

भारतीय राष्ट्रीय महासागर सूचना सेवा केंद्र  
पृथ्वी विज्ञान मंत्रालय, भारत सरकार  
“ओशियन वैली”, प्रगति नगर (बी. ओ), निज़ामपेट (एस. ओ), हैदराबाद - 500 090  
दूरभाष सं. 040-2388 6002 / 23886074 फैक्स : 040-2389 2910 / 2389 5001  
INDIAN NATIONAL CENTRE FOR OCEAN INFORMATION SERVICES  
Ministry of Earth Sciences, Government of India  
"Ocean Valley", Pragathi Nagar (BO), Nizampet (SO), Hyderabad - 500 090  
Phone No.040-2388 6002/23886074 Fax: 040-2389 2910/2389 5001

इंकोईस: क्रय: 59/2025  
Ref. INCOIS: PUR: 59/2025

दिनांक: 10.12.2025  
Date: 10.12.2025

**सरकारी ई बाज़ार द्वारा निविदा सूचना आमंत्रण**  
**Notice Inviting Tender through Government E Market Place (GeM)**

भारतीय राष्ट्रीय महासागर सूचना सेवा केंद्र, हैदराबाद भारत सरकार के पृथ्वी विज्ञान मंत्रालय के अंतर्गत एक स्वायत्त निकाय है।  
Indian National Centre for Ocean Information Services (INCOIS), Hyderabad is an autonomous body under Ministry of Earth Sciences, Government of India.

निम्न विवरणों के लिए पंजीकृत विक्रेताओं से निविदाओं/बोलियों को आमंत्रित किया जाता है। जीईएम की एक अधिप्राप्ति होने के नाते बोलियों को केवल सरकारी ई बाज़ार (जीईएम) <http://gem.gov.in/> द्वारा ऑनलाइन से ही जमा किया जाए। एनआईटी का संक्षिप्त विवरण नीचे दिया जा रहा है।

Tenders/Bids are invited from registered vendors of GeM for the following items. Being a GeM procurement, the bids has to be submitted online through **Government E- Market Place (GeM)** <http://gem.gov.in/> only. The brief details of NIT are appended below.

क्र. सं. Sl. No	कार्य का नाम Name of the Work	बोली संदर्भ सं. Bid Reference No.	बोली संख्या एवं दिनांक Bid Number and Date	बोली समाप्ति की तारीख और समय Bid end date and Time
(1)	01 वर्ष की वारंटी के साथ इंकोईस के लिए कार्यालय प्रबंधन प्रणाली (आगंतुक, अतिथि गृह और कैटीन प्रबंधन प्रणाली) का कार्यान्वयन  "Implementation of Office Management System (Visitor, Guest House and Canteen management System) for INCOIS with 01-year Warranty."	इंकोईस: क्रय: 59/2025 INCOIS: PUR: 59/2025	जीईएम/2025/बी/6983267 दिनांक: 10.12.2025 GEM/2025/B/6983267 dated 10.12.2025	31.12.2025 15:00:00

जीईएम की एक अधिप्राप्ति होने के नाते बोलियों को केवल जीईएम पोर्टल अर्थात बोली/आए के खाने के अंतर्गत <http://gem.gov.in/> द्वारा ऑनलाइन से ही जमा किया जाए। किसी भी प्रकार की सहायता के लिए कृपया जीईएम पोर्टल की हेल्प लाइन से संपर्क करें। निम्न अधिकारियों से भी संपर्क किया जा सकता है: श्री वी सुब्रह्मण्यम (ईमेल: [manyam@incois.gov.in](mailto:manyam@incois.gov.in); दूरभाष सं. 040 2388 6022)/ श्री संतोष कुमार (ईमेल: [santosh.kumar@incois.gov.in](mailto:santosh.kumar@incois.gov.in) दूरभाष सं 040-2388 6056)

Being a GeM procurement, the bid has to be submitted online through the GeM portal i.e., <http://gem.gov.in> under the Bids/RAs column. For any assistance, please contact help line of GeM portal. The following officials may also be contacted: Mr. V. Subrahmanyam (email: [manyam@incois.gov.in](mailto:manyam@incois.gov.in); Phone No. 040 2388 6022)/Mr. Santosh Kumar (email: [santosh.kumar@incois.gov.in](mailto:santosh.kumar@incois.gov.in) Phone No. 040-2388 6056).




(V. Subrahmanyam)  
(प्रशासनिक अधिकारी (क्रय)/ Administrative Officer (Purchase)  
निविदा आमंत्रण प्राधिकारी, इंकोईस/  
Tender Inviting Authority, INCOIS



बिड संख्या/Bid Number: GEM/2025/B/6983267

दिनांक /Dated: 10-12-2025

**बिड दस्तावेज़ / Bid Document**

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	31-12-2025 15:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	31-12-2025 15:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	90 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Ministry Of Earth Sciences
विभाग का नाम/Department Name	Department Of Earth Sciences
संगठन का नाम/Organisation Name	Earth Sciences Secretariate
कार्यालय का नाम/Office Name	Indian National Centre For Ocean Information Servi
कुल मात्रा/Total Quantity	5
वस्तु श्रेणी /Item Category	VM System 1 , GHM System 2 , CM System 3 , ICT 4 , Any other charges 5
GeMARPTS में खोजी गई स्ट्रिंग्स / Searched Strings used in GeMARPTS	Visitor Management System, Guest House Management system, Canteen Management System

बिड विवरण/Bid Details	
GeMARPTS में खोजा गया परिणाम / Searched Result generated In GeMARPTS	<p><b>Searched String:</b> Visitor Management System</p> <p>Grievance Management System Software, Reverse Osmosis based Water Treatment System above 50 LPH Capacity (V2), Video Management System Software, WEB GIS Based Project Management Software, Enterprise Management System Software, Smart Water Management Control System, Database Management System Software (V3), File And Leave Management System Software, Layer 2 Access Switch (V2), Token Display System</p> <p><b>Searched String:</b> Guest House Management system</p> <p>Grievance Management System Software, Video Management System Software, Enterprise Management System Software, Smart Water Management Control System, Database Management System Software (V3), File And Leave Management System Software, Shade Net House, Token Display System, ATM (Air Traffic Management) Automation System (AAI), WEB GIS Based Project Management Software</p> <p><b>Searched String:</b> Canteen Management System</p> <p>Grievance Management System Software, Reverse Osmosis based Water Treatment System above 50 LPH Capacity (V2), Video Management System Software, WEB GIS Based Project Management Software, Enterprise Management System Software, Smart Water Management Control System, Database Management System Software (V3), File And Leave Management System Software, Layer 2 Access Switch (V2), Token Display System</p>
अपिसूचना के लिए चयनित प्रासंगिक श्रेणियाँ / Relevant Categories selected for notification	<ul style="list-style-type: none"> <li>Database Management System Software (V3)</li> <li>WEB GIS Based Project Management Software</li> </ul>
बीओक्यू शीर्षक /BOQ Title	implementation of office management systems
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	10 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	3 Year (s)
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Exemption for Turnover	Yes   Complete
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Exemption for Turnover	Yes   Complete
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	<p>Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,Additional Doc 1 (Requested in ATC),Compliance of BoQ specification and supporting document</p> <p>*In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer</p>

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ में नू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	7
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
प्राथमिक उत्पाद श्रेणी/Primary product category	VM System 1
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	12 Days
निरीक्षण आवश्यक (सूचीबद्ध निरीक्षण प्राधिकरण /जेम के साथ पूर्व पंजीकृत एजेंसियों द्वारा)/Inspection Required (By Empanelled Inspection Authority / Agencies pre-registered with GeM)	No
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
वित्तीय दस्तावेज की आवश्यकता है / Financial Document Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

#### ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईएमडी राशि/EMD Amount	40000

#### ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	State Bank of India
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00

ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).

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(a). जेम की शर्तों के अनुसार ईएमडी सूट के इच्छुक बिडर को संबंधित कैटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज़ प्रस्तुत करने हैं। एमएसई कैटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से सूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

**लाभार्थी /Beneficiary :**

DIRECTOR

Payable at Hyderabad Indian National Centre for Ocean Information Services, Ministry of Earth Sciences, Govt of India, Pragathi Nagar, Hyderabad - 90  
(Director Incois)

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

**एमआईआई खरीद वरीयता / MII Purchase Preference**

एमआईआई खरीद वरीयता / MII Purchase Preference	Yes
मेक इन इंडिया विक्रेताओं को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ तक की सीमा में है / Purchase Preference to MII sellers available upto price within $L1+X\%$	20
मेक इन इंडिया खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MII purchase preference	50
सार्वजनिक खरीद (मेक-इन-इंडिया को प्राथमिकता) आदेश 2017 के अनुसार केवल क्लास 1/क्लास 2 के स्थानीय आपूर्तिकर्ताओं को ही भागीदारी की अनुमति है दिनांक 16.09.2020 (समय-समय पर संशोधित एवं लागू) / Allow participation only from Class 1/Class 2 local suppliers as per the Public procurement(Preference to Make-in-india) order 2017 date 16.09.2020(as amended and applicable time to time)	Yes, in compliance with the MII ORDER : DPIIT Order(as amended and applicable time to time)

**एमएसई खरीद वरीयता/MSE Purchase Preference**

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ तक की सीमा में हो / Purchase Preference to MSE OEMs available upto price within $L1+X\%$	15

सूक्ष्म और लघु उद्यम को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Maximum Percentage of Bid quantity for MSE purchase preference	25
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1. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be exempted from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover, shall upload the supporting documents to prove his eligibility for exemption.

2. If the bidder is a DPIIT registered Startup, the bidder shall be exempted from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking exemption from Turnover shall upload the supporting documents to prove his eligibility for exemption.

3. The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated above in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3-year-old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.

4. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM of the product offered in the bid {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts and delivery acceptance certificates like CRAC to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.

5. Preference to Make In India products (For bids < 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. However, eligible micro and small enterprises will be allowed to participate .The buyers are advised to refer the OM No.F.1/4/2021-PPD dated 18.05.2023.

OM No.1 4 2021 PPD dated 18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017.

6. Purchase preference will be given to MSEs having valid Udyam Registration and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service and Buyer will decide eligibility for purchase preference based on documentary evidence submitted, while evaluating the bid. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 25% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the OM No. F.1/4/2021-PPD dated 18.05.2023 OM No.1 4 2021 PPD dated 18.05.2023 for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is

validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

7. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

PRICE BID - [1765350603.xlsx](#)

### VM System 1

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	<a href="#">View File</a>
BOQ Detail Document	<a href="#">View File</a>

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

परेषिती/रिपोर्टिंग अधिकारी तथा मात्र/Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्र /Quantity	डिलीवरी के दिन/Delivery Days
1	Reddipalli Velangini Giridhar	500090, Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Government of India, Ocean valley, Pragathi Nagar BO, Nizampet SO, Hyderabad - 50090 INDIA	1	56

### GHM System 2

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

तकनीकी विशिष्टियाँ /Technical Specifications

Specification Document	<a href="#">View File</a>
BOQ Detail Document	<a href="#">View File</a>

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

**परेषिती/रिपोर्टिंग अधिकारी तथा मात्र/Consignees/Reporting Officer and Quantity**

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Reddipalli Velangini Giridhar	500090,Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Government of India, Ocean valley, Pragathi Nagar BO, Nizampet SO, Hyderabad - 50090 INDIA	1	56

**CM System 3**

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

**तकनीकी विशिष्टियाँ /Technical Specifications**

<b>Specification Document</b>	<a href="#">View File</a>
<b>BOQ Detail Document</b>	<a href="#">View File</a>

Advisory-Please refer attached BOQ document for detailed consignee list and delivery period.

**परेषिती/रिपोर्टिंग अधिकारी तथा मात्र/Consignees/Reporting Officer and Quantity**

क्र.सं./S.No.	परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Reddipalli Velangini Giridhar	500090,Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Government of India, Ocean valley, Pragathi Nagar BO, Nizampet SO, Hyderabad - 50090 INDIA	1	56

**ICT 4**

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)



**तकनीकी विशिष्टियाँ /Technical Specifications**

<b>Specification Document</b>	<a href="#">View File</a>
<b>BOQ Detail Document</b>	<a href="#">View File</a>

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**प्रेषिती/रिपोर्टिंग अधिकारी तथा मात्र/Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्र /Quantity	डिलीवरी के दिन/Delivery Days
1	Reddipalli Velangini Giridhar	500090,Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Government of India, Ocean valley, Pragathi Nagar BO, Nizampet SO, Hyderabad - 50090 INDIA	1	56

**Any Other Charges 5**

(क्रमशः श्रेणी 1 और श्रेणी 2 के स्थानीय आपूर्तिकर्ता के रूप में अर्हता प्राप्त करने के लिए आवश्यक/Minimum 50% and 20% Local Content required for qualifying as Class 1 and Class 2 Local Supplier respectively)

**तकनीकी विशिष्टियाँ /Technical Specifications**

<b>Specification Document</b>	<a href="#">View File</a>
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**प्रेषिती/रिपोर्टिंग अधिकारी तथा मात्र/Consignees/Reporting Officer and Quantity**

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्र /Quantity	डिलीवरी के दिन/Delivery Days
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क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	मात्रा /Quantity	डिलीवरी के दिन/Delivery Days
1	Reddipalli Velangini Giridhar	500090, Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Government of India, Ocean valley, Pragathi Nagar BO, Nizampet SO, Hyderabad - 50090 INDIA	1	56

### क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

#### 1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity up to 25% of the contracted quantity during the currency of the contract at the contracted rates. The delivery period of quantity shall commence from the last date of original delivery order and in cases where option clause is exercised during the extended delivery period the additional time shall commence from the last date of extended delivery period. The additional delivery time shall be (Increased quantity + Original quantity) × Original delivery period (in days), subject to minimum of 30 days. If the original delivery period is less than 30 days, the additional time equals the original delivery period. The Purchaser may extend this calculated delivery duration up to the original delivery period while exercising the option clause. Bidders must comply with these terms.

#### 2. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

#### 3. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

#### 4. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

**Implementation of Office Management System (Visitor, Guest House and Canteen management System) for INCOIS with 01-year Warranty.**

#### Payment terms:

90% of payment will be released within 30 days after Installation, Commissioning, Testing and acceptance of material along with warranty undertaking for 01 year, Original Ink signed invoice, Test Certificates/ QC if any.

10% of payment will be released after successful completion of 1 year warranty or on submission of Advance Bank Guarantee (ABG) for 110% of like amount and period plus 60 days claim period.

*Net payment will be released after statutory deductions. No advance payment will be allowed, and no other payment terms will be considered.*

#### 5. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

### अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for attached categories, trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
16. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer

is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

**All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and
- All operative provisions of the erstwhile Labour Laws until their complete substitution.

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

यह बिड सामान्य शर्तों के अंतर्गत भी शासित है /This Bid is also governed by the General Terms and Conditions

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने या इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

**---धन्यवाद/Thank You---**



INCOIS: PUR: 59/2025

**Request for Proposal for "Implementation of Office Management System (Visitor, Guest House and Canteen management System) for INCOIS with 01-year Warranty."**

Dear Sirs,

On behalf of Director, INCOIS tenders are invited in "Two Bid System" (Techno Commercial Bid) from Contractors with appropriate registration having adequate resources and setup and dealing with the similar material like "Visitor, Guest House and Canteen management System for INCOIS". The offers, in the prescribed format, shall be submitted through online Government e-Marketplace at <http://gem.gov.in>. No tender will be accepted in hard copy, fax, e-mail or any other such means. The intending bidders must be registered with Government E Marketplace

1.	Name of the work	Implementation of Office Management System (Visitor, Guest House and Canteen management System) for INCOIS with 01-year Warranty period
2.	BID Ref. No.	INCOIS: PUR: 59/2025
3.	Earnest Money Deposit (EMD)	Rs.40,000/- (Rupees forty thousand only) as per clause 6 of the General Terms and Conditions under Section H
4.	Due date for seeking clarifications	On or before 1500 Hrs. of December 22, 2025
5.	Due date for bid submission	On or before 1500 Hrs. of December 31, 2025
6.	Bid opening date	On or before 1530 Hrs. of December 31, 2025
7.	Completion period	Within 4-8 weeks from the date of acceptance of the Order.
8.	Acceptance of the Order	Within 15 days from the date of receipt of the Order

Being a GeM procurement, the bid has to be submitted online through the GeM portal i.e., <http://gem.gov.in>. For any assistance, please contact help line of GeM portal. The following officials may also be contacted: Mr. V. Subrahmanyam (email: [manyam@incois.gov.in](mailto:manyam@incois.gov.in); Phone No. 040 23886022)/ Mr. Santosh Kumar (email: [santosh.kumar@incois.gov.in](mailto:santosh.kumar@incois.gov.in); Phone No. 040-2388 6056)

INCOIS may, at its discretion, extend the deadline for submission of bids by issuing a corrigendum, in which case all rights and obligations of the owner and the bidders previously subject to the original deadline will thereafter be subject to the deadline as extended.

Postal Address	Location Address
Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Govt. of India, "Ocean Valley", Pragathi Nagar (BO), Nizampet (SO), Hyderabad - 500 090	Indian National Centre for Ocean Information Services (INCOIS), Ministry of Earth Sciences, Govt. of India, "Ocean Valley", Survey No.342/3, Beside ALEAP, Near Pragathi Nagar, Opp. JNTU-Kukatpally, Hyderabad 500 090, Ph.No.040-2388 6000, Fax No.040-23892910

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12.	Bid Securing Declaration form	Annexure-II

**A. Introduction**

- 1.1** Indian National Centre for Ocean Information Services (INCOIS), a unit of Ministry of Earth Sciences, Govt. of India is a premier scientific Institute of the country, functioning on 24X7 basis to provide Ocean data, information and advisory services to society, industry, Government and Scientific community through sustained ocean observation and constant improvement through systematic and focused researching information and Ocean modeling.
- 1.2** INCOIS is located at approximate 3km from Pragathi Nagar at Ocean valley, Pragathi Nagar PO, Nizampet SO, Hyderabad - 500090, near besides ALEAP in 60-acre premises. It had started functioning at its premises w.e.f 2004 after construction of various buildings along with related services were completed and occupied in year 2004.

**B. Scope of Work:**

- 1.1.** INCOIS intends to implement the Office Management System (Visitor, Guest House and Canteen management System) at INCOIS to automate the process in these three areas would result in Enhanced Security and Compliance, Improved Professionalism, Streamlined Operations. Eliminating Booking Errors, Improving Transparency, Accessibility & Accountability, Optimizing Resource Utilization, Reducing Administrative Workload and Faster Service.
- 1.2.** The Scope of work includes Installation & Commissioning of Office Management System (Visitor, Guest House and Canteen management System) software applications as per the INCOIS requirements and with a warranty period of one year.

*Note: Manufacturers Authorization Form (MAF) with specific reference to this tender to be attached. Data sheet of the product offered to be attached. Offers received without MAF and Data sheets will not be considered for further evaluation. No further communication in this regard will be entertained.*

**C. Technical Specifications:**

- 1. Visitor Management System:** Visitor Management system should take care of complete visitor Movement into the Office Premises. It should be a web/windows-based application and through a mobile app. Following are the features required.

**Features**

- a. Registration and Approval**
- Registration at Security / Reception

- Approval by respective authorities
- Details of items being carried in / out
- Vehicle(s)
- Additional Visitors
- b. Prior Appointment
  - Prior Appointment through mobile app
  - Through Self Service portal
  - By Host
  - Request for approval via e-mail link
- c. Pass Generation
  - Visitor / Photo Pass generation with Barcode / QR Code
  - Details of whom to meet
  - Validity of Pass
  - Access Restrictions
  - Items being carried in
- d. Check in
  - Visitor Check-in through Barcode / QR Code
- e. Check Out
  - Check out from any exit point
  - Item verification
  - Tracking in Premises Visitor
  - Calculate total time in premises
  - Time since meeting completed
- f. Mobile Apps for
  - Seeking Appointments and checking appointment status
  - For Appointments and On Gate Visitor Approval
  - For Check in / Check out
- g. Green Channel
  - Special fast-tracked process for Green Channel Visitors/Foreign/VIP Visitors
- h. Blacklisted Visitor
  - Blacklisting unauthorized and suspicious visitor. System should throw alerts on attempted entry by blacklisted visitors
- i. SMS/Email Alerts
  - Alerts should be sent
  - On Approval
  - On Pass Generation
  - Upon Time over
  - Emergency
- j. Contractor Management
  - Contractor Registration
  - Contractor Pass (Multiple Entry Pass)
  - Contractor Documents
  - Contractor Approval Process
- k. Resource Reservation for Meetings
  - Manage various Conference Rooms in Main building & ITCOO Building
  - Check for room vacancy / occupancy
  - Assign for a booking
- l. Vehicle Pass Generation
  - Parking Slot / Lot allocation and tracking
- m. Barcode / QR Code Scanners/RFID
  - Check-In / Check-Out Visitor
  - Prevent Access to Restricted Areas
  - Check Authenticity of the Pass
  - Speed processing
- n. ID Card Scanner
  - To enable scanning and maintain Business ID Cards of Visitors



- Driver License Scanning
- Passport Scanning
- Aadhaar Card Scanning
- o. Real Time Dashboard
  - Pending Approval List
  - Approved Visitors
  - Checked-in Visitors
  - Visitors in premises
  - Overstayed Visitors
- p. Reports
  - Visitor appointments for the day
  - Visitor List
  - Visitor History
  - Visitor Pass List
  - Items carried by Visitor
  - Checkout Visitors
  - Blacklisted Visitors
  - Total log report

#### **Specific Customization/ Features Required**

- The VMS needs integration with employee master from HRMS of INCOIS and there is a drop down required with names of employees so that security can select the employee whom visitor needs to meet.
- SMS and email alerts on the scheduling of appointments and Thanks mail and SMS after the meeting is over to the visitor and the employee.
- After the meeting is over, employee should have a facility to mark that meeting is over.
- A report and alert on the visitor staying after the meeting time is over.
- Business Card scanning is required.
- If a Visitor is coming without an appointment, an email link with the facility to the employee to accept or decline the visitor should be available.
- There needs to be video link of the security training video on the security gate.
- Recording the item issued to the visitor.

#### **2. Guest House Management System : Features of Guest House management system**

- **Guest House Management**
  - Manage any number of guest houses
  - Room Type and Pricing
  - Option to Add Floors, Lobbies & rooms
- **Availability/non-availability of rooms**
  - Booking Management.
  - Individual
  - Intuitional (Central Govt. / PSU's/ Private etc.)
- **Online Booking**
- **Room Preparation.**
  - Manage Room Preparation Check List
  - Execute Checklist for room preparation
  - Mark Prepared
- **Room Inventory Management.**
  - Rooms Inventory
  - Categories and types of Rooms
  - Rooms ready for occupation
  - Rooms under maintenance
- **Billing Management**
  - Institutional Billing
  - Group Billing for Training Programs
  - Category wise Billing
  - Invoicing and Collection
  - Spot Billing and Collection

- **House Keeping**
  - Room Linen Management
  - Tracking of cleaning and maintenance
  - Common Area Maintenance
  - Tracking Room preparedness
  - Room Equipment's Preparedness
- **Check-In**
  - Check Availability
  - Automatic Allocation
  - Check-in Rules
  - Separate Women/Men Allocation
  - Bed wise allocation
- **Check-Out**
  - Check-out check List
  - Check Consumables consumption
  - De-Allocate rooms
  - Generate Bill
- **Real-time Dashboard**
  - Occupancy / Vacancy Status
  - Expenses
  - Complaints
- **Reports**
  - Maintenance Reports
  - Linen Reports
  - Occupancy Reports & Custom Reports

### 3 Canteen Management System

- Fast ordering and payment processing, reducing wait times and errors.
- Reduces labor costs and minimizes food wastage with better inventory management.
- Personalized and quicker service with self-service kiosks.
- Real-time data for better decision making and inventory tracking.
- Manage multiple counters or locations from a single panel.
- Secure transactions and better control over operations.

#### Features of Canteen Management System

- **Self Service Portal**
  - ❖ Order Food
  - ❖ Add/check balance
  - ❖ Employee Registration
- **Canteen Manager Portal**
  - ❖ View Orders
  - ❖ Send preparation instructions
  - ❖ Mark Delivered / Rejected
- **Administrative Panel**
  - ❖ Manage Menu
  - ❖ Add employees
  - ❖ Wallet Management
  - ❖ Reports & Analytics

#### D. List of Deliverables:

S.No	Description	Qty
1	Visitor Management System with 1-year standard warranty - Web Based VMS Portal for 2 security Gates including 2 Web Cams + 2 QR Code Scanners + Mobile Application for Approval and any other items as deemed necessary for the solution	1 Set
2	Guest House Management System covering both the Guest houses 1-year standard warranty - Web Based Portal for Guest house and any other items as deemed necessary for the solution	1 Set
3	Canteen Management System 1-year standard warranty - Web based Ordering Portal + Admin Portal and any other items as deemed necessary for the solution	1 Set

**E. Eligibility Criteria:**

Only those tenderers fulfilling the following criteria should respond to the tender.

- The tenderer must be a Company registered under Indian Company Act 1956 or a registered firm.
- Tenderer should provide profile of their company including its infrastructure, technical manpower and their expertise.
- Tenderer should provide an escalation matrix with full contact details, for the resolution of reported issues during the Warranty and support period.
- The Tenderer should have a service/operational support centre in Hyderabad and proof of the same to be submitted.
- The tenderer should have an average annual financial turnover of Rs. 10 lakh. or more during the last three years ending March 31, 2025. The bidding companies should be earning profit at least during two (02) years in the last three (03) years.
- Tenderer should have relevant experience in Installation & commissioning of Office Management System (Visitor, Guest House and Canteen management System) software with the functionality given in this tender document and should submit the copies of PO and the client certificate for the successful completion of the work as per the said PO.
- Tenderer should have relevant past experience and should have successfully completed similar nature of works i.e., Installation & commissioning of Office Management System (Visitor, Guest House and Canteen management System) software with the functionality given in this tender document, in last three years ending previous day of last date of submission of the online Bid. Out of which one work of value Rs. 18.00 lakh. or two works each of value Rs.16.00 lakh. each or above or three works of value Rs.08.00 lakh each of above. Client certificate / Work Completion Certificate / Experience Certificate along with PO No. as a reference to be enclosed in thus regard.
- Tenderer should provide OEM authorization letters for all the bill of material with specific reference to this tender along with Product catalogues / data sheets, Make and Model of the items offered.
- Earnest Money Deposit (EMD) as per section H, Point No. 6.
- Start ups: In order to promote make in India and startups, the prior turnover and prior experience for all startups shall be relaxed subject to their meeting of quality, technical specifications and tender conditions as per tender. The tenderer who intends to participate as "start up" company should enclose the certificate towards startup enterprise registration/recognition issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant.

**F. Content of the Bid:** Technical bid should contain the information ONLY without which the offer will not be considered further.

The quote should be submitted in two bid format. (i) Technical Bid and (ii) Commercial Bid

**(i) Technical Bid:** Technical bid should contain the information ONLY without which the offer will not be considered further.

- Proofs for Registration of company, PAN and GST certificates
- List of manpower and their expertise
- Escalation matrix with specific reference to this tender
- Documentary evidence to establish having service / operational support centre in Hyderabad
- Turnover and Annual Profit Certificate issued by the chartered accountant
- Relevant copies of POs and Client certificate to establish having relevant experience
- Client side Technical Contact details
- Willingness to demonstrate the similar solution when asked-for during technical evaluation
- MAF for all the bill of material
- Product catalogues / data sheets of all the bill of material
- Proof for submission / exemption of EMD
- Proof for START UP
- Duly filled-in Technical Compliance statement given at Table-1 below
- Duly filled-in un-priced bid given at Table-2 below
- Duly filled-in and signed bid-security declaration form

**NOTE:**

- The documentary proof attached should be legible and relevant
- Offers without (i) the copy of relevant POs without the client certificate (ii) Client Certificate without Signature, Date and Contact details of the client-side signatory (iii) duly filled-in Technical

Compliance Statement (v) duly filled-in un-priced bid, will not be considered for further evaluation.

- Part/conditional/incomplete quotations will not be accepted.

**Table 1: Technical Compliance Statement**

S No	Description	Complied (Yes/ No)	Legible and Relevant Documentary proof attached (Yes/ No)
1.	Tenderer Name, Address, Email, Contact Number		
2.	Tenderer Bank Details		
	• Name of the Bank		
	• Branch address		
	• Account holder name		
	• Account number		
	• IFSC CODE		
	• PFMS Account No.		
3.	Tenderer's authorized Single Point of Contact for this tender		
4.	Proofs for Registration of company, PAN and GST certificates		
5.	List of manpower and their expertise		
6.	Escalation matrix with specific reference to this tender		
7.	Documentary evidence to establish/ having service / operational support centre in Hyderabad		
8	Turnover and Annual Profit Certificate issued by the chartered accountant		
9.	Relevant copies of POs and Client certificate to establish having relevant experience		
10	Client-side Technical Contact details		
11	Willingness to demonstrate a similar solution when asked-for during technical evaluation		
12	MAF for all the bill of material		
13	A sheet giving details of Make and Model of the Bill of material offered		
14	Product catalogues / data sheets of all the bill of material		
15	Proof for submission / exemption of EMD		
16	Proof for START UP		
17	Duly filled-in Technical Compliance statement & Technical specifications		
18	Duly filled-in Un-Priced Bid		
19	Duly filled-in and signed bid-security declaration form		
20	Compliance to the Technical Requirements given at section C		
21	Compliance to the Scope of Work of this tender		
22	Compliance to the General Terms and Conditions of this tender		

Table-2: Un-Priced bid

S.No	Description	Qty	Please confirm whether prices are Quoted in commercial bid or not. (Yes / No) Please do not mention prices here.
1	Visitor Management System with 1-year standard warranty - Web Based VMS Portal for 2 Gates including 2 Web Cams + 2 QR Code Scanners + Mobile Application for Approval and any other items as deemed necessary for the solution	1 Set	
2	Guest House Management System covering both the Guest houses 1-year standard warranty - Web Based Portal for Guest house and any other items as deemed necessary for the solution	1 Set	
3	Canteen Management System 1-year standard warranty - Web based Ordering Portal + Admin Portal and any other items as deemed necessary for the solution	1 Set	
4	Installation, Commissioning and Training for S.No 1-3 above	1 Set	

**G. Quality of Service:** During the warranty period the successful bidder shall provide the following:

- Deploy trained manpower, so that the problems are rectified in shortest possible time. The deployed engineers should have software experience in the relevant field in handling of the Office Management system.
- Make sure that the reported issues are resolved within 72 hrs from the time of reporting. The faulty system / peripheral/ Application/ App is not rectified / repaired or replaced with similar / higher configuration brand new system / peripheral of same make and duly accepted by INCOIS with-in 72 hrs from the time of reporting. In case, if un-resolved with-in stipulated time, INCOIS shall get the issues resolved through alternative means at the risk and cost of the successful tenderer and that this step should not have any implications on the already agreed support for the systems / peripherals provided.
  - Responsible for replacing any defective part / parts (consumable / non-consumable), updating the firmware, software released by OEM from time to time, without any extra cost to INCOIS during the warranty and the CAMC period.
  - Shall attend to emergency breakdown calls at short notices. There will be no restrictions on no of breakdown maintenance visits during the warranty period.

**Penalty during SITC:** In case the supply/delivery/services are delayed and if the delay is attributable to the successful tenderer OR if the offered material / service is not as per the tender specifications OR in the event of breach of any of the terms and conditions mentioned in the Purchase Order, INCOIS shall have the right.

- To recover at the rate of 0.5% per week for the value equivalent to undelivered material / services against the delay in execution of the order or part thereof subject to a maximum of 10% of the services/material not executed
- To purchase elsewhere, on the risk and cost of the defaulting supplier
- To forfeit the security deposit full or in part

**H. General Terms and Conditions: -**

Point No.	Details
1.	Quotation: Bidders shall submit their offers online via the Government E Marketplace at <a href="http://gem.gov.in">http://gem.gov.in</a> . before the bid submission date.
2.	* <b>Acceptance of the order:</b> The Successful bidder shall formally accept the Purchase order Within 10 days from the date of issue of the PO/Order. If the acceptance communication is not received within 15 days, then PO would be deemed as accepted and binding to the successful bidder.

3.	<b>Delivery Period :</b> Within 4-8 weeks from the date of acceptance of the purchase order
4.	<b>Warranty Period:</b> 1 year warranty from the date of installation, commissioning & acceptance of the system
5.	<p><b>Payment terms:</b></p> <p>90% of payment will be released within 30 days after Installation, Commissioning, Testing and acceptance of material along with warranty undertaking for 01 year, Original Ink signed invoice, Test Certificates/ QC if any.</p> <p>10% of payment will be released after successful completion of 1 year warranty or on submission of Advance Bank Guarantee (ABG) for 110% of like amount and period plus 60 days claim period.</p> <p><i>Net payment will be released after statutory deductions. No advance payment will be allowed, and no other payment terms will be considered.</i></p>
6.	<p><b>Earnest Money Deposit (EMD):</b> Rs.40,000/- (Rupees forty thousand only) has to be submitted by way of Demand Draft/RTGS from any Nationalized Bank in favour of "Director, INCOIS payable at Hyderabad". The Scanned copy of the Demand Draft/RTGS/ Bank Guarantee/FDR /Insurance Surety Bond is to be uploaded to the GeM Portal while submitting the offer. Bank Guarantees/Counter Guarantees should be obtained from any of the Nationalized/schedule bank of India with a validity of 6 months from the closing of the bid due date and should be sent by the issuing banker directly to the office of INCOIS, Hyderabad.</p> <p><i>The original DDs/ Financial Instruments if any should reach to INCOIS on or before 14:00 Hrs of 31/12/2025 ie., before closing of the bid submission date. Offers received without EMD &amp; bid securing declaration as per Annexure-2 will be summarily rejected. (RTGS details: Name of the Bank: SBI, HAL campus Branch; Account Name: Director, INCOIS; A/c No. 10442322840; IFSC Code: SBIN0001676)</i></p> <p>Indian Vendors registered with Ministry of Micro Small Enterprises (MSE) /National Small Scale Industries Corporation (NSIC) are exempted from payment of EMD. A copy of valid registration certificate should be submitted along with bid securing declaration to be submitted on the bidding firm's letter head duly signed and stamped by the authorized signatory as per Annexure.</p>
7.	Bidder's from a country which shares a land border with India will be eligible to participate in this tender, only if the bidder is registered with Department for Promotion of Industry and Internal Trade (DPIIT) under Order (Public procurement No. 1) issued by Ministry of Finance, Department of Expenditure in line with OM No. F.No.6/18/2019-PPD dt 23rd July, 2020 and F.18/37/2020-PPD, dt. 08.02.2021 inserting Rule 144 (xi) in GFR 2017.
8.	<b>Start ups:</b> In order to promote make in India and startups, the prior turnover and prior experience for all startups shall be relaxed subject to their meeting of quality, technical specifications and tender conditions as per tender. The bidder who intends to participate as "start up" company should enclose the certificate towards startup enterprise registration/recognition issued by Department of Industrial Policy and Promotion, Ministry of Commerce and the certificate should be certified by the Chartered Accountant or should be registered with GeM as startup. Applicable certificate should be enclosed.
9.	<b>Security Deposit:</b> Successful bidder has to submit 05% of the order value within 15 days acceptance of the order towards Security Deposit by means of Demand Draft drawn in favor of Director, INCOIS payable at Hyderabad or Bank Guarantee from any Nationalized Bank valid for upto 60days beyond the contract period. This deposit will be free of interest and is refundable after the satisfactory execution of the contract and complete fulfillment of contractual obligations
10.	<p>Security Deposit is liable to forfeiture in the event of :</p> <ol style="list-style-type: none"> <li>Non Execution order during validity period of the contract</li> <li>If the service of the successful bidder is found to be unsatisfactory and fails to adhere to our tender terms and conditions.</li> <li>Any unilateral revision made by the successful bidder during the validity period of the contract.</li> </ol>

11.	GST: The bidder should specifically/particularly state GST if any applicable as extra and the rate at which the same is chargeable, failing which, the prices quoted, will be deemed to be inclusive of such levies. If a particular bidder is not registered under the GST Act, the prices quoted by him will be treated as net and inclusive of all taxes and statutory levies and that any future claims made by him for reimbursement of those levies on account of retrospective registration under the GST Act will under no circumstances be entertained by the INCOIS and that liability for payment of these levies will be wholly and exclusively that of the bidder quoting against our tender.
12.	Successful bidder has to submit the Service level Agreement in prescribed format on Indian non-judicial stamp paper worth Rs.200/- duly signed by authorized signatory within 30 days of receipt of order.
13.	Please note that any falsification/suppression of information could lead to the disqualification.
14.	Bidders should fill and submit the technical compliance sheet along with supporting documents along with Techno-Commercial bid. Offers received without the compliance sheet will be summarily rejected.
15.	Tenders not in complete shape or not conforming to technical specifications or not conforming to terms and conditions are liable for rejection. All above relevant documents must be enclosed with technical bids failing which bids may be ignored and will not be considered for technical evaluation.
16.	Before submitting the bid Bidders are advised to inspect the site of works and its environments and be well acquainted with actual working conditions, approach to site of work, surroundings of the Site of work and other prevailing conditions, position of materials and labor. The Tender(s) shall be well acquainted with the General and Special conditions of Contract and specifications and all other documents which form part of the Agreement. Any misunderstandings of the conditions/rules/ regulations/specifications shall not entitle the Bidder(s) contractor(s) for any sort of compensation
17.	Proof for fulfillment of eligibility criteria mentioned above should be submitted along with the tender. If the tender is submitted without valid documents, INCOIS shall not consider the bid offered as responsive. Tenders received without proof of eligibility criteria will be rejected
18.	Any deviations technically or commercially should be clearly indicated in the Technical bid offer only.
19.	If any loss or damage is caused to INCOIS property by workmen deployed by the successful bidder, the cost of the same will be recovered from the agency/contractor
20.	Before submitting the bids Bidders are advised to inspect the site of works and its environments and be well acquainted with actual working conditions, approach to site of work, surroundings of the Site of work and other prevailing conditions, position of materials and labour. The Tender(s) shall be well acquainted with the General and Special conditions of Contract and specifications and all other documents which form part of the Agreement. Any misunderstandings of the conditions/rules/ regulations/specifications shall not entitle the Bidders(s) contractor(s) for any sort of compensation
21.	The Contractor shall ensure safety and security of all workforce employed for this work and equipment provided by him under the Contractor until all the works entrusted are completed in all respects and taken over by INCOIS. In the event of damages except under force majeure clause ie., fire, wind, rain, floods or through any hazards, pilferage, other natural calamities etc., the Contractor shall make good the damaged works and restore the same to the original condition without any additional cost.
22.	Liquidated Damages Clause: In case the supply/delivery/services is delayed and delay is attributed to the Successful Bidder or is not as per our specifications and in the event of breach of any of the terms and conditions mentioned in the Purchase Order, INCOIS shall have the right. a) To recover at the rate of 0.5% per week for the value equivalent to undelivered material / services against the delay in execution of the order or part thereof subject to a maximum of

	<p>10% of the services/material not executed/delivered.</p> <p>b) To purchase elsewhere, after due notice to the Bidder Inc., on the account and at the risk of the defaulting supplier for the stores/services not supplied or others of a similar description without cancelling the work order in respect of the job not yet due for supply or</p> <p>c) To cancel the order or a portion thereof and if so desired to purchase the stores / services at the risk and cost of the defaulting supplier and also.</p> <p>d) To extend the period of delivery with or without penalty shall not be more than agreed liquidated damages referred to in clause (a) above,</p> <p>e) To forfeit the security deposit full or in part at the discretion of Director, INCOIS.</p>
23.	<p><b>Force Majeure Clause:</b></p> <p>If the execution of the contract / supply order is delayed beyond the period stipulated in the contract as a result on out-break of hostilities, declaration of an embargo's or blockage or fire flood, acts of nature or any other contingency , pandemic declared by WHO/Govt. authorities causing stoppage of work beyond the supplier's /INCOIS control, Director, INCOIS may allow such additional time by extending the delivery period as he considers to be justified by the circumstances of the case and his decision shall be final, conclusive and binding. If and when additional time is granted by the INCOIS, the contract/supply shall be read and understood as if it had contained from its inception the delivery date as extended.</p>
24.	<p>If any Bidders withdraws his tender after price bid is opened, with in the validity period or makes any modifications in the terms and conditions of tender, which are not acceptable to the INCOIS, then INCOIS shall without prejudice to any other right or remedy available to it, be at liberty to initiate appropriate action w.r.t bid securing declaration.</p>
25.	<p>The bidder shall sign and upload the Bids with the exact name and address of the firm, which is bidding for the tendered requirement.</p>
26.	<p>The Bids shall be uploaded only after signed by a duly authorized officer of the firm which is bidding for the tendered requirement, and in the case of a Corporation, seal, or otherwise appropriately executed under seal.</p>
27.	<p>The acceptance of tender will solely rest with Director, INCOIS who does not bind himself to accept the lowest or any other tender. No reasons will be furnished for acceptance or rejection of any tender.</p>
28.	<p>Director, INCOIS reserves the right to cancel the tender at any stage due to any technical /administrative reasons. The bidder shall not have any claim under whatsoever reasons.</p>
29.	<p>Canvassing in connection with tender is strictly prohibited and any canvassing will render the bid of such Bidders ineligible.</p>
30.	<p>INCOIS reserves the right to alter the scope/or reduce quantum of work, before/after issue of work order and Bidders shall not have any claim whatsoever on this account.</p>
31.	<p>In case of any unresolved dispute or differences arising at any time between this Institute and the firm holding the contract, these shall be resolved in terms of the Arbitration and Conciliation Act 1996 and held at Hyderabad, Telangana, India only. Further, this contract is subject to laws of India alone. The arbitration process shall commence within 30days of a dispute notice, and the decision of the Arbitrator(s) shall be final and binding on both the parties.</p>



**I. Technical Clarifications:** If firms require clarifications / bid extension on certain points in this document may be submitted (via e-mail) on or before 09:00 Hrs of December 22, 2025. Note: Firms may submit a consolidated query/ extension request only once. E-mail: [manyam@incois.gov.in](mailto:manyam@incois.gov.in), E-mail subject should be mentioned as "Queries on" **Implementation of Office Management System (Visitor, Guest House and Canteen management System) for INCOIS with 01-year Warranty.**

1) Administrative Officer, (Purchase)  
Indian National Centre for Ocean Information  
Services (INCOIS) Ministry of Earth Sciences, Govt.  
of India, "Ocean Valley", Pragathi Nagar (BO),  
Nizampet (SO), Hyderabad - 500 090, T.S., India  
Phone No.: 040-2388 6022  
e-mail: [manyam@incois.gov.in](mailto:manyam@incois.gov.in)

**Declaration:** I, \_\_\_\_\_ son/daughter of \_\_\_\_\_ aged \_\_\_\_\_ years  
and residing at \_\_\_\_\_ State and sole proprietor /managing  
partner /director of \_\_\_\_\_, after having read and understood the tender document  
No..... dated..... floated by the Institute, hereby undertake that I agree to and  
shall abide by the terms and conditions prescribed in the said tender document for " **Implementation of  
Office Management System (Visitor, Guest House and Canteen management System) for INCOIS with  
01-year Warranty**

Signature of the Tenderer/ Authorised Signatory & date

Name

OFFICE SEAL,

Address

**Note: The bidder/tenderer has to sign & stamp on all pages of tender document and upload the same**

**BID-SECURING DECLARATION FORM**

**Bid No. INCOIS: PUR:59/2025 date 10.12.2025 "Implementation of Office Management System (Visitor, Guest House and Canteen management System) for INCOIS with 01-year Warranty"**

**To  
The Director  
Indian National Centre for Ocean Information Services (INCOIS),  
Ministry of Earth Sciences, Govt. of India,  
"Ocean Valley", Pragathi Nagar (BO),  
Nizampet (SO), Hyderabad - 500 090,**

**I/We the undersigned, declare that: I/We understand that, according to your conditions, bids must be supported by a Bid Securing Declaration.**

**I/We accept that I/We may be disqualified from bidding for any tender/contract with INCOIS for a period of one year from the date of notification if I am /We are in a breach of any obligation under the bid conditions, i.e., if I/We withdraw, modify, amend, impair or derogate from the tender, my/our Bid during the period of bid validity specified in the form of Bid; or having been notified of the acceptance of our Bid by the purchaser during the period of bid validity (i) fail or refuse to execute the contract, if required, or (ii) fail or refuse to furnish the Performance Security, in accordance with the Instructions to Bidders.**

**I/We understand this Bid Securing Declaration shall cease to be valid if I am/we are not the successful Bidder, upon the earlier of (i) the receipt of your notification of the name of the successful Bidder; or (ii) thirty days after the expiration of the validity of my/our Bid.**

**Dated on \_\_\_\_\_ day of \_\_\_\_\_**

**Signature of the Tenderer /Authorised Signatory & date**

**Name of the authorized signatory:**

**OFFICE SEAL,**

**Designation:**

**Name of the Bidder:**

**Address:**

**(Note: In case of a Joint Venture, the Bid Securing Declaration must be in the name of all partners to the Joint Venture that submits the bid)**

