

Reference No.: C-DOT/Del/Tender/2021-2022/001

Dated: 26 July, 2021

C-DOT is a registered scientific society set up by the Govt. of India, for pursuing research work in Telecommunications. C-DOT invites Signed Online quotations on two bid system (Separate Technical and Financial bids) from Authorized Defense Suppliers, hereinafter referred as “Bidder”, through e-Procurement CPP portal, for Two Years’ support service to provide support for C-DOT designed ATM Network Elements and NMS, deployed in Defense network at two locations.

1. **Scope of Work:** The bidder shall have the following support responsibilities and agree to the following Service Levels:

- Web based, Email-based and phone-based problem logging facility
- Fortnightly report submission of all the problems logged and their resolution status
- The bidder would be responsible for bringing the entire C-DOT system up and operational to the satisfaction of C-DOT client. If this requires reinstallation, the same shall have to be carried out by the bidder.
- The responsibility of installation of the updates and upgrades provided by C-DOT for its systems shall be the responsibility of the bidder. However, no upgrade shall be done at site without prior approval from the officer in-charge of the site.

2. **Document Download & Submission:** Tender documents may be downloaded from C-DOT website www.cdote.in (for reference only) and Central Public Procurement (CPP) Portal <https://eprocure.gov.in/eprocure/app>. Bids shall be submitted online only at CPP Portal. Bids sent by FAX, email or offline mode will not be considered. No correspondence will be entertained in this matter. Not more than one bid against this tender shall be submitted by one bidder.

3. **Critical date sheet:**

Bid Document Download / Sale Start Date	26-July-2021, 1400 hrs
Clarification Start Date	26-July-2021, 1400 hrs
Clarification End date	30-July-2021, 1700 hrs
Pre-Bid Meeting	03-August -2021, 1400 hrs
Bid Submission Start Date	04 August -2021, 0900 hrs
Bid Submission End Date	24-August-2021, 1400 hrs
Bid Opening Date	25-August -2021, 1400 hrs

4. **Currency:** The prices should be quoted strictly as per enclosed format in INDIAN RUPEES only.

5. Bidder, who has downloaded the tender from the C-DOT website or CPP Portal shall not tamper/modify the tender form including downloaded financial bid template in any manner. In case if the same is found to be tempered/modified in any manner,

bid will be completely rejected and bidder is liable to be banned from doing business with C-DOT.

6. **Submission of Bids:** The tender shall be submitted online in Two part, viz. Technical bid and Financial bid.

A. List of documents to be uploaded under Technical bid cover:

- i. A complete set of the tender document part-I (technical bid) alongwith addenda/corrigenda/Pre-bid clarifications, to technical bid documents so issued, duly filled by the Bidder as prescribed in different clauses of the tender document, signed, stamped and date affixed.
- ii. Payment details of Rs. 1,180/- (Rupees One thousand One Hundred and Eighty only) as Tender Fee.
- iii. Eligibility Criteria documents as per clause 2.1 to 2.11 to be uploaded during bid submission. No clarifications will be taken by C-DOT in case the same is not uploaded with the Technical Bid.
- iv. Compliance for all Terms and Conditions (including Commercial) as per Annexure-V
- v. Financial Bid Undertaking (As per format enclosed vide Annexure-VI)
- vi. Bid Security Declaration form, as per Annexure-VII
- vii. Power of Attorney (PoA) of the signatory of the Bidder.
- viii. Copies of certificates indicating valid PAN and GST number of the Bidder.
- ix. Acceptance for submission of Performance Bank Guarantee (PBG) as per ANNEXURE-VIII, for 3% of the PO value for a period of two and a half (2½) years at the time of release of PO.

B. The Financial bid should be strictly as per Financial Bid format of Bill of Quantity (BoQ) in .xls.

7. All communications are to be made at the following address only:

Address: **Manager- Purchase**
Centre for Development of Telematics
C-DOT Campus, Mehrauli, New Delhi. PIN 110030.
Phone: 011-26802856, 011-26598135, 011-26598236
E-mail: tenderd@cdot.in

8. Bids will be opened as per date/time as mentioned in the Tender Critical Date Sheet. After online opening of Technical-Bid the results of their qualification as well Financial-Bid opening will be intimated later.
9. Intending bidders are advised to visit C-DOT website and CPP Portal regularly till closing date of submission of tender for any corrigendum/addendum/ amendment.

Authorized Signatory