



सी.एस.आई.आर.-केन्द्रीय औषधि अनुसंधान संस्थान  
(वैज्ञानिक तथा औद्योगिक अनुसंधान परिषद)  
बी.एस. 10/1, सेक्टर 10, जानकीपुरम विस्तार, सीतापुर रोड, पोस्ट बॉक्स नं. 173, लखनऊ - 226021 (भारत)  
**CSIR-Central Drug Research Institute**  
(Council of Scientific & Industrial Research)  
B.S. 10/1, Sector 10, Jankipuram Extension, Sitapur Road, Post Box No.: 173, Lucknow- 226021 (India)  
Phone : (0522) 2771940, 2771960, 2961202, Fax : 91- (522) 2771941  
Gram : CENDRUG, Web : <http://www.cdriindia.org>



**SINGLE TENDER DOCUMENT**

**INVITATION TO BID**

File No.2022-23/ERP2824

Date-28-02-2023

To

M/s MARG Software Solutions.

Lucknow

Dear Sirs,

Sub: Quotation for service of "**AMC for Renewal of onsite technical support & AMC – Description-[www.saiflucknow.org](http://www.saiflucknow.org); Service- for 3 Years**" (As per Scope of Work)

Ref: Our Enquiry No. 2022-23/ ERP2824 Date 28-02-2023

Director, **CSIR-CDRI, Sector-10 Jankipuram Extension, Sec-10, Sitapur Road, Lucknow- 226031** herein after called as the '**Purchaser**' is interested in the purchase of below mentioned material (s). Kindly send your quotation through E. tender before due date by **17:30hrs. (IST)**.

SL. No.	Description of the material " <b>AMC for Renewal of onsite technical support &amp; AMC – Description-<a href="http://www.saiflucknow.org">www.saiflucknow.org</a>; Service- for 3 Years</b> " (As per Scope of Work)	Qty.
1.	<b>1.</b> End Use : Research <b>2.</b> Detailed specifications : Attached <b>3.</b> Period Three years	As per BOQ

**Note: Please also provide the following documents.**

- 1. Proprietary Certificate**
- 2. Price reasonability certificate**
- 3. Authorization Certificate.**
- 4. Purchase orders copy of the above item if supplied any other department.**
- 5. Code of integrity form**
- 6. Credential of the firm (GST & pan no. etc.)**

**Last Date for submission: 06.03.2023 up to 13:30 hrs. (IST)**

**Date of Opening: 07.03.2023. at 14:00 hrs. (IST)**

**TERMS & CONDITIONS**

1. The quotation must be in the form furnished by the Purchaser and should be free from corrections/erasures. In case there is any unavoidable correction it should be properly attested. If not the quotation will not be considered. Hand written Quotations will not be considered.
2. It may kindly be noted that your bid should

- A) be in **One part bidding**).
- B) accompany Bid Security(EMD) =NIL
- C) ~~on the event of award of Contract in your favour, you need to submit a Performance Bank Guarantee (10% of the contract value) valid for a period of 02 Months beyond the Warranty period.~~
3. ~~Each quotation sent by post is to be enclosed in double cover addressed to The Store Purchase officer, CSIR-CDRI Sector-10 Extension Sitapur Road Lucknow. Quotations delivered personally should be put in the tender box kept in the office of.~~
4. The acceptance of the quotation will rest with the competent authority of **CSIR-CDRI Sector-10 Jankipuram Extension Sec-10, Sitapur Road Lucknow**, who does not bind himself to accept the lowest quotation and reserves the right to himself to reject, or partially accept any or all the quotations received without assigning any reason.
5. Price quoted should be net and valid for a minimum period of **90** days from the date of opening of the quotation.
6. Participation in this tender is by invitation and is not limited to the selected Purchaser's registered suppliers. Unsolicited offers are liable to be ignored. However, suppliers who desire to participate in such tenders in future may bring it to the notice of the purchaser and apply for registration as per procedure. It may be noted that Conditional/Unsigned tenders shall not be considered.
7. The bidder must submit the applicable Price Schedule Form as Annexed to the tender document available on the website.
8. **Complete specification with manufacturer's name and address should be given while quoting. Literature/Pamphlets should also be enclosed wherever applicable.**
9. In cases of agents quoting on behalf of their foreign manufacturers, one agent cannot represent two manufacturers or quote on their behalf in a particular tender enquiry. One manufacturer can also authorize only one agent/dealer. There can be only one bid from the following:
1. The foreign manufacturer directly or through one Indian agent on his behalf; or
  2. Indian/foreign agent on behalf of only one principal.
10. Please indicate the name and address of the agents in India if any, the details of Spare Parts of Benchtop ultracentrifuge to be rendered by them & the percentage of commission payable to them. **Agency commission payable to the Indian Agent should be clearly indicated.** The Agency commission would be payable only in Indian Rupees after acceptance.
11. The mode of dispatch/transportation of the items must be by Air/Sea/Rail/Road only. (Retain one only).
12. Delivery period required for supplying the material should be invariably specified in the quotation. The offered delivery period shall have to be strictly adhered to in case an order is placed.
13. Liquidated Damages Clause for delays: The applicable rate is 0.5% per week and maximum deduction is 10% of the contract price.
14. If the deliveries are not maintained and due to that account the purchaser is forced to buy the material at your risk and cost from elsewhere, the loss or damage that may be sustained there by will be recovered from the defaulting supplier.
15. All supplies are subject to inspection and approval before acceptance. Manufacturer warranty certificates and manufacturer/Government approved lab test certificate shall be furnished along with the supply, wherever applicable.
16. TDS would be recovered as per rules in case of Fabrication/ Servicing/ Maintenance jobs/Installation charges etc.
17. Kindly furnish your PAN & GST Number etc. in your quotation for our records.
18. Our normal payment terms are 100% (hundred percent) within 30 (thirty) days on receipt and acceptance of material at our site in good condition. Please inform your Bank details for RTGS payment.
19. All disputes shall be settled in the courts of **Lucknow (from where the Purchase Order is issued)** Jurisdiction only.
20. Tender conditions (printed on the reverse), if any, or otherwise sent along with the tender shall not be binding on us.
21. All the above instructions and our standard terms and conditions must be complied failing which your offer may be liable for rejection.

Yours faithfully,

(N.S. Prasad)  
Stores & Purchase Officer

## Single Tender document

TENDER NO 2022-23/ERP2824

Date 28-02-2023

TENDER DOCUMENT

FOR THE PURCHASE OF “**AMC for Renewal of onsite technical support & AMC – Description-  
www.saiflucknow.org; Service- for 3 Years**” (As per Scope of Work)

CSIR- Central Drug Research Institute,  
Sector-10, Jankipuram extension Sitapur Road,  
Lucknow- 226031

Tel: 0522-2771940/1960

### INVITATION FOR BIDS / NIT

01. Director, CSIR- CSIR- Central Drug Research Institute, Sector-10, Jankipuram extension Sitapur Road,Lucknow- 226031, invites sealed bids from manufacturers, their authorised distributors and Indian Agent of Foreign principals, if any, for purchase of items listed below:

Sl. No.	Tender No.	Description of items	Quantity	Single/Double bid	Bid Security (EMD) (in INR)
1	2022-23/ERP2824	“ <b>AMC for Renewal of onsite technical support &amp; AMC – Description- www.saiflucknow.org; Service- for 3 Years</b> ” (As per Scope of Work)	As per BOQ	Single	NIL

#### CRITICAL DATE SHEET

Sl. No	Stage	Date & Time
1	Publish Date & Time	28-02-2023 (17:00HRS)
2	Sale/document Download Start Date & Time	28-02-2023 (17:10 HRS)
3	Last Date & time for receipt of queries	NA
4	Pre-bid Conference	NA
5	Bid Submission Start Date & time	28-02-2023 (17:30 HRS)
6	Bid Submission End Date & Time	06.03.23 (13:30 HRS)
7	Bid Opening Date & Time	07.03.23 (14:00 HRS)

**CODE OF INTEGRITY FORM**

**Format for declaration by the Bidder for Code of Integrity & conflict of interest**

**(On the Letter Head of the Bidder)**

**Ref. No:** \_\_\_\_\_

**Date** \_\_\_\_\_

To,

\_\_\_\_\_  
\_\_\_\_\_

(Name & address of the Purchaser)

Sir,

With reference to your Tender No. \_\_\_\_\_ dated \_\_\_\_\_

I/We \_\_\_\_\_ hereby declare that I/we shall abide by the Code of Integrity for Public Procurement as per laid down Govt. Rules and have no conflict of interest.

The details of any previous transgressions of the code of integrity with any entity in any country during the last three years or of being debarred by any other Procuring Entity are as under:

- a.
- b.
- c.

We undertake that we shall be liable for any punitive action in case of transgression/contravention of this code.

Thanking you,

Yours sincerely,

Signature  
(Name of the Authorized Signatory)  
Company Seal

## **Scope of Work**

### **Scope of Work**

As per the requirement & the objective of managing the complete application (SAIF User Interface) process of the website (<https://www.saiflucknow.org>). We hereby present the scope of work for the Sophisticated Analytical Instrument Facility (SAIF), CSIR-CDRI, Lucknow.

The Scope of work for the Technical Service & Onsite Technical Support is mentioned below:

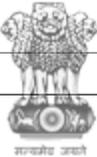
#### **A. Technical Service (AMC)**

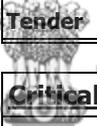
- During the maintenance period, complaint lodged by the department in the developed Web application should be resolved within 48 hours of receipt. Any deviation from the stipulated time must be reported along with issues observed.
- It is assumed that the support services will be provided by our development team from 10:00 AM to 06:00 PM, Monday to Friday (Working Hours). The Working hour may vary only in exceptional cases.
- Under AMC work, the following activities will be covered:
  - ✓ Any changes in the existing features and contents of the Web application.
  - ✓ Monitoring the Web application' up time.

#### **B. Onsite Technical Support**

- Work as a bridge between SAIF and facility users for technical support.
- Online registration Process-related queries and their solution.
- Registration form's entry-related queries and their solution.
- Payment Gateway process-related queries and their solution.
- Technical data-related queries and their solution.
- Reporting of technical error-related issues to the application developer.

**Note: Application modification/up-gradation/add-on feature development is not covered in this Technical Service & Onsite Technical Support.**

Government eProcurement System		Government eProcurement System			
Tender Details		Date : 28-Feb-2023 04:39 PM			
		 Print			
<b>Basic Details</b>					
<b>Organisation Chain</b>	Council of Scientific and Industrial Research  CDRI-Lucknow - CSIR  Purchase-CDRI - CSIR				
<b>Tender Reference Number</b>	CDRI/2023/2824				
<b>Tender ID</b>	2023_CSIR_147249_1	<b>Withdrawal Allowed</b>	Yes		
<b>Tender Type</b>	Single	<b>Form of contract</b>	Works		
<b>Tender Category</b>	Services	<b>No. of Covers</b>	1		
<b>General Technical Evaluation Allowed</b>	No	<b>ItemWise Technical Evaluation Allowed</b>	No		
<b>Payment Mode</b>	Not Applicable	<b>Is Multi Currency Allowed For BOQ</b>	No		
<b>Is Multi Currency Allowed For Fee</b>	No	<b>Allow Two Stage Bidding</b>	No		
<b>Cover Details, No. Of Covers - 1</b>					
<b>Cover No</b>	<b>Cover</b>	<b>Document Type</b>	<b>Description</b>		
1	Fee/PreQual/Technical/Finance	.pdf	Credential of firm		
		.pdf	Technical and Price bid		
		.xls	Financial bid		
<b>Tender Fee Details, [Total Fee in ₹ * - 0.00]</b>			<b>EMD Fee Details</b>		
<b>Tender Fee in ₹</b>	0.00		<b>EMD Amount in ₹</b>	0.00	<b>EMD through BG/ST or EMD Exemption Allowed</b>
<b>Fee Payable To</b>	Nil	<b>Fee Payable At</b>	Nil		No
<b>Tender Fee Exemption Allowed</b>	No				
			<b>EMD Fee Type</b>	fixed	<b>EMD Percentage</b>
			<b>EMD Payable To</b>	Nil	<b>EMD Payable At</b>
					NA
					Nil
<a href="#">Click to view modification history</a>					
<b>Work /Item(s)</b>					
<b>Title</b>	Onsite technical support and AMC				
<b>Work Description</b>	Onsite technical support and AMC				
<b>Pre Qualification Details</b>	Please refer Tender documents.				
<b>Independent External Monitor/Remarks</b>	NA				
<b>Show Tender Value in Public Domain</b>	No				
<b>Tender Value in ₹</b>	0.00	<b>Product Category</b>	AMC/ Maintenance Contracts	<b>Sub category</b>	NA
<b>Contract Type</b>	Tender	<b>Bid Validity(Days)</b>	90	<b>Period Of Work(Days)</b>	1095
<b>Location</b>	CSIR-CDRI	<b>Pincode</b>	226031	<b>Pre Bid Meeting Place</b>	NA
<b>Pre Bid Meeting Address</b>	NA	<b>Pre Bid Meeting Date</b>	NA	<b>Bid Opening Place</b>	CSIR-CDRI
<b>Should Allow NDA</b>	No	<b>Allow Preferential</b>	No		

 <b>Government eProcurement System</b>	<b>Tender</b>	<b>Bidder</b>	
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<b>Critical Dates</b>			
<b>Publish Date</b>	28-Feb-2023 05:00 PM	<b>Bid Opening Date</b>	07-Mar-2023 02:00 PM
<b>Document Download / Sale Start Date</b>	28-Feb-2023 05:10 PM	<b>Document Download / Sale End Date</b>	06-Mar-2023 01:30 PM
<b>Clarification Start Date</b>	NA	<b>Clarification End Date</b>	NA
<b>Bid Submission Start Date</b>	28-Feb-2023 05:30 PM	<b>Bid Submission End Date</b>	06-Mar-2023 01:30 PM

<b>Tender Documents</b>					
<b>NIT Document</b>	<b>S.No</b>	<b>Document Name</b>	<b>Description</b>	<b>Document Size (in KB)</b>	
	1	Tendernotice_1.pdf	NIT for the procurement of Onsite technical support and AMC	1009.43	
<b>Work Item Documents</b>	<b>S.No</b>	<b>Document Type</b>	<b>Document Name</b>	<b>Description</b>	<b>Document Size (in KB)</b>
	1	Tender Documents	Enquiry2824AMC.pdf	Tender document for the procurement of Onsite technical support and AMC	993.53
	2	BOQ	BOQ_161071.xls	BOQ for the procurement of Onsite technical support and AMC	243.50

<b>Single Bidders List</b>		
<b>S.No.</b>	<b>Bidder Name</b>	<b>Bidder Login Id</b>
1.	Vivek Gupta	vivekgupta@margsoftware.com

<b>Auto Extension Corrigendum Properties for Tender</b>		
<b>Iteration</b>	<b>No. of bids required for bid opening a tender</b>	<b>Tender gets extended to No. of days</b>
1.	0	7

<b>Bid Openers List</b>			
<b>S.No</b>	<b>Bid Opener Login Id</b>	<b>Bid Opener Name</b>	<b>Certificate Name</b>
1.	bs.eproc@csir.res.in	Brahma Singh	BRAHMA SINGH
2.	jp.eproc@csir.res.in	Jai Prakash	JAI PRAKASH
3.	maheshk.eproc@csir.res.in	Mahesh Kumar	MAHESH KUMAR
4.	anilkumar.eproc@csir.res.in	Anil Kumar	ANIL KUMAR

<b>GeMARPTS Details</b>	
<b>GeMARPTS ID</b>	K4KPAOI1HK3A
<b>Description</b>	RENEWAL OF ONSITE TECHNICAL SUPPORT
<b>Report Initiated On</b>	28-Feb-2023
<b>Valid Until</b>	30-Mar-2023

<b>Tender Properties</b>			
<b>Auto Tendering Process allowed</b>	No	<b>Show Technical bid status</b>	Yes

<b>Show Finance bid status</b>	Yes	<b>Show Bids Details</b>	Yes
BoQ Comparative Chart mode	Normal	BoQ Compative chart decimal places	2
BoQ Comparative Chart Rank Type	L	Form Based BoQ	No

**Tender Inviting Authority**

<b>Name</b>	THE STORES AND PURCHASE OFFICER
<b>Address</b>	Sector-10 Jankipuram Extension Sitapur Road Lucknow

**Tender Creator Details**

<b>Created By</b>	Mahesh Kumar
<b>Designation</b>	Astt. SO
<b>Created Date</b>	28-Feb-2023 04:06 PM