



Ref. No.: IIIT-A/IIIC/SP/1005/1566/ 2022

Date: May 5, 2022

## NOTICE INVITING TENDER (E-PROCUREMENT MODE)

1. E-bids are invited through **Central Public Procurement Portal (CPPP)** under Single-bid system for the **"Flexible Academic Program Query Response System (FAP-QRS)"** at **IIITA Info Communication Incubation Centre (a section 8 company of IIIT-Allahabad)** The detailed specifications, terms and conditions are given in Annexure I through VI. The complete Bid document may be downloaded from CPPP and IIITA website. Physical bids will not be accepted.

### TENDER SCHEDULE

Date of issue/publishing	: <u>05/05/2022</u>
Document download/sale start date	: <u>05/05/2022</u>
Document download/sale end date	: <u>25/05/2022 (till 12.00 Noon)</u>
Last date and time for uploading bids	: <u>25/05/2022 (till 12.00 Noon)</u>
<b>Last date and time for receipt of queries</b>	: <b><u>17/05/2022 (till 10.00 am)</u></b>
<b>Date of issuing corrigendum, if any</b>	: <b><u>20/05/2022</u></b>
Date and time of Bid opening	: <u>26/05/2022 (04.00 PM)</u>
Performance Security	: Rs.30,000/- within 15 days from the date of award of contract
Warranty	: See Technical Specifications
Number of covers	: 1
Bid validity period	: 90 days from the date of opening of Technical Bid
Address for communication	: Store & Purchase Section IIIT-Allahabad, Deoghat Jhalwa, Prayagraj – 211015
Contact number	: Tel: 0532-2922051
Email address	: Bidder may submit their <b>Queries/Clarification</b> , if any, latest by <b><u>17/05/2022 (till 10.00 am)</u></b> through cpp portal.

**Note:** If any of the above days happens to be an IIIT-A/IIIC holiday, the next working day shall be implied.



2. Complete Bidding document is available in Government of India's E-tender website. The bids should be submitted through the same website (<https://eprocure.gov.in/eprocure/app>). All amendments, time extension, clarifications etc. will be uploaded in the CPPP website and [www.iiita.ac.in](http://www.iiita.ac.in) and it will not be published in newspapers.
3. Bidders should regularly visit the above websites to keep themselves updated.
4. Bidder may note that Bid shall be submitted on the basis of "ZERO DEVIATION" and shall be in full compliance to the requirements of Bidding Document, failing which bid shall be considered as non-responsive and may be liable for rejection.
5. The Director of IIIT-Allahabad/IIIC Prayagraj, Prayagraj reserves the right to reject any or all the bids, or cancel the tender, without assigning any reason and the decision of the Director; IIIT-Allahabad, Prayagraj shall be final and binding.

**(Purchase Section)**



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# 1 INSTRUCTIONS FOR ONLINE BID SUBMISSION

As per the directives of Department of Expenditure, this tender document has been published on the Central Public Procurement Portal (URL:<http://eprocure.gov.in/eprocure/app>). The bidders are required to submit soft copies of their bids electronically on the CPP Portal, using valid Digital Signature Certificates. The instructions given below are meant to assist the bidder in registering on the CPP Portal, prepare their bids in accordance with the requirements and submitting their bids online on the CPP Portal. More information useful for submitting online bids on the CPP Portal may be obtained at: <http://eprocure.gov.in/eprocure/app>.

## 1.1 REGISTRATION

- 1.1.1 Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <http://eprocure.gov.in/eprocure/app>) by clicking on the link "Click here to Enroll". Enrolment on the CPP Portal is free of charge.
- 1.1.2 As part of the enrolment process, the bidder will be required to choose a unique username and assign a password for their accounts.
- 1.1.3 Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication from the CPP Portal.
- 1.1.4 Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class II or Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra / Capricon etc.), with their profile.
- 1.1.5 Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSCs to others which may lead to misuse.
- 1.1.6 Bidder then logs in to the site through the secured log-in by entering their user ID / password and the password of the DSC / e-Token.

## 1.2 SEARCHING FOR QUOTATION /TENDER DOCUMENTS

- 1.2.1 There are various search options built in the CPP Portal, to facilitate bidder to search active Tender by several parameters. These parameters could include tender ID, organization name, location, date, value, etc. There is also an option of advanced search for tender, wherein the bidder may combine a number of search parameters such as organization name, form of contract, location, date, other keywords etc. to search for a tender published on the CPP Portal.
- 1.2.2 Once the bidder has selected the tender they are interested in, they may download the required documents schedules. These tender can be moved to the respective 'My Tender' folder. This would enable the CPP Portal to intimate the bidder through SMS / e-mail in case there is any corrigendum issued to the Tender document.
- 1.2.3 The bidder should make a note of the unique Tender ID assigned to each Tender, in case they want to obtain any clarification / help from the Helpdesk.

## 1.3 PREPARATION OF BIDS

- 1.3.1 Bidder should take into account any corrigendum published on the Tender document before submitting their bids.
- 1.3.2 Please go through the Tender / Tender advertisement and the Tender document carefully to understand the documents required to be submitted as part of the bid.



Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.

- 1.3.3 Bidder, in advance, should get ready the bid documents to be submitted as indicated in the Quotation document / schedule and generally, they can be in PDF / XLS / RAR / DWF formats. Bid documents may be scanned with 100 dpi with black and white option.
- 1.3.4 To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidder. Bidder can use "My Space" area available to them to upload such documents. These documents may be directly submitted from the "My Space" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

#### 1.4 SUBMISSION OF BIDS

- 1.4.1 Bidder should log into the site well in advance for bid submission so that he/she upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 1.4.2 The bidder has to digitally sign and upload the required bid documents one by one as indicated in the Tender document.
- 1.4.3 A standard BoQ format has been provided with the Tender document to be filled by all the bidder. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. Bidder are required to download the BOQ file, open it and **complete the white colored (unprotected) cells** with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.

OR

In some cases, Financial Bids can be submitted in RAR format as well (in lieu of BOQ).

- 1.4.4 The server time (which is displayed on the bidder' dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidder, opening of bids etc. The bidder should follow this time during bid submission.
- 1.4.5 All the documents being submitted by the bidder would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. The confidentiality of the bids is maintained using the secured Socket Layer 128bit encryption technology. Data storage encryption of sensitive fields is done.
- 1.4.6 The uploaded Tender documents become readable only after the Tender opening by the authorized bid openers.
- 1.4.7 Upon the successful and timely submission of bids, the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 1.4.8 Kindly add scanned PDF of all relevant documents duly signed in a single PDF file of compliance sheet.



### 1.5 ASSISTANCE TO BIDDER

- 1.5.1 Any queries relating to the Tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a Tender or the relevant contact person indicated in the Tender.
- 1.5.2 Any queries relating to the process of online bid submission or queries relating to CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk. The contact number for the helpdesk is 1800 233 7315.

### 1.6 GENERAL INSTRUCTIONS TO THE BIDDER

- 1.6.1 The Tender will be received online through portal <http://eprocure.gov.in/eprocure/app>. In the Technical Bids, the bidder is required to upload all the documents in .pdf format.
- 1.6.2 Possession of a Valid Class- III Digital Signature Certificate (DSC) in the form of smart card/e- token in the company's name is a prerequisite for registration and participating in the bid submission activities through <https://eprocure.gov.in/eprocure/app>. Digital Signature Certificates can be obtained from the authorized certifying agencies, details of which are available in the web site <https://eprocure.gov.in/eprocure/app> under the link "Information about DSC".

### 1.7 COST OF BIDDING DOCUMENTS

- 1.7.1 The vendor (bidder) shall bear all costs associated with the preparation and submission of its bid and IIIT-A/IIIC will in no case be held responsible or liable for the costs, regardless of the conduct or outcome of the bidding process.



## 2 INVITATION FOR TENDER TO Flexible Academic Program Query Response System (FAP-QRS)

Indian Institute of Information Technology, Allahabad invites online Single-Bids (Technical bid and Commercial/Financial bid) from eligible and experienced Original Equipment Manufacturer (OEM) or Authorized Dealer/Reseller/Distributor/System Integrator/Company/Firm for “**Flexible Academic Program Query Response System (FAP-QRS)**” as per Terms & Conditions specified in the tender document, which is available on CPP Portal <https://eprocure.gov.in/eprocure/app> as well on IIITA website <https://www.iiita.ac.in>.

## 3 TECHNICAL SPECIFICATIONS

Institute intends to get the quotations for eligible Firms/ Entities /Individuals to execute the works for Flexible Academic Program Query Response System (FAP-QRS) for which quotations are invited as per details given in below:

### 3.1 Specification of Flexible Academic Program Query Response System (FAP-QRS)

S.No.	Description
1	<b>Flexible Academic Program Query Response System (FAP-QRS)</b> a) Creating and maintaining a website b) Query Collection by text over website/whatsapp/sms etc. and giving suitable auto response (24x7 service availability) c) Query Collection by voice calls and giving suitable response by an executive (Service availability should be during 10 AM to 6 PM on working days)

#### Maximum Payments:

- 1) One time development fee = Rs 50,000 (Fifty thousand only)
- 2) Monthly maintenance and service fee = Rs. 30,000 (Thirty thousand only)

## 4 GENERAL CONDITIONS OF CONTRACT

- 4.1 Bidder must fill the Letter of Undertaking (Annexure-IV) and Declaration Performa (Annexure-V) complete in all respect.
- 4.2 Bidder must quote their rates exclusive of all taxes and duties. Taxes applicable may be quoted separately giving full details.
- 4.3 For the Bidding/ Tender Document Purposes, Indian institute of information Technology, Allahabad/IIIC shall be referred to as 'Institute' and the Bidder/ Successful Bidder shall be referred to as 'Contractor and / or Bidder or Tenderer / Supplier/ Vendor'.
- 4.4 While all efforts have been made to avoid errors in the drafting of the tender documents, the Bidder is advised to check the same carefully. No claim on account of any errors detected in the tender documents shall be entertained.
- 4.5 The bidder shall submit the copy of the authorization letter / Power of Attorney as the proof of authorization for signing on behalf of the Bidder.
- 4.6 The Parties to the Contract/Agreement shall be the successful bidder (to whom the Services or Supply has been awarded) and the Institute, IIIT-Allahabad.



- 4.7 For all purposes of the contract including arbitration there under, the address of the bidder mentioned in the bid shall be final unless the bidder notifies any change of address by a separate letter sent by registered post with acknowledgement due to IIIT-Allahabad. The bidder shall be solely responsible for the consequences of any omission or error to notify any change of address in the aforesaid manner.
- 4.8 The date fixed for opening of bids, if subsequently declared as holiday by the Government, the revised date of schedule will be notified. However, in absence of such notification, the bids will be opened on next working date, the time remaining unaltered.
- 4.9 In preparing the financial bids, bidders are expected to take into account the requirements and conditions laid down in this Tender document. The financial bids should be uploaded online as per the specified “.xls” format i.e. Price Bid in Excel sheet attached as ‘.xls’ with the tender and based on the scope of work, service conditions and other terms of the Tender document. It should include all costs associated with the Terms of Reference/Scope of Work of the assignment.
- 4.10 Quoted rate should be valid as asked in “Tender Schedule”.
- 4.11 All figures etc. must be in English Language only.
- 4.12 The lowest rate will not be the basis of claim to get the order.
- 4.13 Director, IIIT-A/IIIC reserves the right to reject or accept any tender.
- 4.14 Director, IIIT-A/IIIC will be the sole arbitrator of all the disputes and his decision will be binding on both the parties.
- 4.15 Director, IIIT-A/IIIC reserves the right to alter/modify any or all conditions of this tender notice.
- 4.16 **Consignee:** Dr. Seema Shah, Jt. Registrar (Stores & Purchase), IIITA (Ph: 0532-2922081, 2922143). Except under specific instructions, delivery to Stores Section (if applicable) is restricted between 9:30 A.M to 5.30 P.M. on all working days except Saturday & Sunday.
- 4.17 Any conditional tender will not be accepted.
- 4.18 **Tenderer should take into account any corrigendum published on the tender document before submitting their bids. All such corrigendum will be placed on Central Public Procurement Portal as well as IIIT-A website [www.iiita.ac.in](http://www.iiita.ac.in). Intending tenderers are advised to visit [www.iiita.ac.in](http://www.iiita.ac.in) and <https://eprocure.gov.in> for regular update, if any, till the closing date of tender for any corrigendum/addendum/amendment. IIITA will not be responsible for ignorance of corrigendum.**
- 4.19 Rate should be quoted in BOQ in cover 1(price offer or Financial bid).
- 4.20 ANTI COMPETITIVE AGREEMENTS/ABUSE OF DOMINANT POSITION: The Competition Act, 2002 as amended by the Competition (Amendment) Act, 2007 (the Act), prohibits anti-competitive practices and aims at fostering competition and at protecting Indian markets against anti- competitive practices by enterprises. The Act prohibits anti- competitive agreements, abuse of dominant position by enterprises, and regulates combinations (consisting of acquisition, acquiring of control and M&A) wherever such agreements, abuse or combination causes, or is likely to cause, appreciable adverse effect on competition in markets in India. IIIT-A/IIIC reserves the right to approach the Competition Commission established under the Act of Parliament and file information relating to anti-competitive agreements and abuse of dominant position. If such a situation arises, then Vendors are bound by the decision of the Competitive Commission and also subject to penalty and other provisions of the Competition Act.





- 4.21 The tenderer who submits false, forged or fabricated documents or conceals facts with intention to win over the tender or procure purchase order; The firm shall also be liable for Legal action depending on the facts & circumstances of the case.
- 4.22 If the supplier fails to execute the purchase order and informs IIIT-A/IIIC about its inability to execute the order and non-compliance of the purchase order, firm shall be liable for blacklisting for a period of not less than 2 years.
- 4.23 Indian Institute of Information Technology/IIIC reserves the right to amend or withdraw any of the terms and conditions contained in the Tender Document or to reject any or all tenders without giving any notice or assigning any reason or to cancel the tender. The decision of Director – IIIT-A/IIIC shall be final and binding on all.
- 4.24 All disputes are subject to Jurisdiction of Allahabad Courts.

## 5 PREQUALIFICATION CRITERIA FOR BIDDER

The evaluation criteria used by IIIT-A/IIIC to determine the acceptability of proposals at any stage and eventual technical discussion with one or more selected vendors will include but not limited to the following:

- 5.1 Should be incorporated/registered preferably before 1st April 2020 in India
- 5.2 Should have average turnover preferably Rs.4 Lakh or more in the last 3 years
- 5.3 Experience should be 01 year for similar nature of work as mentioned above
- 5.4 Experience in developing/preparing website & good knowledge of such applications (attach documentary evidence).
- 5.5 List of similar major work excluded and completed in Govt./Semi Govt./PSUs/Reputed agencies/similar organization during last 2 years (enclosed supporting documents).
- 5.6 Details at list three past best projects developed by the company or its team members (as a part of the project team in other companies)
- 5.7 Any IIT/IIIT/NIT/ Government Department/PSU/PSU Banks/Autonomous Bodies/Statutory Bodies in India should not have blacklisted the Bidder at any stage. Self-declaration to that effect should be submitted along with the technical bid.
- 5.8 The Bidder is required to quote for the complete BOQ. Partial quote is liable to be rejected.

**Note:** After examining the bid documents, some or all the applicants may be asked to make/send presentation of the past work and future activities.

## 6 SPECIAL CONDITIONS OF CONTRACT

- 6.1 FOR destination IIIT-A/IIIC, Deoghat Jhalwa, Prayagraj.
- 6.2 Relaxation may be given in eligibility criteria to the Experienced Firms/ Entities /Individuals who have best knowledge/experience of in such fields.
- 6.3 All costs and expenses involved in the preparation of Website/Applications/supply should be included in quoted in price schedule.
- 6.4 Tenderer should submit GSTIN/PAN/Aadhar copy with quotation.
- 6.5 Any Pvt/public ltd company may participate. Preferably, the quote should be lower than the above said Maximum payments. The preference may be given to the company which may have a good past record even if it is not L1.



- 6.6 Initially, the duration of the assignment may be for 3 years which may be further extended later on. However, if IIIC does not find the services satisfactory then the task may be assigned to any other company by giving 1 week notice.
- 6.7 The average service time for responding over standard text queries (auto response) should be a few seconds, whereas the service time for responding to non standard text queries should be less than 6 hours.
- 6.8 The average service time for responding over voice calls should be less than 5 min.
- 6.9 The record of each interaction should be handed over to IIIC after 30 days.
- 6.10 IIIC shall be the owner of entire source codes and the records. For whatever reason if the services of a company are discontinued then it must handover all these to IIIC within 1 month time.
- 6.11 For any reason if IIIC disassociates itself and decides to discontinue providing FAP services then it will have no financial liability to pay any financial loss which would have occurred to the companies chosen through this tender.
- 6.12 **The vendor has to complete signing of an agreement of "Terms and Conditions" within 15 days from the date of award of contract.**
- 6.13 **Penalty Clause:** The Development work should be completed within **02 months** from the receipt of the work order. **If the work is delayed beyond the stipulated amount of time, a penalty of 1% per week or part thereof of total cost shall be imposed at the discretion of the competent authority. The penalty may be upto 10% of the total development fees. Penalty will also be imposed, if during maintenance, the service requests are not resolved within a stipulated amount of time. Details of penalty and resolution time will be as per severity of the service request. The complete details will be as per "Terms and Conditions" given in agreement.**
- 6.14 If it is found that supplied/developed application/software is fake or of sub-standard the firm/entity be liable to be blacklisted and submitted PGB will be forfeited.
- 6.15 Conditional quotations are liable to be rejected. In the event of acceptance, Director's decision shall be final and binding on both the parties. The rates should be quoted as per our required specifications. The quotation which is not as per our required specifications will not be considered.
- 6.16 The tenderer who submits false, forged or fabricated documents or conceals facts with intention to win over the tender or procure purchase order; Performance Security of such tenderer firm shall be forfeited and firm shall be liable for blacklisting for a period of not Less than 2 years. The firm shall also be liable for Legal action depending on the facts & circumstances of the case.
- 6.17 Performance Security: L1 vendor/firms will have to submit an irrevocable performance security within 07 days after award of contract in the form of a demand Draft/Bank guarantee/NEFT/RTGS/Banker Cheque etc. of **Rs.30,000/-** and it should remain valid for a period of 60 days beyond the date of completion of all contractual obligation including warranty guarantee etc. The bank details for purpose of of Performance Security is as follows:

**Account Name** : **IIITA Info Communication Incubation Centre**  
**Bank Name** : **State Bank of India**  
**Address** : **HIG-10-ADA Colony, Devprayagam, Jhalwa, Prayagraj-211012**  
**Account number** : **40639081476**



**IFSC Code : SBIN 0010891**

- 6.18 **Payment:** The 100% development fee will be made after development of software as desired and satisfactory report. Maintenance and services fee will be made monthly basis within fifteen days after completion of services and satisfactory report. No conditions/clause with regard to interest etc. shall be entertained.
- 6.18.1 Applicable TDS will be recovered (deducted) from the payment(s).
- 6.18.2 No interest will be paid by the purchaser for delay payment to any reason.
- 6.19 Tenderer should take into account any corrigendum published on the Tender document before submitting their bids. All such corrigendum will be placed on IIIT-A website only [www.iiita.ac.in](http://www.iiita.ac.in) and CPP Portal. Intending tenderers are advised to visit [www.iiita.ac.in](http://www.iiita.ac.in) or CPP Portal for regular updates, if any, till the closing date of tender for any corrigendum/addendum/ amendment. IIIT-A/IIIC will not be responsible for ignorance of corrigendum.
- 6.20 For any technical queries/clarification related to Enquiry, please contact to Dr. Muneendra Ojha, Assistant Professor Indian Institute of Information Technology Allahabad, Prayagraj-211015, Uttar Pradesh Mobile: +91 9899364673, email: [muneendra@iiita.ac.in](mailto:muneendra@iiita.ac.in), during office hours [10:00 to 18:00 hours] on working days
- 6.21 The Director of IIIT-A/IIIC reserves the right to reject any or all the bids, or cancel the tender/order, without assigning any reason and the decision of the Director; IIIT-A/IIIC shall be final and binding.
- 6.22 Director, IIIT-A/IIIC, Prayagraj will be the sole arbitrator of all the disputes and his decision will be binding on both the parties.
- 6.23 Director, IIIT-A/IIIC, Prayagraj reserves the right to alter/modify any or all conditions of this tender notice.
- 6.24 For any other queries feel free to contact Purchase Section through E-mail-[info.purchase@iiita.ac.in](mailto:info.purchase@iiita.ac.in) (Ph. No. : 0532-2922051) for any queries.
- 6.25 The lowest rate will not be the basis of claim to get the order.
- 6.26 These instructions are over and above the instructions contained in the enclosed set of tender documents and **override** instructions in case of conflict.
- 6.27 Detailed specifications, catalogue/literature of all the items quoted should be attached with the technical bid.
- 6.28 **Price Basis and applicable Tax claim:** Vendor should clearly mention the Rate of applicable GST separately, if firm will not mention the Taxes clearly on their Price Quotation, IIIT - Allahabad will assume that the quoted price is inclusive of all and no extra amount in later stage shall be paid by IIIT-A/IIIC, Allahabad on account of Taxes. In case of tax exemption or lower TDS, vendor has to submit letter from Government Authority for tax exemption or lower TDS (to be submitted along with each of the invoice(s)).
- 6.29 Any variation in statutory levies and taxes within the contractual delivery period shall be borne by the IIIT-A/IIIC. Beyond the delivery period, the upward variation of levies and taxes shall be borne by the vendor.
- 6.30 If it is found that items are fake or of sub-standard quality and not conforming to the required specifications, the firm will have to replace the fake/ sub-standard items with genuine ones immediately but they will also be liable to be blacklisted.
- 6.31 If the supplied material by the bidder is not found acceptable, IIIT-A/IIIC has the complete right to reject the same without giving any compensation.



- 6.32 **Force Majeure:** The vendor (bidder) will not be held responsible for breach of executing any obligation or delay in executing any obligations during below given circumstances / conditions.
- 6.32.1 War, Riots, Strike, Fire, Flood, Earthquake, Storm, Epidemic breakout, Power failure, Theft etc.
- 6.32.2 Any Governmental priorities (Necessary proof for validation viz. Govt. Gazette notifications, Leading Newspaper reports, etc. should be made available).
- 6.33 Rate quoted by the firm should not be higher than the MRP/ prevailing market rate.
- 6.34 **Dispute Resolution:** In the event of any dispute arising out of or in connection with this Order, the parties shall use their best endeavor to resolve the same amicably AND if the dispute could not be settled amicably, the matter shall be settled in the court under Prayagraj (Allahabad) jurisdiction only. The final payment will be released only after the vendor (bidder) complies with above-mentioned clause.
- 6.35 **Right to alter Tender:**
- 6.35.1 IIIT-A/IIIC reserves the right to alter the Tender terms and conditions at any time before submission of the bids.
- 6.35.2 IIIT-A/IIIC reserves the right to modify, amend, alter and/or cancel the entire RFP(Request for Proposal) at any stage without assigning any reason whatsoever. IIIT-A/IIIC decision in this regard will be final and binding on all vendors (bidders).
- 6.36 Conditional quotations are liable to be rejected. In the event of acceptance, Director's decision will be final. The rates should be quoted as per our required specifications.
- 6.37 The rates should be quoted in Indian rupees in our prescribed BOQ.
- 6.38 Tenderer should take into account any corrigendum published on the Tender document before submitting their bids. All such corrigendum will be placed on CPP Portal (<https://eprocure.gov.in/eprocure/app>) and IIIT-A website ([www.iiita.ac.in](http://www.iiita.ac.in)). Intending tenderers are advised to visit <https://eprocure.gov.in/eprocure/app> and [www.iiita.ac.in](http://www.iiita.ac.in) for regular update, if any, till the closing date of tender for any corrigendum/ addendum/ amendment. **IIIT-A/IIIC will not be responsible for ignorance of corrigendum.**
- 6.39 If any defect is found in transit it will be the sole responsibility of the supplier to get is corrected and installed as desired by the user.
- 6.40 Quotation should be addressed to **Joint Registrar (S&P), Indian Institute of Information Technology, Deoghat, Jhalwa, Prayagraj-211015 (U.P.) India.**
- 6.41 All disputes are subject to Jurisdiction at Prayagraj .

**(Store & Purchase)**

I/We duly certified that the information provided in the proforma is true. I/We agree to the contents of terms & condition of the quotation/tender.

**Seal and Signature of the Proprietor/Authorized Representative**



## 7 AWARD OF CONTRACT

7.1 Single-part bid system shall be adopted, i.e., **Cover 1(Techno-Commercial Offer and Financial bid or schedule of rate).**

7.2 IIIT-A/IIIC shall award the contract to the eligible Bidder whose bid has been determined as the lowest evaluated Financial Bid. If more than one Bidder happens to quote the same lowest price, IIIT-A/IIIC reserves the right to award the contract to more than one Bidder with the lowest price bids (say equal), the bidder with the highest 'cumulative Annual turnover of the last 3 financial year would be deemed as 'Successful bidder' with respect to the submission of proof of documents as submitted by the bidder.

7.3 The lowest rate will not be the only basis of claim to get the order.

7.4 IIIT-A/IIIC reserves the right to increase the quantity up to the basic requirement.

7.5 Bidders having GST Registration Certificate are required to indicate their GST Registration number and shall have to enclose a self-certified copy of GST Registration Certificate.

If bidder has opted for composition scheme under GST ACT 2017, they have to declare themselves as "Composition Scheme" in the bid and indicate their Registration number in the Price Bid. Bidder shall have to enclose a certificate in original from a practicing Chartered Accountant / Cost & Management Accountant / Company Secretary confirming that Bidder is eligible to opted the scheme and has fulfilled all the conditions as mentioned in notification in this regard. In addition, bidder has to enclose the self-attested GST Registration Certificate in the commercial bid.

If the Bidder is unregistered i.e. exempted from GST registration, they have to declare themselves as "GST Unregistered Bidders" in the bid and shall have to enclose GST Exemption documents i.e. certificate in original from Practicing Chartered Accountant / Cost & Management Accountant /Company Secretary that Bidder is fulfilling all the conditions prescribed in GST Act, 2017 to make him exempt from registration.

## 8 SCOPE OF WORK

The details Scope of work are as follows:

- 8.1 Creating and maintaining a website
- 8.2 Query Collection by text over website/whatsapp/sms etc. and giving suitable auto response (24x7 service availability)
- 8.3 Query Collection by voice calls and giving suitable response by an executive (Service availability should be during 10 AM to 6 PM on working days)



## 9 ANNEXURES

### 9.1 ANNEXURE – I: LETTER OF BID

(To be submitted along with Technical Bid)

Dated: ...../...../ 2022

To,  
Jt. Registrar (Store & Purchase)  
Indian Institute of Information Technology  
Deoghat, Jhalwa  
Prayagraj - 211015

**Sub: Submission of Bids against Tender Ref. No.: IIIT-A/SP/1005/1566/ 2022.**

We, the undersigned, declare that:

1. I/We have examined and accepted all the terms and conditions of the tender reference number \_\_\_\_\_ and ready to offer the required services accordingly required in tender document.
2. I/We offer to execute in conformity with the Bidding Documents for "**Flexible Academic Program Query Response System (FAP-QRS)**", at IIIT-Allahabad.
3. Our bid shall be valid for a period of 90 days from the date fixed for the bid submission deadline in accordance with the Bidding Documents and shall remain binding upon us and maybe accepted at any time before the expiry of the period.
4. If our bid is accepted, we commit to submit a Performance Security within 15 days from the date of issuance of the work/supply order.
5. I/We also declare that the Government of India / any other Government body/ any other organization has not declared us ineligible or blacklisted us on charges of engaging in corrupt, fraudulent, collusive or coercive practices or any failure/lapses of serious nature.
6. I/We also accept all the terms and conditions of this bidding document and undertake to abide by them, including the condition that you are not bound to accept highest ranked bid/ lowest bid or any other bid that you may receive.

Yours sincerely,

**Authorized Signatory**

(Authorized person shall attach a copy of Authorization for signing on behalf of Bidding company)

**Full Name and Designation**

**(To be printed on Bidder's letterhead)**



## 9.2 ANNEXURE – II: BIDDER EXPERIENCE

### PREVIOUS EXPERIENCE

Interested applicants may use the below form to showcase their experience in similar field. One form for each experience may be attached with the application.

S. No.	Particulars	Details
1.	Name of the Project	
2.	Location & State	Location: State:
3.	Capital Cost of the Project	INR_____
		Rupees (in words)
		_____
		_____
4.	Details of the Project	
5.	Experience of Applicant in similar Projects	_____Years
		(please enclose work orders, agreements, contracts with relevant authorities)
6.	Type of Organization	Please tick (enclose proof)
		Company
		Partnership Trust
		Society
		Other, please mention

**(Authorized Signatory)**

**Name: Designation:**

**Stamp of the company:**



9.3 **ANNEXURE – III: TECHNICAL COMPLIANCE SHEET**

9.3.1 **Specification of Flexible Academic Program Query Response System (FAP-QRS)**

S.No.	Description	To be Complied by the bidder (Yes/No)
1	<b>Flexible Academic Program Query Response System (FAP-QRS)</b> a) Creating and maintaining a website b) Query Collection by text over website/whatsapp/ sms etc. and giving suitable auto response (24x7 service availability) c) Query Collection by voice calls and giving suitable response by an executive (Service availability should be during 10 AM to 6 PM on working days)	

**Maximum Payments:**

- 1) One time development fee = Rs 50,000 (Fifty thousand only)
- 2) Monthly maintenance and service fee = Rs. 30,000 (Thirty thousand only)

Yours faithfully,

(Signature of Authorised Signatory)

**Name:**

**Designation:**

**Company seal:**

**Place:**

**Date:**





### 1.1 ANNEXURE – IV: UNDERTAKING

To,  
Jt. Registrar (Stores & Purchase)  
Indian Institute of Information Technology  
Deoghat, Jhalwa  
Prayagraj - 211015

#### UNDERTAKING

1. I/We....., Son/Daughter of Mr. /Ms.....  
Proprietor/Partner CEO/ MD/ Director/ Authorized Signatory of M/s\_\_\_\_\_ am  
competent to sign this declaration and execute this document.
2. I/We have carefully read and understood all the terms and conditions of the Enquiry, meet  
the same and hereby convey my acceptance of the same.
3. The information/ documents furnished along with the above application are true and  
authentic to the best of my knowledge and belief.
4. I/We am/ are well aware of the fact that furnishing of any false information/ fabricated  
document would lead to the summarily rejection of my tender at any stage besides  
liabilities towards prosecution under appropriate law.

Yours faithfully,

(Signature of Authorized Signatory)

**Name:**

**Designation:**

**Company seal:**

**Place:**

**Date:**



**1.2 ANNEXURE – V: DECLARATION**

**DECLARATION**

**(Regarding ownership and/or employment of IIIT-A Employees)**

(To be filled in by the tenderer, signed and submitted along with tender papers.)

**Ref. No.: IIIT-A/SP/1005/ 1566/ 2022**

**Date: / /**

I/We hereby declare that I/we or Partners or Directors of our concern do not have any such person under my/or employment who has retired/ resigned/ removed/ dismissed from IIIT-A during the last two years.

I/We hereby declare that I/We or partners or Directors of our concern have the following under my/our employment who has/have retired/resigned/removed/dismissed from IIIT-A during the last two years.

I/We hereby declare that I/We or partners of directors are not related to any employees of IIIT-A

SI no	Name of person	Date of leaving IIIT-A	Reason for leaving IIIT-A

**OR**

I/We hereby declare that the following persons employed in IIIT-A and any other IIIT-A Project/Station are related to me/us for partners or directors of our concern as per details indicated.

SI no	Name of person	Designation and Name of project or Office of IIIT-A	Relationship

**Note:** The near relative shall include wife, husband, parents and grandparents, children and grand-children, brothers, sisters, uncles, aunts and cousins and their corresponding in-laws.

**(Signature of Tenderer)**

(Name)

**Witness Signature**

**Name:**

**Place:**

**Date:**

**Note:**

1. Please tick whatever is applicable and delete/cut whatever is not applicable
2. Please attach extra sheet if necessary.



### 1.3 ANNEXURE – VI: BIDDER DETAILS

#### Sub: Quotation for Flexible Academic Program Query Response System (FAP-QRS)

1. Name of the Company/Firm/Individual: \_\_\_\_\_
2. Mailing Address: \_\_\_\_\_  
\_\_\_\_\_
3. Contact Executive: \_\_\_\_\_
4. Name & Designation: \_\_\_\_\_
5. Telephone: \_\_\_\_\_
6. Mobile: \_\_\_\_\_
7. Email: \_\_\_\_\_
8. Website: \_\_\_\_\_
9. Registration Number/ Aadhar of the entity/firm: \_\_\_\_\_
10. PAN No.: \_\_\_\_\_
11. GST Registration No.: \_\_\_\_\_

#### (Authorized Signatory)

(Name)

(Seal)

Place:

Date: