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No. 22 /CEO/CHIPS/CCTNS/EMS/2016

Raipur, Dated: 29 Sep, 2016

To,

Subject: Limited Tender enquiry for “Procurement & Installation of Tivoli Client License for Enterprise Management Solution (EMS)”.

This has reference to above subject, CHIPS has invited Limited Tender Enquiry for Client license for “**Procurement & Installation of Tivoli Client License for Enterprise Management Solution (EMS)**” license should valid for 2 years period from date of successful installation. OEM or authorized representative of OEM may submit their proposal for EMS client Licenses. Bidder should submit the proposal before 14/10/2016 up to 3 PM through e-procurement portal. Guideline for e-Procurement is given at Annexure V. The EMD and Technical Envelope will be open on 14-Oct-2016 at 04:00 Pm.

Item need to procure through this tender enquiry:

S. No	Item Name	Qty	Unit	Proposed Qty. By Bidder
1	Tivoli Client License for Enterprise Management Solution (EMS)	12	Nos.	

Terms & Condition:

1. You may submit the compliance statement for all above item as per below example with data sheet for proposed items.

S. No.	Item Details	Item Specifications	Technical Specification provided & installation By Bidder	Compliance Yes/No
1	Tivoli Client License for Enterprise Management Solution (EMS)	EMS (Tivoli) server version:6.2 Linux virtual server. –Quantity -06 Linux stand alone—Quantity-04 Windows Server 2008 R2--- Quantity-02 HP make servers Complete monitoring of OS, Application, Database, Servers, Network	Will be provided by Bidder	

2. This EMS licenses is required for our existing CCTNS project.
3. If required, Customization & installation for ensuring monitoring of CCTNS network would be done by the Bidder.
4. OEM will provide authorization letter to bidder to participate in this Tender enquiry.
5. OEM will provide Manufacturer Authorization & support Form as per Annexure IV.
6. After evaluation of Technical Compliances price will be evaluated on the basis of L1 for total costs.
7. CHiPS may increase/ decrease the order quantity mentioned in this enquiry.
8. CHiPS reserve the right to accept or reject the proposal without assigning any reason.
9. **Delivery Period:** Supply, Installation & Commissioning within 30 days from date of issuance of Work order. The selected Bidder will coordinate with State data Center Operator (M/s Sify Technologies)/System Integrator (M/s TCS Ltd) for commissioning and installation of licenses. The selected bidder will take sign off from SDC operator, SI/CHiPS.

10. Payment Terms :

- 1) 95% of the order value of work order on supply Installation and commissioning of all items.
 - 2) 1.25% of the order value per **QGR** after successful installation and commissioning of all Licenses up to 4 QGR.
11. **Validity:** The Selected Bidder will provide client licenses valid for 2 years and will provide support for the same.

12. Penalty Terms: If the bidder does not supply and install the Licenses within the stipulated period of 30 days from date of issuance of Work order, a penalty at the rate of **0.5% per week** of the Total value of work order will be levied for a maximum period of Ten weeks. If the services are not completed even within this Ten-week period, then the work order will be liable for termination, in part or whole, at the discretion of CHiPS and at the risk and cost of the selected Bidder.

13. Submission of Responses

13.1 TENDER processing Fees

Bidder needs to pay INR 1,000 to for document processing through <https://eproc.cgstate.gov.in> during bid submission.

13.2 Earnest Money Deposit (EMD)

a) EMD needs to be submitted in Demand Draft in the name of CEO, CHiPS.-

1) Scan copy of DD should be uploaded e- Procurement portal along with actual online bid submission.

2) Original copy of the DD should be submitted to CHiPS office between 03:00 PM to 05:00 PM on the last date of bid submission

b) EMD of all unsuccessful bidders would be refunded by CHiPS within 60 Days of the bidder being notified as being unsuccessful.

c) EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.

d) The EMD may be forfeited:

- If a bidder withdraws its bid during the period of bid validity.
- In case of a successful bidder, if the bidder fails to sign the contract in accordance with this TENDER.

13.3 Submission of Responses

a) Please refer “Guidelines_to_Bidders_EPS_v1.1” PDF documents download along with this tender for bidding submission process.

13.4 Authentication of Bids

A Proposal should be accompanied by a power-of-attorney in the name of the signatory of the Proposal for this TENDER enquiry.

13.5 Preparation and Submission of Proposal

Proposal Preparation Costs

The bidder shall be responsible for all costs incurred in connection with participation in the TENDER process, including, but not limited to, costs incurred in conduct of informative and other diligence activities, participation in

meetings/discussions/presentations, preparation of proposal, in providing any additional information required by CHiPS to facilitate the evaluation process, and in negotiating a definitive contract or all such activities related to the bid process. CHiPS will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

13.6 Language

The Proposal should be filled by the bidders in English language only. If any supporting documents submitted are in any language other than English, translation of the same in English language is to be duly attested by the Bidders. For purposes of interpretation of the documents, the English translation shall govern.

13.7 Evaluation process

- a) CHiPS will constitute a Tender Evaluation Committee to evaluate the responses of the bidders.
- b) The Proposal Evaluation Committee constituted by the CHiPS shall evaluate the responses to the TENDER and all supporting documents / documentary evidence. Inability to submit requisite supporting documents / documentary evidence, may lead to rejection.
- c) The decision of the Tender Evaluation Committee in the evaluation of responses to the TENDER shall be final. No correspondence will be entertained outside the process of evaluation with the Committee.
- d) The Tender Evaluation Committee may ask for meetings with the Bidders to seek clarifications on their proposals.
- e) The Tender Evaluation Committee reserves the right to reject any or all proposals on the basis of any deviations.
- f) Each of the responses shall be evaluated as per the criteria and requirements specified in his TENDER.

13.8 Tender Opening

Received bids will be opened online. Participated bidders can be present online through portal (<https://eproc.cgstate.gov.in>). Physical presence may not be required however participating bidders' authorized representatives can mark attendance online during bid opening.

13.9 Tender Validity

The offer submitted by the Bidders should be valid for minimum period of 180 days from the date of opening of Tender.

13.10 Tender Evaluation

- i) Initial Bid scrutiny will be held and incomplete details as given below will be

treated as non-responsive. If Proposals;

- a) Are not submitted in as specified in the TENDER document.
 - b) Received without the Letter of Authorization (Power of Attorney).
 - c) Are found with suppression of details
 - d) With incomplete information, subjective, conditional offers and partial offers submitted
 - e) Submitted without the documents requested in the checklist
 - f) Have non-compliance of any of the clauses stipulated in the TENDER
 - g) With lesser validity period.
- ii) All responsive Bids will be considered for further processing as below.

Tender evaluation Committee will prepare a list of responsive bidders, who comply with all the Terms and Conditions of the Tender. All eligible bids will be considered for further evaluation by a Committee according to the Evaluation process define in this TENDER document. The decision of the Committee will be final in this regard.

- a) Evaluation committee will examine the bids to determine whether they are complete, whether any computational errors have been made, and whether the bids are generally in order.
- b) The CHiPS may conduct clarification meetings with each or any bidder to discuss any matters, technical or otherwise.
- c) Further, the scope of the evaluation committee also covers taking any decision with regard to the Tender Document, execution/ implementation of the project including management period.
- d) Proposal shall be opened in the presence of bidders representatives who intend to attend at their cost. The bidders' representatives who are present shall sign a register giving evidence of their attendance

Proposal document shall be evaluated as per the following steps.

The following section outlines the steps to be used for submission and processing of bids:

1. The bid shall be submitted in three parts, the EMD (Envelope- A), Tech-Commercial Bid (Envelope-B) & the Price Bid. Tech-Commercial Bid (Envelope-C) shall be submitted in e-Procurement Portal.
 - i) Earnest money Deposit (EMD) - Envelope-A: Bidder has to submit EMD of Rs. 1,50,000/- (Rs. One Lakh Fifty Thousand only) in the form of DD from any nationalized/ scheduled bank. The EMD should be sealed in one envelope marked "EMD".

- ii) a. The Tech-commercial bid- Envelope-B in e-Procurement portal shall contain technical details of the item(s) quoted and also provide full details of deviations, if any from the technical specification mentioned. The bidder should fill-up the format given in **ANNEXURE-I**. No alternation / modification in the format shall be permitted. Make/ Model of the equipment quoted should be clearly specified. The bidder should enclose relevant technical brochures/ literatures for the item(s) quoted in support of the technical specification quoted.
- b. The tech-commercial bid must contain -
1. Authorized signatory certificate from the appropriate authority.
 2. Bid form as per **ANNEXURE-II** should be duly filled in, signed and complete in all respects.
 3. Authorization letter from OEM to participate in this Tender enquiry.
 4. Commitment letter for service support from the OEM as per **ANNEXURE-V**.
 5. The Technical information of the products being offered along with brochure/ data sheet etc.
 6. Any other terms and conditions from bidder (Please, note that the terms may or may not be acceptable to CHiPS).
 7. All other supporting document as per eligibility criteria mentioned in this RFP.
 8. Original tender documents with all pages duly signed and stamped.
 9. Valid VAT/CST/Service Tax Certificate copy of bidder.
- iii) The Price bid shall be filled in e-Procurement portal as per format prescribed provided in **ANNEXURE-III** duly completed in all respects.
2. The Financial bid of only technically short listed bidders would be opened in presence of the authorized representatives of the bidder
 3. The language for bid submission is English.
 4. No bid can be modified subsequent to the deadline for submission.
 5. The Bidders should note that Prices should not be indicated in the Tech-commercial and should be quoted only in the e-Procurement portal. In case the prices are indicated in the Tech-commercial bid, the bid shall stand rejected.
 6. EMD of amount Rs. 1,50,000/- (Rs. One Lakh Fifty Thousand only) shall be returned to unsuccessful bidder within 60 days after opening of Financial Bid and EMD of successful bidder will be returned after one year from release of work order from CHiPS. The EMD amount shall be deposited as performance security guarantee and returned after period of one year.

13.11 BID PRICE

- a. The price schedule should include, the price of goods at the site including all duties, sales taxes and other levies if any.
- b. Deviations from the specifications should be clearly brought out in the bid under technical compliance.

All prices should be in Indian National Rupee (INR) and foreign Bidders should comply with all the rules and regulation of RBI, Excise and Custom at their own cost

13.12 AWARDING CRITERIA FOR WORK ORDER

a. Suppression of facts and misleading information

- i. During the Bid evaluation, if any suppression or misrepresentation of information is brought to the notice of CHiPS, CHiPS shall have the right to reject the Bid and if after selection, CHiPS would terminate the work order as the case may be, will be without any compensation to the Bidder and the EMD/ Security Deposit as the case may be, shall be forfeited.
- ii. Bidders should note that any figures in the proof documents submitted by the Bidders for proving their eligibility is found suppressed or erased, CHiPS shall have the right to seek the correct facts and figures or reject such Bids.
- iii. It is up to the Bidders to submit the full copies of the proof documents to meet out the criteria. Otherwise, CHiPS may not consider such documents.
- iv. The Tender calls for full copies of documents to prove the Bidder's experience and capacity to undertake the project.

b. Tech-Commercial Bid Evaluation

The Bidders who have duly complied with the Eligibility Criteria will be eligible for further processing.

c. Price Bid Evaluation

- I. Bidders who are qualified in Tech- Commercial Bid (Envelope-B) only will be called for Price Bid opening. The Price Bids will be opened in the presence of the Bidders at CHiPS. The Bidders or their authorized representatives will be allowed to take part in the Price Bid opening.
- II. The Price evaluation will include all Duties and Taxes as given below.
 - i) In cases of discrepancy between the cost quoted in Words and in Figures, cost quoted in words will be considered.
 - ii) In evaluation of the price of an imported item, the price will be determined inclusive of the customs duty;
 - iii) In evaluation of the price of articles which are subject to excise duty, the price will be determined inclusive of such excise duty;
 - iv) In a tender where all the tenderers are from within the State of Chhattisgarh, or where all the tenderers are from outside the State of Chhattisgarh, the sales tax shall be included for the evaluation of the

- price; and
- v) Price evaluation will be Inclusive of all Taxes and Delivery charge up to respective location of Chhattisgarh,
- iii. The lowest cost for all the Licenses as per the above evaluation will be declared as L1. CHiPS will not be responsible for any erroneous calculation of tax rates or any subsequent changes in rates or structure of applicable taxes. All differences arising out as above shall be fully borne by the Successful Bidder.
- iv. CHiPS may negotiate with the Lowest Cost offered Bidder (L1) for further reduction of the price.

ANNEXURE I-TECHNICAL SPECIFICATIONS AND COMPLIANCE STATEMENT

To be submitted in original along with the Proposals (**ENVELOP - A**)

Technical Specifications of Component

S. No.	Item Details	Item Specifications	Technical Specification provided By Bidder	Compliance Yes/No
1	Tivoli Client License for Enterprise Management Solution (EMS)	EMS (Tivoli) server version:6.2 Linux virtual server. –Quantity -06 Linux stand alone—Quantity-04 Windows Server 2008 R2---Quantity-02 Complete monitoring of OS, Application, Database, Servers, Network		

Server Monitoring

- Should be able to monitor/ manage large heterogeneous systems environment continuously.
- Should be able to manage distributed, heterogeneous systems - Windows, LINUX, from a single management station.
- Should support Virtual platforms
- Windows OS
- Should monitor / manage following:
 - Event log monitoring
 - Virtual and physical memory statistics
 - Paging and swap statistics
 - Operating System
 - Memory
 - Logical disk
 - Physical disk
 - Process
 - Processor
 - Paging file
 - IP statistics
 - ICMP statistics
- Network interface traffic
- Cache

- Services
- MS Active Directory
- Capture Reboot alerts
- Should be capable of view/start/stop the services on windows servers
- The agent should be capable of storing events / data locally if communication to the management server is not possible due to some
- Problem. This capability will help us avoid losing critical events.

LINUX/UNIX

- Should monitor with statistics :
- System CPU, idle CPU and wait I/O
- System virtual memory (includes swapping and paging) ○ System load
- Disk Usage
- Disk inode usage on each file system ○ Network interface traffic
- Critical System log integration

Infrastructure Services

- IIS / Tomcat / Web server statistics ○ HTTP service
- HTTPS service
- FTP server statistics ○ POP/SMTP Services ○ ICMP services
- Database Services – Monitor various critical relational database management system (RDBMS) parameters such as database tables / table spaces, logs etc.

Reporting

- Should able to generate reports on predefined / customized hours.
- Should be able to present the reports through web and also generate pdf / CSV reports of the same.
- Should provide user flexibility to create his /or her custom reports on the basis of time duration, group of elements, custom elements etc.
- Should provide information regarding interface utilization and error statistics for physical and logical links.
- Should create historical performance and trend analysis for capacity planning.
- Should be capable to send the reports through e-mail to pre-defined user with pre-defined interval.
- Should have capability to exclude the planned-downtimes or downtime outside SLA.
- Should be able to generate SLA Reports.
- Should be able to generate web-based reports both near real time and historical data for the systems and network devices.

- Should be able to generate the reports for Server, Application, infrastructure services and Network devices in SDC environment.

Availability Reports

- Availability and Uptime – Daily, Weekly, Monthly and Yearly Basis
 - Trend Report
- Custom report
- MTBF and MTTR reports

Performance Reports

- Device Performance – CPU and Memory utilized
 - Interface errors
- Server and Infrastructure services statistics
 - Trend report based on Historical Information
 - Top N report
- Custom report
 - SLA Reporting
- Computation of SLA for entire SDC Infrastructure
- Automated Daily, Weekly, Monthly, Quarterly and Yearly SLA reports

Network Management

- The Network Management function must monitor performance across heterogeneous networks from one end of the enterprise to the other.
- It should proactively analyze problems to improve network performance.
 - The Network Management function should create a graphical display of all discovered resources.
- The Network Management function should have extensive reporting facility, providing the ability to format and present data in a graphical and tabular display
- The Network Management function should collect and analyze the data. Once collected, it should automatically store data gathered by the NMS system in a database. This enterprise-wide data should be easily accessed from a central location and used to help with capacity planning, reporting and analysis.
- The Network Management function should also collect traffic statistics on client/server sessions, which cross the LAN on which it is running.
- The Network Management function should also provide information on performance of Ethernet segments, including capacity utilization and error statistics for the segment and the top contributing hosts, WAN links and routers.
- Alerts should be shown on the Event Management map when thresholds are exceeded and should subsequently be able to inform Network Operations Center (NOC) and notify concerned authority using different methods such as sms , emails, etc.
- It should be able to automatically generate a notification in the event of a link failure to ensure proper handling of link related issues.

- The Systems and Distributed Monitoring (Operating Systems) of EMS should be able to monitor:
- Processors: Each processor in the system should be monitored for CPU utilization. Current utilization should be compared against user-specified warning and critical thresholds.
- File Systems: Each file system should be monitored for the amount of file system space used, which is compared to user-defined warning and critical thresholds.
- Log Files: Logs should be monitored to detect faults in the operating system, the communication subsystem and in applications. The function should also analyze the files residing on the host for specified string patterns.
- System Processes: The System Management function should provide real-time collection of data from all system processes. This should identify whether or not an important process has stopped unexpectedly. Critical processes should be automatically restarted using the System Management function.
- Memory: The System Management function should monitor memory utilization and available swap space.
- Event Log: User-defined events in the security, system, and Application event logs must be monitored.

Reporting

- The Reporting and Analysis tool should provide a ready-to-use view into the wealth of data gathered by Management system and service management tools. It should consolidate data from all the relevant modules and transform it into easily accessible business-relevant information. This information, should be presented in a variety of graphical formats can be viewed interactively (slice, dice, drill down, drill through).
- The tool should allow customers to explore the real-time data in a variety of methods and patterns and then produce reports to analyze the associated business and service affecting issues.
- The presentation of reports should be in an easy to analyze graphical form enabling the administrator to put up easily summarized reports to the management for quick action (Customizable Reports). The software should be capable of supporting the needs to custom make some of the reports as per the needs of the organization.
- Provide Historical Data Analysis: The software should be able to provide a time snapshot of the required information as well as the period analysis of the same in order to help in various capacity planning decisions.

Application Performance Management

- End to end Management of applications– should be able to do end to end monitoring of Web applications
- Determination of the root cause of performance issues whether inside the Java application in connected back-end systems or at the network layer.
- Automatic discovery and monitoring of the web application environment.
- Ability to monitor multiple applications with a dashboard.
- Ability to expose performance of individual SQL statements within problem transactions.
- Proactive monitoring of all end user transactions; detecting failed transactions; gathering evidence necessary for problem diagnose.
- Storage of historical data is for problem diagnosis, trend analysis etc.
- Monitoring of application performance based on transaction type.
- Ability to identify the potential cause of memory leaks.
- Management of web services.

ANNEXURE II-PROPOSAL COVERING LETTER

(A copy to be enclosed with each part of the proposal)

Date...

To,

The CEO,

Chhattisgarh Infotech & Biotech Promotional Society

State Data Centre Building, Near Police Control Room,

Civil Lines,

Raipur, Chhattisgarh-492001

Dear Sir,

We..... (Name of the bidder) hereby submits our proposal in response to Limited Tender Enquiry date..... and tender document no. and confirm that :

1. All information provided in this proposal and in the attachments is true and correct to the best of our knowledge and belief.
2. We shall make available any additional information if required to verify the correctness of the above statement.
3. Certified that the period of validity of bids is 30 days from the last date of submission of the proposal, and
4. We are quoting for all the supply and services mentioned in the tender.
5. We the Bidders are not under a Declaration of Ineligibility for corrupt or fraudulent practices or blacklisted by any of the Government agencies.
6. Chhattisgarh Infotech & Biotech Promotional Society, Raipur may contact the following person for further Information regarding this tender:
 - a. Name and full address of office, Contact No., Email ID, Company Name
 - b. Name and full address of office, Contact No., Email ID, Company Name
7. We are submitting our proposal according to mentioned in the tender enquiry.

Yours sincerely,

Signature

Full name of signatory

Designation

Name of the bidder (firm, etc.)

ANNEXURE III - FINANCIAL PROPOSAL FORMAT

To be submitted in original along with the Proposals (**ENVELOP - B**)

Tender Enquiry No.

To

The Chief Executive Officer,
SDC Building, Near Police Control Room
Civil Lines, Raipur- 492001

Sir,

I/We hereby submit our Proposal for the “**Procurement & Installation of Tivoli Client License for Enterprise Management Solution (EMS)**” mentioned in the Limited Tender Enquiry within the time specified and in accordance with the special Terms and Conditions as well as Scope of work. The rates are quoted in the prescribed format given below:

Price Proposal							
S. No	Item Name	Qty	Unit	Unit Rate (in INR)	Per Unit Tax	Unit Rate Inclusive of Taxes (in INR)	Total Amount Inclusive of Taxes(INR)
		Q	U	R	T	UR=(R+T)	TA=Q*UR
1	Tivoli EMS Client License	12	Nos.				
TOTAL IN FIGURE							
TOTAL IN WORDS							

Please note the following:

1. All quoted prices should be **inclusive of all taxes and duties** prevailing on the date of proposal submission.
2. Since the price proposal is in INR, CHiPS shall not consider any upward variation/ fluctuation on account of any foreign exchange at any time during the currency of the contract.
3. Prices are valid for a period of 180 Days from date of submission of the Bid. CHiPS may release the Work Order/Purchase Order within 6 months from selection of bidder.
4. Other than what is given above, the bidder is expected to account for any other deliverable

to make the implementation successful and will be considered for commercial evaluation.

5. Please include installation charges for client license also.
6. CHIPS reserve the right to increase or decrease the license quantity at the time of the work order.

Signature of the bidder with seal

ANNEXURE IV: SOFTWARE MANUFACTURER AUTHORIZATION & SUPPORT FORM

(To be provided in original as part of **Techno Commercial Proposal (Envelope – B)** on letter head signed by the authorized representative of OEM in favour of ‘bidder’ for the tender)

To,
The Chief Executive Officer
SDC Building, Near Police Control Room
Civil Lines, Raipur- 492001

Subject: Tender for the **“Procurement & Installation of Tivoli Client License for Enterprise Management Solution (EMS)”** in State of Chhattisgarh.

Dear Sir,

This is with reference to the above Tender & requirements therein, we authorize _____ to offer their prices for our products as listed below -

1. Product / Component
 - a)
 - b)
 - c)
2. Product / Component
 - a)
 - b)
 - c)

We _____ would be responsible for support of providing updates, patches, security updates, and bug fixes for the entire period of the contract for all the locations for the above products as required in the Tender. Confirm that the products meet the technical & functional requirements & Products quoted are latest version / specification and not the end of life.

We also assure you that we _____ indemnifies Information Technology Department, Government of Chhattisgarh against all third party claims of infringement of patents, trademarks arising from the use of the above software for the entire period of contract.

Date: SIGNATURE OF AUTHORISED PERSON

Place: FULL NAME OF SIGNATORY

DESIGNATION AND SEAL OF SIGNATORY

Date: COUNTERSIGNATURE OF BIDDER

Place: NAME DESIGNATION AND SEAL

ANNEXURE V: GUIDELINE FOR E-PROCUREMENT

Guidelines for bidders on using Integrated e-Procurement System Govt. of Chhattisgarh.
<https://eproc.cgstate.gov.in>

Note: These conditions will over-rule the conditions stated in the tender document(s), wherever relevant and applicable.

1. Vendor / Bidder Registration on the e-Procurement System:

All the Users / Bidders (Manufacturers / Contractors / Suppliers / Vendors / Distributors etc.) registered with and intending to participate in the Tenders of various Govt. Departments / Agencies / Corporations / Boards / Undertakings under Govt. of Chhattisgarh processed using the Integrated e-Procurement System are required to get registered on the centralized portal <https://eproc.cgstate.gov.in> .

The non – registered users / bidders who are also eligible to participate in the tenders floated using the e-Procurement system are also required to be registered online on the e-Procurement system.

Vendors are advised to complete their online enrolment / registration process on the portal well in advance to avoid last minute hassle, it is suggested to complete enrolment at least four days before the last date of bid submission date, failing which may result in non-submission of bids on time for which vendor/end user shall be solely responsible.

For more details, please get in touch with e-Procurement system integrator, M/s. Mjunction Services Limited, Raipur – 492 001 on Toll free 1800 258 2502 or email helpdesk.eproc@cgswan.gov.in.

2. Digital Certificates:

The bids submitted online must be signed digitally with a valid Class II / Class – III Digital Signature Certificate to establish the identity of the bidders submitting the bids online. The bidders may obtain pair of Encryption & Signing Class – II / Class – III Digital Certificate issued by an approved Certifying Authority (CA) authorized by the Controller of Certifying Authorities (CCA), Government of India.

Note: It may take upto 7 to 10 working days for issuance of Class-II / Class-III Digital Certificate, Therefore the bidders are advised to obtain it at the earliest. It is compulsory to possess a valid Class-II / Class-III Digital Certificate while registering online on the above mentioned e-Procurement portal. A Digital Certificate once mapped to an account / registration cannot be remapped with any other account / registration however it may be inactivated / deactivated.

Important Note: Bid under preparation / creation for a particular tender may only be submitted using the same digital certificate that is used for encryption to encrypt the bid data during the bid preparation / creation / responding stage. However bidder may prepare / create and submit a fresh bid using his/her / reissued / renewed Digital Certificate only within the stipulated date and time as specified in the tender.

In case, during the process of a particular bid preparation / responding for a tender, the bidder loses his/her Digital Certificate because of any reason they may not be able to submit the same bid under preparation online, Hence the bidders are advised to keep their Digital Certificates secure to be used whenever required and comply with IT Act 2000 & its amendments and CVC guidelines.

The digital certificate issued to the authorized user of an individual / partnership firm / private limited company / public limited company / joint venture and used for online bidding will be considered as equivalent to a no-objection certificate / power of attorney to the user.

Unless the certificate is revoked, it will be assumed to represent adequate authority of the specific individual to bid on behalf of the organization / firm for online tenders as per Information Technology Act 2000. This authorized user will be required to obtain a valid Class-II / Class-III Digital Certificate. The Digital Signature executed through the use of Digital Certificate of this authorized user will be binding on the organization / firm. It shall be the responsibility of management / partners of the concerned organization / firm to inform the Certifying Authority, if the authorized user changes, and apply for a fresh digital certificate for the new authorized user.

3. Online Payment: As the bid is to be submitted only online, bidders are required to make online payment(s) of the Registration fee / Transaction or Service fees / EMD using the online payments gateway services integrated into the e-Procurement system using various payment modes like Credit Card / Debit Card / Internet Banking / Cash Card / NEFT / RTGS etc.

For the list of available online modes of electronic payments that are presently accepted on the online payments gateway services, please refer the link '**Payments accepted online**' on the eProcurement portal <https://eproc.cgstate.gov.in>.

4. Setup of User's Computer System: In order to operate on the e-Procurement system for a bidder / user, the computer system / desktop / laptop of the bidder is required to have Java ver. 765 , Internet explorer 9 / 11, latest Mozilla firefox with IE Tab V2 (Enhanced IE Tab) or any other latest browser. A detailed step by step document on the same is available on the home page. Also internet connectivity should be minimum one MBPS.

5. Publishing of N.I.T.: For the tenders processed using the e-Procurement system, only a brief advertisement notice related to the tender shall be published in the newspapers and the detailed notice shall be published only on the e-Procurement system. Bidders can view the detailed notice, tender document and the activity time schedule for all the tenders processed using the e-Procurement system on the portal <https://eproc.cgstate.gov.in>.

6. Tender Time Schedule: The bidders are strictly advised to follow the tender time for their side for tasks / activities and responsibilities to participate in the tender, as all the activities / tasks of each tender are locked before the start time & date and after the end time & date for the relevant activity of the tender as set by the concerned department official.

7. Download Tender Document(s): The tender document and supporting document(s) if any can be downloaded only online. The tender document(s) will be available for download to concerned bidders after online publishing of the tender and up to the stipulated date & time as set in the tender.

8. Submit Online Bids: bidders have to submit their bid online after successful filling of forms within the specified date and time as set in the tender.

The encrypted bid data of only those bidders who have submitted their bids within the stipulated date & time will be accepted by the e-Procurement system. It is expected that the bidder complete his bid ad submit within timeline, a bidder who has not submitted his bid within the stipulated date & time will not be available during opening.

Bid documents uploading during bid preparation should be less than five MB (for individual document) and over all bid documents should be less than fifty MB.

9. Submission of Earnest Money Deposit: The bidders shall submit their Earnest Money Deposit Either as usual in a physically sealed Earnest Money Deposit envelope and the same should reach the concerned office OR Online using payment gateway as stated in the Notice

Inviting Tender. Bidders also have to upload scanned copy of Earnest Money Deposit instrument.

10. Opening of Tenders: The concerned department official receiving the tenders or his duly authorized officer shall first open the online Earnest Money Deposit envelope of all the bidders and verify the same uploaded by the bidders. He / She shall check for the validity of Earnest Money Deposit as required. He / She shall also verify the scanned documents uploaded by the bidders, if any, as required. In case, the requirements are incomplete, the next i.e. technical and commercial envelopes of the concerned bidders received online shall not be opened.

The concerned official shall then open the other subsequent envelopes submitted online by the bidders in the presence of the bidders or their authorized representatives who choose to be present in the bid opening process or may view opened details online.

10. Briefcase: Bidders are privileged to have an online briefcase to keep their documents online and the same can be attached to multiple tenders while responding, this will facilitate bidders to upload their documents once in the briefcase and attach the same document to multiple bids submitting.

For any further queries / assistance, bidders may contact:

1. The Service Integrator of e-Procurement system, M/s. Mjunction Service Ltd. on Help Desk Toll free No. 1800 258 2502 or email helpdesk.eproc@cgswan.gov.in.
2. Mr. Shailesh Kumar Soni, Sr. Manager, Chhattisgarh Infotech & Biotech Promotion Society (CHiPS) on Tel. No. 0771 - 4014158 or email: pro-chips@nic.in.