI by third parties in respect of any infringement of any copy right or any similar rights resulting from the use of any product,

software, data or process or design belonging to or used by the Vendor and / or handed over to CPPRI .

8.9. Ownership of Software

8.9.1 The software, data and other content therein (hard and soft copies) shall be the property of CPPRI and CPPRI shall have the freedom to use these materials for its purposes and shall not be bound by any restrictions in this regard.

8.10. Accommodation / Conveyance / Site Facility.

8.10.1 All costs associated with the visit to CPPRI and other places in connection with the job undertaken by the Vendor / its representatives shall be borne by the company itself. The expenses of CPPRI officials shall be borne by CPPRI

8.11 Jurisdiction.

8.11.1. For the purpose of enforcing legal rights / remedies in respect of this contract, Courts of law in Saharanpur (U.P.) shall alone have exclusive jurisdiction.

8.12 Resolution of Disputes

If any dispute arises between parties, then these would be resolved in following ways:

8.12.1 Amicable Settlement

Performance of the Contract is governed by the terms and conditions of the Contract, however if any dispute which may arise about any interpretation of any term or condition of Contract including the scope of work clauses of payments etc. In such a situation either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the Notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60

days following the response of that party, then the second Sub-clause of resolution of disputes shall become applicable.

8.12.2 Resolution of Disputes

In case dispute arising between the CPPRI and the Vendor, which has not been settled amicably, the Vendor can request to CPPRI to refer the dispute for Arbitration under Arbitration and Conciliation Act, 1996. Such disputes shall be referred to the Arbitrator who will be appointed by parties by mutual consent. In case of failure / disagreement by either parties, appointment of Arbitrator shall be as per provision of Section XI of the Indian Arbitration and Conciliation Act, 1996, and any statutory modification or re-enactment thereof, shall apply to these arbitration

proceedings. Arbitration proceedings will be held at CPPRI . The decision of the arbitrator shall be final and binding upon both the parties. All arbitration awards shall be in writing and shall state the reasons for the award. The expenses of the arbitration as determined by the arbitrator shall be borne by the Vendor. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.

8.13 Governing Law

The Contract arising out of this Bid document shall be governed by Indian Laws and subject to jurisdiction of courts established in India.

INSTITUTE'S PROFILE

Background :	Central Pulp & Paper Research Institute (CPPRI), an autonomous organisation under the administrative control of Ministry of Commerce & Industry , Govt. of India , is a premier research institute dedicated to the services of Pulp , paper & Allied Industries. The institute has state of art facilities for carrying out quality research work and rendering technical and consultancy services in the area of raw material upgradation , pulping and bleaching , stock preparation , product development , chemical recovery , environmental management , biotechnology etc
Location	CPPRI is located at Saharanpur around 180 km from New Delhi. It is well connected by rail and road network . Nearest airports are New Delhi & Dehradun (80 km)
No of Staff	CPPRI has a dynamic, trained and dedicated team of highly qualified and trained scientists (25), technical (43) and administrative & finance (23) staff members

UNDERTAKING BY THE BIDDER

(To be submitted with Techno Commercial Bid Part – I of Bid)

I / We _____ (Name of the Bidder) hereby represent that I / we have read and understood the Bid document and that my / our Bid has been prepared accordingly in compliance with the requirement stipulated in the said document.

Signature and seal of the Bidder

Name:

Address of the Bidder:

Place: _____

Date: _____

Note:

This undertaking should be signed by the Bidder's representative who is signing the Bid.

BIDDER PROFILE

(To be submitted with Techno Commercial Bid Part – I of Bid)

- 1. Name of the firm :**
- 2. Address :**
- 3. Name and address of person to be contacted :**
- 4. Telephone No. :**
- 5. Fax Number :**
- 6. E-mail :**
- 7. Whether Pvt. Ltd/Ltd Co./ :**
Corporate body / Others
(Copy to be enclosed)
- 8. Name and address of Bankers with :**
Account Number
- 9. Details to meet the pre-qualification :**
Criteria as specified in section 5.0 (5.1(a) & 5.2).
- 10. Details of relatives of executives / :**
Director employed in CPPRI , if any.
- 11. Please give a write up on firm's :**
Activities
- 12. Furnishing of any other relevant :**
Information other than above, if any

**Signature of bidder, designation
with date and seal**

SCHEDULE OF BIDDERS EXPERIENCE
(To be submitted with Techno Commercial Bid Part – I of Bid)

The bidder shall furnish hereunder a list of similar jobs executed by him to whom a reference may be made by the CPPRI in case CPPRI considers such a reference is necessary.

Sr. No	Name and description of work with contract No.	Scheduled Completion period	Actual Completion period	Value of work	Date, Month and Year of start & completion	Client details with Name, Address, Telephone, Fax etc.	Persons to whom ref. may be made
1	2	3	4	5	6	7	8

Signature :

Designation :

Name of the

bidder :

Company / Firm seal :

Date :

LIST OF CONCURRENT COMMITMENTS
(To be submitted with Techno Commercial Bid Part – I of Bid)

(As per section 7 [7.1.8])

Sr. No	Full Postal Address of Client & Name of Officer in charge	Description of the work	Contract No & Date	Value of contract	Date of commencement of work	Scheduled completion period	Persons to whom ref. may be made	Expected date of completion	Reasons for delay, if any
1	2	3	4	5	6	7	8	9	10

Price Bid Format
(To be Submitted with Price Bid Part –II of Bid)

as per Section 7 (7.1.1)

Particulars	Price Quoted	
	Rs, in figures	Rs, in words
Software development, installation ,free warranty, Three year AMC, etc.		
Others , if any		
Service tax		
Total		

We hereby agree to follow the special conditions of the contract (SCC) as specified in 5.1 (b) of the tender document.

Signature with designation:

Address:

Date:

Seal:

Note:

1. Price quoted shall be indicated both in figures and words. The amount quoted in words shall be taken as final in case of difference.
2. Bidder shall submit breakup of prices for software development and other's, if any separately in above formats.

Annexure –VII

Check List for Pre- qualification requirement & documents to be submitted

Sl. No	Documents enclosed	Yes	No	Reference /Remarks
1.	Company Registration in India and operation for last 10 years - Memorandum and Articles of Association in case of the Company			
2.	Audited company balance sheet for last three years			
3.	Completion and implementation certificates of at least 4 similar projects along with start and finish dates or AMC certificates of 4 related projects			
4.	Letter of submission of bid (in the letter head)			
5.	Earnest Money Deposit (EMD) as per clause 5.2			
6.	Undertaking by the Bidder as per Annexure – II.			
7.	Bidder profile as per format Annexure – III format duly filled in and signed with the documents specified.			
8.	Schedule of experience and concurrent commitments as per format given in Annexure –IV.			

9.	Power of Attorney / Authorization with the seal of the Company in favour of person(s) signing the bid document / bid.			
10.	Latest and valid Solvency Certificate from the banker.			
11.	Action Plan proposed for the assignment and Pert Chart / Master schedule for the activities			
12.	Details Methodology adopted for development of software in similar organisations.			
13.	Copy of the price bid with prices alone blanked off.			
14.	Self attested copy PAN, VAT , SERVICE TAX REGISTRATION certificate			
15.	Any other documents in support / relevant to the development of software job			