



RAJIV GANDHI INSTITUTE OF PETROLEUM TECHNOLOGY

[Institute of National Importance established under the Act of Parliament]
Mubarakpur, Mukhtia, Bahadurpur Post: Harbanshganj, Jais, Amethi Pin Code- 229 304

Website: www.rgipt.ac.in

E-Procurement of High Resolution Transmission Electron Microscope (HRTEM)

Type of Tender	E-TENDER (OPEN)
E-Tender No.	RGIPT/JAIS/E-OPN/LAB/2019-20/84
Item Description	Procurement of High Resolution Transmission Electron Microscope (HRTEM)
Tender Type	Two Bid System: Tender should be submitted on the schedule to tender. (i) Techno-Commercial Bid and (ii) Financial Bid The Financial bid will be opened only of those firms, who will be found technically qualified after evaluation of their technical bids.
Earnest Money Deposit (EMD)	Rs.1105000/- (Rupees Eleven lakhs and Five thousand only) – Through online mode only.
Mode of Submission	Online Mode
E-Tender Date	29.01.2020
Last date of submission of E-Tender	19.02.2020 (Wednesday) before 3pm
Date & Time of Opening of Techno- Commercial bid	19.02.2020 (Wednesday) at 4pm
Date & Time of Opening of Financial Bid	Will be announced later
Place of Opening of E-Tender	Conference Room, 2nd Floor, Rajiv Gandhi Institute of Petroleum Technology, Jais, Amethi, UP
E-Tender Processing Fee (ITI Limited)	Rs.7500/- + (Applicable GST @18%) through e-payment Gateway available on https://rgipt.euniwizarde.com
Bid Address to the	The Director Rajiv Gandhi Institute of Petroleum Technology, Mubarakpur, Mukhtia, Bahadurpur POST: Harbanshganj, Jais, Amethi – 229304
Technical Clarification (Indenter)	Name: U Ojha Associate Professor (Chemistry) Email: uojha@rgipt.ac.in Contact Nos. +91 535 270 4510, 9451959597

Tenders can be downloaded from www.rgipt.ac.in and <https://rgipt.euniwizarde.com/>

E Tendering Helpdesk Number: 011-49606060/9205898228/9650970101/8210817180

E Tendering Helpdesk email ID: ewizardhelpdesk@gmail.com, ewizardhelpdesk89@gmail.com

Online Tenders from reputed Original Equipment Manufacturers/ Authorized Dealers for procurement of **High Resolution Transmission Electron Microscope (HRTEM)** are invited by the Rajiv Gandhi Institute of Petroleum Technology, Amethi- 229 304 in **Two-Part Bid System** as per specifications mentioned below:

ITEM PARTICULARS

TECHNICAL SPECIFICATIONS

Enquiry No: - RGIPT/JAIS/E-OPN/LAB/2019-20/84 Date: 29.01.2020

The purpose of having HRTEM at RGIPT is to provide high throughput characterization of materials at atomic-scale. The microscope must have a robust design and latest version of superior hardware, state-of-the-art electronics and software product features to handle both qualitative and quantitative applications. The microscope must have sensitivity and ability to visualize positions of atoms/nanoparticles in 3-dimensional space. It should have capability of operating at various electron microscopic methods for analysis of a range of samples- nanostructures, polymers, nanocomposites, and others.

TERMS & CONDITIONS: The acceptance and response to the following terms & conditions and must be submitted on the letterhead of the bidder along with technical compliance sheet.

1. The bidder must submit a table indicating the compliance of the features of the model of the equipment being quoted with those given in the indent. Features not matching – must be clearly indicated. Additional features in the quoted equipment which are better than those in the indent – may be clearly explained. All the claims made by the various vendors in terms of the specifications mentioned below should be validated by means of authenticated documentary evidence in the tender document.
2. The bidder must provide the information along with technical specifications: i) The year of the introduction of the model quoted. ii) List of users in India, iii) Number of service engineers trained in the service and maintenance of above system.
3. The bidders should give evidence of their ability to maintain HRTEM and their list of clients including contact address so that one can directly contact whenever there is need, and evidence of maintenance in India.
4. All the claimed specifications of the microscope and the attachment should be demonstrated after completion of the installation at our site.
5. RGIPT reserves the sole right to decide on the technical specifications over and above the specified ones and best suited machine configuration with appropriate attachments/accessories/add-ons.
6. The vendor may certify that the equipment and accessories quoted provide a complete package for use of HRTEM specimen preparation with all the intended features/accessories.
7. **Spare parts:** The supplier of the instrument must confirm in writing that the spares for the entire instrument will be available for a period of at least ten years after the model of equipment supplied has been phased out. For frequently required spares, there should be adequate inventory with the Indian agency.
8. **Manual:** One set of operating manual and service manual including detailed drawings and circuit diagrams (in English) should be provided with the instrument.

Basic Configurations:

1.	Accelerating Voltage	200 kV (Variable in steps or continuously). User changeable from 30 kV – 200 kV Condenser should be aligned at least for three of the voltages such as 200, 120, 80 kV. The stability of the high-tension voltage is 2 ppm/min (or better).
2.	Electron Source	Ultra-high-brightness cold field emission gun (Cold FEG) with energy resolution of <0.4 eV or better Brightness at 200kV: 8×10^8 A/(cm ² .srad) or better
3.	Probe Current	0.5 nA @ 1nm spot size or better at 200 kV
4.	Magnification	HRTEM magnification: 1000,000x or better STEM magnification: 150,00,000x or better

5.	Resolution	Point-to-point resolution 0.16 nm or better without Probe Corrector STEM: 78 pm or better @ 200 kV with Probe corrector. 160 pm or better @ 200 kV without Probe corrector
6.	Information limit	0.11 nm or better
7	Mandatory attachments	<ul style="list-style-type: none"> Scanning transmission electron microscope (STEM) with HADDF detector, BF, DF Solid state detector for X-ray Energy Dispersive Spectroscopy (EDS) with a total active area of 100 mm² or more.
8.	Operation Modes	<ul style="list-style-type: none"> The HRTEM should be fully digital microprocessor /PC controlled with following modes as standard: TEM (Bright field (BF) and dark field (DF)) and HRTEM, STEM mode, Nano –Probe, Annular Bright field, Dark field Imaging, High Angle Annular Dark Field Imaging (HAADF), Selected Area Electron Diffraction including Nano diffraction, Convergent Beam Electron Diffraction (using TEM/STEM modes), EDS using TEM/STEM modes, EDS spectral imaging in STEM mode. System should have capability of following analysis modes: STEM + EDS, STEM + Image recording, Cryo + EDS, Heating + EDS, EDS, wherever possible. Changes between various operating modes should be computer controlled and motorized. System should also be capable of analysing sample using Cryo holder and heating holder.
9.	Lens System	System consisting of condenser lens, objective lens, diffraction, intermediate and projection lenses.
10.	Vacuum System	<p>(a) Electron gun area, condenser lens and specimen area, projector lenses and camera system are pumped by a complete oil-free Vacuum pumping system. Vacuum surfaces and components in the vicinity of the electron beam do not degas, degrade or in any way become a source of sample contamination under electron or x-ray radiation. A liquid nitrogen (LN2) cold trap around the specimen along with the cold trap should be compatible with various detectors (EDS Detector) and specimen holders. An external reservoir and an LN2 Dewar for filling the reservoir may be included, if any operation mode demands.</p> <p>(b) Vacuum system should be able to maintain column of 10⁻⁷ torr (or better) and gun vacuum of 10⁻⁹ torr (or better). Additionally, water vapor and hydrocarbon partial pressures should be low enough to avoid any sample contamination.</p> <p>(c) The vacuum system has a complete fail-safe mechanism along with software-based continuous monitoring and display of pressure.</p>
10.	Probe Corrector 200 kV	<p>Atomic characterization</p> <p>Probe Corrector should give sub-Angstrom STEM imaging resolution from 30 kV to 200 kV. Control of the corrector should be embedded in the TEM software (including routines for aligning the corrector).</p> <p>78 pm@ 200kv, 110 pm @60 kv, 160 pm@30 kv</p> <p>It should provide an order-of-magnitude improvement in optical stability of low-order aberrations for collecting meaningful data and also capable of correcting (resolution limiting) A5 aberrations for all accelerating voltages.</p> <p>The Corrector should be delivered with the fully automated correction of high-order aberrations.</p> <p>Probe corrector alignment software makes probe corrector tuning easy, fast and fully automated up to and including 4th order or higher aberrations</p>
11	Condenser System	HRTEM should have three lens condenser system with indication of convergence angle and size of illuminated area for quantitative measure of electron dose and illumination conditions. A spare set of these apertures should be supplied with suitable tool kit along with the system.

12	Objective Lens	<ul style="list-style-type: none"> • The objective lens should be such that the use of various in-situ holders, as well as a large specimen-tilt, for analytical microscopy should be possible. The pole piece design should allow the specimen to remain at the eucentric position for all operating modes and is able to integrate the EDS system. • It is preferred to have a symmetrical objective lens design. • The system automatically must adjust focus step size with magnification. As the magnification increases, the focus step size must be automatically adjusted. • The microscope design should have a probe corrector. • Suitable optical arrangements for optimum TEM dark field application work • Field-free imaging in TEM Lorentz mode with 2nm resolution for magnetic property studies
13	Sample Holder and Goniometer	<p>Specimen tilt: with motorized tilting $\pm 30^\circ$ or better with 3.0 mm grid Number of Standard Single tilt holder: 01 Number of double tilt holder: 01 Number of Low emission holder for EDS analysis: 01 Number of Tomography holder: 01</p> <p>(a) Specimen holder insertion must be through an automatic pre-pumped air lock allowing sample exchange even with high voltage and filament heating turned on.</p> <p>(b) A single tilt holder and a low background double tilt holder with high visibility as well as large tilt angle) and includes spare washers/rings etc. must be offered with the main system.</p> <p>(c) Specimen stage must be a piezo enhanced computerized, 5-axes eucentric, goniometer (X, Y, Z, alpha, beta), side entry design with stage tilt range of ± 70 degrees for zone-axis alignment and tomography. All five axes must be computer controlled with the maximum tilt for tomography application is ± 70 degree.</p> <p>(d) The specimen stage must have a direct position measurement system that is free/negligible (not comprising with image quality) of backlash, orthogonal hysteresis, and run-on. The system must track and display X, Y, Z positions with a precision of up to 0.05 nm, and alpha and beta tilts with a precision of 0.5 degree or better. Stage drift under normal operating conditions should be 0.5 nm/min or less. There should be an option to store and recall multiple stage positions defined by the five translation and rotational motions.</p> <p>(e) X and Y movements must maintain vertical and horizontal position on the viewing screen at all magnifications. The relative speed of stage movement must be selectable and remain constant at all magnifications. The maximum X and Y movement of the specimen stage must be 2 mm with fine adjustment step of 0.05 nm.</p> <p>(f) The control software must be including an alpha wobbler with variable tilt range for fine adjustment of Z to the eucentric position.</p> <p>(g) The stage must be having a mechanism to track the position of TEM holder with respect to objective pole piece in real time with a feedback to freeze the stage motion safely to avoid TEM holder making a physical contact with the objective pole piece.</p>
14	Imaging & Data recording system	<p>(a) High resolution Complementary metal-oxide semiconductor (CMOS). Camera of minimum 4k x 4k pixel (or better). CMOS sensor with built-in shutter. Full sensor read out speed should be ≥ 20 fps or faster at full resolution of 4k x 4k.</p> <p>(b) Should have tomography-3D imaging, image processing and diffraction pattern analysis software.</p> <p>(c) 3-D reconstruction/tomography commercial kit including necessary software.</p> <p>(d) Upgradation of microscope software has to be supplied free of cost as when it is upgraded within 5 years of microscope supply.</p> <p>(e) Fully EELS compatible & retractable.</p> <p>(f) User-friendly software facility for astigmatism correction at high magnification for HRTEM imaging</p>

		<p>(g) Output images should be compatible with other commercial image analysis software On–line annotation for scale bar, magnification and TEM condition should be available. On-image facility for linear measurement as diffraction measurements for ring and spot pattern</p> <p>(h) The software should include online and offline data processing features like FFT and full support for real space (image mode) and reciprocal space (diffraction mode) calibrations.</p> <p>The system must include qualitative and quantitative elemental analysis, X-Ray mapping, capability for spectrum analysis, digital control of the beam for composition profile. It may also include Phase-mapping, peak-deconvolution. Element to phase map and phase to element map. Drift correction facility.</p>
15	Diffraction	<p>(a) Selected area aperture (SAD) holder in the diffraction lens must be fully motorized, and computer controlled.</p> <p>(b) The instrument should be able to achieve a minimum spot size of 0.5 nm or smaller and should have sufficient camera length range for convergent beam Electron diffraction studies as well as SAD studies.</p> <p>(c) Maximum convergence angle (20 mrad or better) should be specified by the vendor and a higher value of the convergence angle is preferred. The maximum diffraction angle (20 mrad or better) should also be specified by the vendor.</p> <p>(d) Dark field imaging must be performed by tilting the beam using either X-Y or conical controls. Tilt parameters must be displayed on the main control screen.</p>
16	STEM	<p>(a) STEM should be consisting of BF, DF and HAADF detectors.</p> <p>(b) STEM detector should be Solid State BF/DF Easier mechanical alignment of the BF/DF module Better Signal to Noise: Single electron sensitivity up to 1 to 1.25nA (at 200kV)</p> <p>(c) Ability to acquire images- HAADF, BF, DF simultaneously.</p> <p>(e) The control software includes capability to acquire automated tilt series images with dynamic focusing capability for 3D tomography A complete STEM system unit (with on-axis retractable Bright Field (BF), Dark Field (DF), High Angle Annular Dark Field (HAADF). The STEM system should be a high throughput system with 4 parallel imaging channels made available to acquire four or more images at the same time from different STEM detectors.</p>
17	EDS	<p>Make of EDS and its compatibility with rest of the system should be mentioned by the Bidder.</p> <p>The EDS must incorporate one or more silicon Drift detectors of active area of 100 mm² or higher for light element sensitivity.</p> <p>The EDS detector solid angle should be ≥ 0.7 sr or better at all tilt angles.</p> <p>The hardware and control software capabilities such as small pixel dwell time, automatic collection of element maps, auto-drift correction during acquisition and automatic xray detector protection mechanism must be available.</p> <p>X-ray detector must have an energy resolution less than or equal to 136 eV at Manganese Kα and 100,000 cps and capability to detect elements with atomic number >5 (i.e. from Boron to Uranium).</p> <p>EDS Resolution <140 eV for Mn- Kα and 100 kcps (output)</p> <p>Application software for x-ray spectra acquisition and analysis must include full qualitative and quantitative analysis and thin film matrix correction algorithms.</p> <p>Automatic acquisition of elemental maps for 3D tomography should be available with a tilt range of ± 70 deg.</p> <p>Capability of auto protection in case of vacuum loss or high electron flux</p> <p>EDS calibration standards of Mn Kα must be included</p> <p>An offline copy of the EDS software is also included for data_processing and training purposes free of cost.</p>
18	Cooling system	<p>Close circuit, automatic temperature and flow rate controlled closed circuit water cooling system. Proven Brand, to be specified.</p>
19	3D-Tomography	<p>Facility for 3D tomography in TEM/STEM mode should be quoted, using a single tilt specimen holder. Software supporting acquisition experiments using TEM, STEM, modes should be supplied. Softwares (64 bit) for automatic acquisition and montage of images in TEM and STEM modes of operation, along with 3D reconstruction (GPU and non GPU version). It should also be applicable to EDS</p>

		to obtain 3D distribution of elements. 3D visualization software should be included. The system should be upgradable to EELS. Therefore, EELS to be quoted as an optional item. 3D visualization software should be included for EELS
20	Anti-Contamination Device	Liquid nitrogen based anticontamination device to suppress specimen contamination that may adversely affect high resolution imaging and analysis
21	Calibration standards	Standard samples to check system calibration i.e., magnification and camera length should be supplied along with the system, including TEM Standard Au/any other standard sample for TEM resolution, Standard sample for magnification calibration and rotation calibration, STEM Standard Si 110 dumbbells for STEM resolution, Mn standard for EDS energy resolution
22	Tool kit	All tools to be supplied with the system for all required maintenance and upgradation
23	Spares, consumables	(a) All essential spares should be included in the offer. (b) One additional FEG emitter should be quoted which will be used beyond the warranty period (1 No.), (c) Any cylinders and regulators for gases (such as argon, N2) to be used with the instrument or accessories to be provided by the vendor. (d) The supplier should guarantee that all spares should be available for 10 years from the date of installation. (e) Vacuum Pick-up for TEM grids (f) Acid resistant High precision tweezer (10 no. each of straight and bent type) (g) High precision Titanium tweezers (10 no.) (h) Anti-capillary tweezers (10 straight, 10 self-closing) (h) TEM grids (should have one shiny and one matte finish side, all are between 100 to 200 mesh, (5000 no.) (1) carbon coated holey grids (3000 no) (2) Tomography grids (1000 no)
24	Chiller and Compressor	Suitable compressor and chiller (having 20 international users) for the main equipment should be supplied along with the TEM system. Close circuit, automatic temperature and flow rate controlled chiller
25	User Interface	(a) Fully computer controlled system with window based software for operating the Microscope along with keyboard, mouse. (b) Manual control panel using knobs, sample movement by track ball or joystick (c) Control Panel and Joystick-Control panel including multifunction keys/knobs for control and adjustment of TEM parameters (focus, magnification etc) and manual joystick control for stage in X,Y,Z tilt and rotation directions .
26	Work Station	All the accessories and ports should be of International standard and replaceable with components available in India. (a) Two larger than 24" high definition monitor(s) for HRTEM operation for split display of image recording/processing, and EDS analyses. (b) Latest compatible, branded high speed computer (i7 or higher) with pre-loaded licensed software for all operating parameters. Specify computer speed, processor, RAM (32 GB or higher), 1-2 TB HDD, and graphics card. All the computers for HRTEM must be imported /factory fitted and tested with preloaded softwares for operating these systems. (c) A separate PC (i7 or higher) with 29" HD monitor, 32GB RAM, 1-2 TB HDD having all loaded software should be provided. 5 copies of software should also be included. (d) Color LASER printer of reputed brand & DVD R-W drive, Optical mouses (e) Working table required for commissioning and working of HRTEM must be supplied
27	Software	(a) All software's used to operate the instrument, acquire and process the data should be licensed and should be factory preloaded. (b) Include software that automates adjustment of focus, astigmatism, and misalignment. (c) Include a software for stage and optics control so that one can seamlessly stitch images together. (d) Include a software that facilitate acquiring HREM assays by automatically adjusting the critical imaging parameters of a TEM microscope focus, stigmatism and beam tilt.

		(e) Include a diffraction analysis software package to automate the selection area of electron diffraction (SAED) patterns and high resolution lattice images of crystalline samples. All software should preferably be from a single supplier for seamless performance. (f) Software for stimulation and magnetic property studies
28	Safety Devices	The TEM should be equipped with self-diagnostic functions to detect problems like pneumatic pressure abnormality, cooling water temperature abnormality, reservoir tank pressure abnormality, etc.
29	Uninterrupted Power Supply (UPS):	On-line uninterrupted Power Supply (UPS) system should be supplied for HRTEM and Chiller. The UPS should be able to keep the TEM operational in case of sudden power cut or spike and support the complete TEM system with all accessories with full load for duration of 1.5 hour. There should be 1 years on-site comprehensive warranty for UPS, including onsite replacement warranty for batteries from the date of installation. SMPS card to be present so that it can be monitored and controlled by the Administrator from remote location (Residence)
30	Training	The manufacturer/supplier of HRTEM should provide two weeks onsite training initially during installation followed by regular follow up training every six months during the period of extended warranty on mutually convenient dates for hardware, software and application to the laboratory personnel in the installation, operation and maintenance of the instruments. The supplier or manufacturer should also provide dedicated five days applications training during the installation. A technical person to operate and maintain the equipment for one year to be provided by the supplier
31	Warranty	The entire equipment (including electron gun and consumables), UPS (including Battery) must have warranty for free repairs and replacement for a period of 5 years from the date of installation and commissioning. The comprehensive warranty should cover: 1. All parts including accessories, consumables, and labor on site 2. Free maintenance and service on site or at factory with no cost, and 3. Regular up-gradation of softwares within the Version and free-of-charge the next higher Version.
32	Accessories (optional)	All required should be included in the offer and should be manufactured by the vendor or internationally reputed manufacturer. The vendor must quote all the accessories in a complete package for use of HRTEM specimen preparation with all the intended features. The following are the items to be quoted; IR Lamp, High vacuum set up for sample drying, Plasma cleaner, X-TEM Prep kit, TEM mill, Grinder & Polisher EELS/EFTEM should be in the optional item
33	Support and Service	1. The manufacturer should have company-trained engineers located in region for quick redressal of the repair issues 2. The manufacturer should have provision to supply repair parts in foreign currency through direct order from us after the expiry of the warranty period 3. The repairs and technical queries must be attended within 2 business days of reporting the issue. In case the parts are required to be imported for repairs, the same should be made available within 2 weeks from the date of reporting of the issue.
34	Installations	After the acceptance of Purchase Order, the Vendor/Manufacturer must inspect the site, perform site inspection scientifically for electromagnetic fields and mechanical vibrations and suggest installation related civil works, if any required.

Place:

Date:

Signature and seal of the Manufacturer/ Bidder

Technical Specifications Compliance Statement of "High Resolution Transmission Electron Microscope (HRTEM)" should be submitted as per format given in Annexure – I (On the Company's Letter Head)

Terms & Conditions

1. Tender filling up and submission

- a. Tender offer must refer to the letter/Notice inviting the Tender.
- b. The bid should be uploaded online mentioning "Supply & Installation of "High Resolution Transmission Electron Microscope (HRTEM)" to Rajiv Gandhi Institute of Petroleum Technology, Jais, Amethi.
- c. Bids must be submitted online against above mentioned tender.
- d. The prices can be quoted in Indian Rupees or Foreign Currency, both in figures and in words and the same will be considered for price comparison. Where there is a difference between the two, the rates given in words will be taken as authentic. Should there be any discrepancy between unit rate and amount, the unit rate will be considered as the correct one.
- e. The rates quoted should include freight charges upto Jais, Amethi clearly mentioning the percentage/rate of GST and the rates quoted should be valid for at- least 60 days from the date of opening of the quotation. The rates must be quoted both in figures and words and over writing should be avoided. However all cuttings/corrections must be duly authenticated.
- f. The bid submitted must not contain any ambiguity. Any such ambiguity in the quote submitted shall make it liable for rejection.
- g. The tender document is not transferable.
- h. No amendment to the bid in any form by the bidder will be permitted after opening of the tender. No conditional offers shall be accepted.
- i. Submission of bid will bind the bidder to the acceptance of all conditions specified in the tender document.
- j. Canvassing in any form is for bidden and will be a criterion for disqualification.

2. EMD (Earnest Money Deposit):

The EMD should pay only in online mode on <https://rgipt.euniwizarde.com> of Rs.1105000/- (Rupees Eleven lakhs and Five thousand only) – Through online mode only). No interest shall be paid on earnest money deposited.

- a) The EMD of the unsuccessful bidders will be returned after final award of the Job to a successful bidder/ acceptance of the tender and within reasonable time not exceeding six months from the date of opening of Tender. The EMD will carry no interest.
- b) The EMD will be forfeited if the bidder withdraws his offer before finalization of the tender.
- c) The EMD of successful bidder will be returned after the submission of Performance Security.
- d) The firms registered with DGS&D & NSIC, if any, are exempted from payment of EMD provided such registration includes the item they are offering which are manufactured by them and not for selling products manufactured by other companies. (Latest Copy must be submitted online for claiming exemption).

3. Performance Security:

The successful bidder will provide "Performance Security" for an amount of 10% of the contract value in the form of valid Account payee Demand Draft/ FDR from a scheduled bank favouring "Rajiv Gandhi Institute of Petroleum Technology" payable at RGIPT, Jais, Amethi Campus Branch. Performance security should remain valid at least for a period of 180 days beyond the date of completion of all contractual obligations of supplier (Total Period of FDR/Demand Draft – Warranty Period plus 180 days). Thereafter the security will be returned, provided there is no defect in the equipment supplied.

4. Evaluation Criteria:

The order will be awarded to the vendor, who fulfills all the technical specifications & conditions mentioned in the tender document for Technical Bid and whose rate is L1 in grand total in Financial Bid. Evaluation of Lowest bid will be calculated on the total price of all items tendered for basic equipment along with accessories, packing & forwarding, Installation & Commissioning, GST and other charges etc. as mentioned in the tender (Bidder must submit the technical bid & financial bid separately). The Financial bid will be opened only of those firms, who will be found technically qualified after evaluation of their technical bids.

5. Bid Validity:

The bid must be valid for 180 days from the date of opening of Technical Bid.

6. Payment terms:

- a) In Indian Currency Payment terms - 80% payment will be released against successful supply of equipment at site i.e Rajiv Gandhi Institute of Petroleum Technology, Jais, Amethi and balance

20% after installation & commissioning of the equipment and subject to submission of original Bill/ Invoice as certified by the Indenter.

- b) In Foreign currency payment -80% payment by an irrevocable letter of credit favouring Principal Company and for compliance of payment term, two weeks prior to dispatch of the equipment on submission of letter from Principal Company confirming that the equipment is ready for dispatch and on receipt of documents without any discrepancies and balance 20% will be paid after satisfactory installation and commissioning as certified by the indenter.

Reimbursement of Expenses in Indian Rupees: The Institute will reimburse the expenses in Indian Rupees related to custom duty, custom clearance charges, transportation charges upto RGIPT, Jais, Amethi to the Indian Counterpart after the installation and commissioning of equipment at site (Upto maximum limit defined in the bid) i.e Rajiv Gandhi Institute of Petroleum Technology, Jais, Amethi – 229304 and subject to submission of original bill certified by the Indenter.

7. **Clearance and delivery:** On arrival of shipment/consignment, the supplier is required to arrange custom clearance and transportation of the consignment up to RGIPT, Jais, Amethi premises. The Tenderer/ bidder will do all types of clearance work and formalities to deliver/provide the equipment at the site of installation. The expenses incurred will be reimbursed on actual basis not exceeding the quoted amount. Institute will provide all types of documentary support including Customs Duty exemption certificate. The custom duty, custom clearance charges, transportation charges etc. will be reimbursed in Indian Rupees on subject of submission of documentary proof. This may be included in your quotation as a separate item. Principals will themselves have to procure any requisite permission from the Govt. of country of origin of equipment.
8. **Part Shipment not allowed:** Part Shipment will NOT be allowed.
9. **Insurance:** For delivery of goods at the purchaser's premises, the insurance shall be obtained by the supplier in an amount equal to 110% of the value of the goods from "warehouse to warehouse" (final destinations) on "All Risks" basis including War Risks and Strikes. The insurance shall be valid for a period of not less than 3 months after installation and commissioning. If orders placed on CIF/CIP basis, the insurance should be up to RGIPT, Jais, Amethi.
10. **Bank Charges:** All the bank charges within India will be borne by the Institute and outside India will be borne by the Supplier.
11. **Site Preparation:** The supplier shall inform to the Institute about the site preparation, if any, needed for the installation of equipment, immediately after the receipt of the purchase order. The supplier must provide complete details regarding space and all the other infrastructural requirements needed for the equipment, which the Institute should arrange before the arrival of the equipment to ensure its timely installation and smooth operation thereafter. The supplier shall visit the Institute and see the site where the equipment is to be installed and may offer his advice and render assistance to the Institute in the preparation of the site and other pre-installation requirements.
12. **Resolution of Disputes:** The dispute resolution mechanism to be applied pursuant shall be as follows:
- i. In case of Dispute or difference arising between the Purchaser and a domestic supplier relating to any matter arising out of or connected with this agreement, such disputes or difference shall be settled in accordance with the Indian Arbitration & Conciliation Act, 1996, the rules there under and any statutory modifications or re-enactments thereof shall apply to the arbitration proceedings. The dispute shall be referred to the Director, Rajiv Gandhi Institute of Petroleum Technology, Jais, Amethi and if he is unable or unwilling to act, to the sole arbitration of some other person appointed by him willing to act as such Arbitrator. The award of the arbitrator so appointed shall be final, conclusive and binding on all parties to this order.
 - ii. In the case of a dispute between the purchaser and a Foreign Supplier, the dispute shall be settled by arbitration in accordance with provision of sub-clause (a) above. But if this is not acceptable to the supplier then the dispute shall be settled in accordance with provisions of UNCITRAL (United Nations Commission on International Trade Law) Arbitration Rules. The venue of the arbitration shall be the place from where the order is issued.

13. Live working product Demo of same or similar item is necessary (at the cost of bidder) for all the bidders, if asked for, within the ONE week of opening the technical bid.
14. **Printed Conditions of the Company – Not Acceptable to the Institute:** RGIPT does not accept the printed conditions of any Tenderer. It will be ignored without any reference; hence tenderers should withdraw such printed conditions if they have any. RGIPT shall accept only unconditional tender.
15. **Technical Deviations – Sole discretion of RGIPT for consideration:** If technical deviations furnished by the Tenderer are not agreeable to RGIPT, the offers may be ignored. However it will be solely at discretion of RGIPT to consider the technical deviations OR not for considering the Tenderer. No correspondences of the Tenderer will be entertained in this matter.
16. **Price Validity:** The price quoted by the bidder shall remain valid till the supply is completed. During the tenure of the supply period, no price increase will be considered, except for change in statutory levies imposed by Centre Govt. / state Govt. or Local authorities.
17. **Warranty:** As specified in the Technical Specification.
18. **Delivery:** The timely delivery of “High Resolution Transmission Electron Microscope (HRTEM)” is the essence of contract. The supply should be completed with the specified delivery. Delivery shall be completed within maximum 16 weeks from the placement of purchase order/from the date of opening of LC.
19. **Bid Acceptance and Rejection:**
 - a. RGIPT reserves the right to reject the bid without assigning any reason what so ever.
 - b. RGIPT does not bind itself to accept the lowest or any quotation and reserves the right to reject any or all without assigning any reason.
20. **Late Receipt of Bids:** No bids will accepted or considered after the due date and time.
21. **Liquidity Damage Clause:** In case of any damages and delay in supply of material, liquidated damages at the rate of 0.5% of the order value per day of delay or part thereof, subject to a maximum of 5% of the order value shall be recovered from the vendor’s bill/invoice.
22. **Withdrawal of Tender:** The Institute reserves the right to withdraw the tender at any stage of tendering process with the approval of the Competent Authority.
23. **Replacements of Goods Broken, Damaged or Short:** If whole or part of the goods/ equipment supplied against the order is found defective/ non-functional or without specification the supplier will have to replace the defective goods/equipment to make equipment operational within a reasonable time (not exceeding two months from the date of intimation to the supplier or the Indian Agent), failure to which the supplier will have to refund the full cost of the equipment including freight, Insurance etc.
24. A quotation submitted with false information will not only be rejected but the vendor may also be debarred for participation in future tendering processes.
25. Authorized representative may choose to be present at the time of opening of quotation at their own cost.
26. **Only one PRICE BID should be submitted for the above equipment. A bidder who submits more than one PRICE BID, shall be disqualified and considered non-responsive.**

Chairman Purchase Committee

Terms & Conditions must be fulfilled for Eligibility in the tender

Sl. No.	Description
	The EMD of Rs.1105000/- (Rupees Eleven lakhs and Five thousand Only) is to be paid only through online mode on https://rgipt.euniwizarde.com . If the EMD is not paid, then the bid will be automatically rejected.
1	Technical Specification Compliance Statement -(On the letter head of the Company) – Annexure -1
2	Manufacturer’s Authorization Form – In defined format OR Self Declaration of Manufacturing Unit – Annexure - 2
3	Price Reasonability Certificate – In defined format (On the letter head of the Company)- Annexure - 3
4	Declaration Certificate (Acceptance of terms & conditions of the tender) – In defined format (On the letter head of the Company) - Annexure – 4 and Declaration Sheet as per Annexure - 4A.
5	As on date of submission of the proposal, the Bidder is neither blacklisted by Central Government/ State Government or Instrumentalities thereof nor is any criminal case against the Bidder/ its Partners/ Directors/ Agents pending before any court of law. Non-Blacklisting Certificate on Rs. 100.00 non-Judicial Stamp Paper – In defined format - Annexure - 5
6	Copy of Firm Registration
7	Copy of PAN Card & GST No.
8	Bidder should have 3 years’ experience in the selling and providing service (related Equipment) to reputed Central Government Institutes/Petroleum Engineering Colleges/ Universities/ Oil Companies/ Research Institutes/ IITs/ NITs/ IISERs (Self Declaration) – List of Clients & Purchase Orders of “High Resolution Transmission Electron Microscope (HRTEM)” to be submitted.
9	The Bidder or their OEM should possess any valid standard certification like ISO 9001:2008 & 14001:2004.
10	Bidder should enclose the copies of last 3 years Audited Annual Accounts (Balance Sheet and Profit & Loss A/c) duly authenticated by Chartered Accountant
11	Last three years CA certified turnover certificate (Average Turnover of last three years should be Rs.5 crores and 25lakhs (Rupees Five crores and Twenty Five lakhs only))
12	Last 3 year Income Tax Return (ITR)
13	In case of exemption of EMD, the scanned copy of the document in support of exemption will have to be uploaded by the bidder during bid submission
14	MOST IMPORTANT: Document related to prior installation and service – At least 3 Academic and R&D National Organizations, Central and State Government Departments/Institutions/PSU in the last 3 years. Annexure - 6



RAJIV GANDHI INSTITUTE OF PETROLEUM TECHNOLOGY

CHECKLIST FOR SUBMISSION OF DOCUMENTS FOR TECHNO-COMMERICAL BID

Part -1

MOST IMPORTANT: PLEASE DON'T ADD OR UPLOAD ANY ANNEXURE OF PRICE BID IN TECHNO-COMMERICAL BID DOCUMENTS, OTHERWISE YOUR BID WILL BE REJECTED.

Checklist for submission of documents for Techno-Commercial Bid

Sl. No.	Description	Uploaded/ Not Uploaded
	The EMD of Rs.1105000/- (Rupees Eleven lakhs and Five thousand Only) is to be paid only through online mode on https://rgipt.euniwizarde.com . If the EMD is not paid, then the bid will be automatically rejected.	
1	Technical Specification Compliance Statement -(On the letter head of the Company) – Annexure -1	
2	Manufacturer's Authorization Form – In defined format OR Self Declaration of Manufacturing Unit – Annexure - 2	
3	Price Reasonability Certificate – In defined format (On the letter head of the Company)- Annexure - 3	
4	Declaration Certificate (Acceptance of terms & conditions of the tender) – In defined format (On the letter head of the Company) - Annexure – 4 and Declaration Sheet as per Annexure - 4A .	
5	As on date of submission of the proposal, the Bidder is neither blacklisted by Central Government/ State Government or Instrumentalities thereof nor is any criminal case against the Bidder/ its Partners/ Directors/ Agents pending before any court of law. Non-Blacklisting Certificate on Rs.100.00 non-Judicial Stamp Paper – In defined format - Annexure - 5	
6	Copy of Firm Registration	
7	Copy of PAN Card & GST No.	
8	Bidder should have 3 years' experience in the selling and providing service (related Equipment) to reputed Central Government Institutes/Petroleum Engineering Colleges/ Universities/ Oil Companies/ Research Institutes/ IITs/ NITs/ IISERs (Self Declaration) – List of Clients & Purchase Orders of "High Resolution Transmission Electron Microscope (HRTEM)" to be submitted.	
9	The Bidder or their OEM should possess any valid standard certification like ISO 9001:2008 & 14001:2004.	
10	Bidder should enclose the copies of last 3 years Audited Annual Accounts (Balance Sheet and Profit & Loss A/c) duly authenticated by Chartered Accountant	
11	Last three years CA certified turnover certificate (Average Turnover of last three years should be Rs.5 crores and 25lakhs (Rupees Five crores and Twenty Five lakhs only))	
12	Last 3 year Income Tax Return (ITR)	
13	In case of exemption of EMD, the scanned copy of the document in support of exemption will have to be uploaded by the bidder during bid submission	
14	MOST IMPORTANT: Document related to prior installation and service – At least 3 Academic and R&D National Organizations, Central and State Government Departments/Institutions/PSU in the last 3 years. Annexure - 6	

Place:

Date:

Signature and seal of the Manufacturer/ Bidder

**Technical Compliance Statement for High Resolution Transmission Electron
Microscope (HRTEM)**

(ON THE LETTER HEAD OF THE COMPANY)

Sl. No.	Parts	Specification	Comply (or) Not Comply
1.	“High Resolution Transmission Electron Microscope (HRTEM)”		

Please mention the brand and model no. & name of the equipment:

Place:

Date:

Signature and seal of the Manufacturer/Bidder

**MANUFACTURERS' AUTHORIZATION FORM (MAF)
(ON THE LETTER HEAD OF THE COMPANY)**

[NOTE: The Bidder shall require the Manufacturer to fill in this Form in accordance with the instructions indicated. This letter of authorization should be **on the letterhead of the Manufacturer** and should be signed by a person with the proper authority to sign documents that are binding on the Manufacturer. It should be included by the Bidder in its bid]

No. Dated

Date: **[insert date (as day, month and year) of Bid Submission]**

Tender No.: **[insert number from Invitation for Bids]**

To, Director
Rajiv Gandhi Institute of Petroleum Technology
Mubarakpur, Mukhtia, Bahadurpur
POST: Harbanshganj, Jais, Amethi - 229304

WHEREAS

We **[insert complete name of Manufacturer]**, who are official manufacturers of **[insert type of goods manufactured]**, having factories at **[insert full address of Manufacturers factories]**, do hereby authorize **[insert complete name of Bidder]** to submit a bid the purpose of which is to provide the following Goods, manufactured by us **[insert name and or brief description of the Goods]**, and to subsequently negotiate and sign the Contract.

We hereby extend our full guarantee and warranty in accordance with the General Conditions of Contract, with respect to the Goods offered by the above firm.

Signed: **[insert signature(s) of authorized representative(s) of the Manufacturer]**

Name: **[insert complete name(s) of authorized representative(s) of the Manufacturer]**

Title/Designation: **[insert title]**

Duly authorized to sign this Authorization on behalf of: **[insert complete name of Bidder]**

Dated on _____ day of, _____, _____ **[insert date of signing]**

Yours faithfully,

(Name of manufacturers)

OR

SELF DECLARATION OF MANUFACTURING UNIT

PRICE REASONABILITY CERTIFICATE
(ON THE LETTER HEAD OF THE COMPANY)

It is certified that the rates quoted against Tender No.
datedfor the items vide our bid No.
datedare exclusively for supply to ACADEMIC and RESEARCH Institutions and are
not more than as charged to other Govt./PSU"s for similar supplies made in recent past. If they have been
approved by the Director, RGIPT and if at any stage it has been found that the quoted rates are higher
than the rates applicable to supply to Government then in such condition RGIPT, Amethi, will have the
right to cancel the approved rates and to take legal action against the tenderer.

Yours faithfully,

(Name of manufacturers)

(Signature with date)

(Name and designation)

Duly authorized to sign tender for and on behalf of

DECLARATION (ACCEPTANCE OF TERMS & CONDITIONS)
(ON THE LETTER HEAD OF THE COMPANY)

1. I, Son/Daughter of Shri
Proprietor/ Partner/CEO/MD/Director/Authorized Signatory of M/s
am competent to sign this tender document.
2. I have carefully read and understood all the terms and conditions of the tender and hereby convey my acceptance of the same.
3. The information/ documents furnished along with the above application are true and authentic to the best of my knowledge and belief.
4. I/ we/ am are well aware of the fact that furnishing of any false information/ fabricated document would lead to rejection of my tender at any stage besides liabilities towards prosecution under appropriate law.
5. Each page of the tender document and papers submitted by my Company is authenticated, sealed and signed, and I take full responsibility for the entire documents submitted.

Date: -----

Place: -----

Signature of the Authorized Person

Full Name: -----

Company Seal: -----

DECLARATION SHEET

We, _____ hereby certify that all the information and data furnished by our organization with regard to this tender specification are true and complete to the best of our knowledge. I have gone through the specification, conditions and stipulations in details and agree to comply with the requirements and intent of specification.

This is certified that our organization has been authorized (Copy attached) by the OEM to participate in Tender. We further certified that our organization meets all the conditions of eligibility criteria laid down in this tender document. Moreover, OEM has agreed to support on regular basis with technology / product updates and extend support for the warranty.

The prices quoted in the financial bids are subsidized due to academic discount given to RGIPT, Jais, Amethi.

We, further specifically certify that our organization has not been Black-Listed/ De Listed or put to any Holiday by any Institutional Agency/ Govt. Department/ Public Sector Undertaking in the last three years.	
1. Phone	
2. Fax	
3. E-mail	
4. Contact Person Name	
5. Mobile Number	
6. TIN Number	
7. PAN Number	
8. (In case of on-line payment of Tender Fees) UTR No. (For Tender Fee)	
9. (In case of on-line payment of EMD) UTR No. (For EMD)	
10. Kindly provide bank details of the bidder in the following format: a) Name of the Bank	
b) Account Number	
c) Kindly attach scanned copy of one Cheque book page to enable us to return the EMD to unsuccessful bidder	

(Signature of the Tenderer)

Name:

Seal of the Company

NON-BLACKLISTING DECLARATION

It has been certified that all information provided in tender form is true and correct to the best of my knowledge and belief. No forged / tampered document(s) are produced with tender form for gaining unlawful advantage. We understand that RGIPT, Amethi is authorized to make enquiry to establish the facts claimed and obtain confidential reports from clients.

In case it is established that any information provided by us is false / misleading or in the circumstances where it is found that we have made any wrong claims, we are liable for forfeiture of EMD and or any penal action and other damages including withdrawal of all work/purchase orders being executed by us. **Further RGIPT, Amethi is also authorized to blacklist our firm/company/agency and debar us in participating in any tender/bid in future.**

I / We assure the Institute that neither I / We nor any of my / our workers will do any act/s which is improper / illegal during the execution in case the tender is awarded to us.

Neither I/We nor anybody on my/our behalf will indulge in any corrupt activities/practices in my/our dealing with the Institute.

Our Firm/Company/Agency is not been blacklisted or banned by any Central Government Department/ State Government Department, PSU, University, Autonomous Institute or Any other Govt. Organization.

Date

Signature of the Tenderer

Place

Stamp

Note: This certificate should be executed on duly notarized ` 100/- Non Judicial Stamp Paper.

List of Govt. Organization/Department/Institutes

List of Government Organization/Department/Institutes for whom the Bidder has undertaken such work during last three years (must be supported with work orders)		
Name of the Organization	Name of Contact Person	Contact No.

(Signature of the Tenderer)

Name:

Seal of the Company



RAJIV GANDHI INSTITUTE OF PETROLEUM TECHNOLOGY

CHECKLIST FOR SUBMISSION OF DOCUMENTS FOR FINANCIAL BID

**The Company can bid in Foreign Currency or Indian Currency
In the given format**

The bidder may add rows as per requirement to include the prices of all components/ parts, warranties, installation etc. whichever applicable.

FINANCIAL BID – High Resolution Transmission Electron Microscope (HRTEM)

A. Financial Bid in Indian Currency:

I. Name of the Bidder/Tenderer:

Name & Model No of offered goods:

Tender No.:

Sl. No.	Details	Total Amount (In INR)
1	Basic Cost of High Resolution Transmission Electron Microscope (HRTEM) with accessories defined in Technical Specifications Statement of the Tender	
2	Cost of Warranty	
3	Add: Packing & Forwarding Charges, If any	
4	Add: Installation & Commissioning Charges, if any	
5	Add: Transportation Charges up to RGIPT, Jais, Amethi, if any	
6	Add: Any other Charges, if applicable (Please specify)	
7	Add: GST (Taxes)	
Total Price (Sum of Sl. No 1 to 7) F.O.R RGIPT, Jais, Amethi Price		

Note: The Institute will provide DSIR & GST Exemption Certificate.

In words:

THE BIDDER MAY ADD ROWS AS PER REQUIREMENT TO INCLUDE THE PRICES OF ALL COMPONENTS/ PARTS, WARRANTIES, INSTALLATION ETC. WHICHEVER APPLICABLE.

- a) Indian Agents Name & Address
- b) The cost of optional items shall be indicated separately
- c) In case the price quoted in Foreign Currency (Other than INR), for the purpose of comparison the Exchange Rate prevailing on the date of opening of Financial Bid will be considered.

Date

Signature of the Tenderer

Place

Stamp

B. Financial Bid in Foreign Currency:

**Price Schedule Form: Price schedule for goods being offered from abroad
In currency other than INR (Indian Rupees)
(Separate form to be used for each item offered)
(ON THE LETTER HEAD OF THE COMPANY)**

I. Name of the Bidder/Tenderer:

Name & Model No of offered goods:

Tender No.:

(Separate Prices should be defined for each instrument)

Sl. No.	Details (Basic Cost of Equipment with accessories)	Price per unit in (-)
	Country of origin	
1	FOB (named port of shipment)-Ex-Works Price	
2	Freight and Insurance up to Indian Airport/port	
3	Total Price at Indian Airport /port (CIP/CIF)(1+2)	
4	**Custom Duty against DSIR certificate (Please mentioned % also)	
5	Custom clearance and other charges, if any (with breakup)	
6	Inland Charges for Insurance & transportation to RGIPT Jais, Amethi	
7	Installation, commissioning and training Charges, if any	
8	If any other charges (Please Specify) – Warranty	
Total Price F.O.R RGIPT, Jais, Amethi Price (Sum of Sl. No 3 to 8)		

**** RGIPT, Jais, Amethi have Custom/Excise Exemption Certificate.**

In words:

THE BIDDER MAY ADD ROWS AS PER REQUIREMENT TO INCLUDE THE PRICES OF ALL COMPONENTS/ PARTS, WARRANTIES, INSTALLATION ETC. WHICHEVER APPLICABLE.

- a) Indian Agents Name & Address

- b) The cost of optional items shall be indicated separately

- c) In case the price quoted in Foreign Currency (Other than INR), for the purpose of comparison the Exchange Rate prevailing on the date of opening of Financial Bid will be considered.

Date

Signature of the Tenderer

Place

Stamp

The bidders are required to submit soft copies of their bids electronically on the e-tender Portal, using valid class 3 Digital Signature Certificates. The instructions given below are meant to assist the bidders in registering on the e-tender Portal, prepare their bids in accordance with the requirements and submitting their bids online on the e-tender Portal.

More information useful for submitting online bids on the e-tender Portal may be obtained at:

<https://rgipt.euniwizarde.com>.

REGISTRATION

1. Bidders are required enroll on the e-Procurement Portal (URL: <https://rgipt.euniwizarde.com>) with clicking on the link "Online bidder Registration" on the e-tender Portal by paying the Registration fee of Rs.2360/- Per vendor/per year.
2. As part of the enrolment process, the bidders will be required to choose a unique username and assign a password for their accounts.
3. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. These would be used for any communication with the bidder.
4. Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (**Only Class III Certificates with signing + encryption key usage**) issued by any Certifying Authority recognized by CCA India (e.g. Sify / TCS / nCode / eMudhra etc.), with their profile.
5. Only one valid DSC should be registered by a bidder. Please note that the bidders are responsible to ensure that they do not lend their DSC's to others which may lead to misuse.
6. Bidder then logs in to the site through the secured log-in by entering their user ID /password and the password of the DSC / e-Token.
7. **The scanned copies of all original documents should be uploaded on portal <https://rgipt.euniwizarde.com>**

SEARCHING FOR TENDER DOCUMENTS

1. There are various search options built in the e-tender Portal, to facilitate bidders to search active tenders by several parameters.
2. Once the bidders have selected the tenders they are interested in, you can pay the form fee and processing fee (NOT REFUNDABLE) by net-banking / Debit / Credit card then you may download the required documents / tender schedules, Bid documents etc. Once you pay both fee tenders will be moved to the respective 'requested' Tab. This would enable the e- tender Portal to intimate the bidders through SMS / e-mail in case there is any corrigendum issued to the tender document.

PREPARATION OF BIDS

1. Bidder should take into account any corrigendum published on the tender document before submitting their bids.
2. Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
3. Bidder, in advance, should get ready the bid documents to be submitted as indicated in the tender document / schedule and generally, they can be in PDF formats. Bid Original documents may be scanned with 100 dpi with Colored option which helps in reducing size of the scanned document.
4. To avoid the time and effort required in uploading the same set of standard documents which are required to be submitted as a part of every bid, a provision of uploading such standard documents (e.g. PAN card copy, annual reports, auditor certificates etc.) has been provided to the bidders. Bidders can use "My Documents" available to them to upload such documents.
5. These documents may be directly submitted from the "My Documents" area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

SUBMISSION OF BIDS

1. Bidder should log into the website well in advance for the submission of the bid so that it gets uploaded well in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
2. The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document as a token of acceptance of the terms and conditions laid down by RGIPT, Jais.
3. Bidder has to select the payment option as “e-payment” to pay the tender fee / EMD as applicable and enter details of the instrument.
4. Bidder should prepare the EMD as per the instructions specified in the tender document.
5. Bidders are requested to note that they should necessarily submit their financial bids in the format provided and no other format is acceptable. If the price bid has been given as a standard BOQ format with the tender document, then the same is to be downloaded and to be filled by all the bidders. Bidders are required to download the BOQ file, open it and complete the white Colored (unprotected) cells with their respective financial quotes and other details (such as name of the bidder). No other cells should be changed. Once the details have been completed, the bidder should save it and submit it online, without changing the filename. If the BOQ file is found to be modified by the bidder, the bid will be rejected.
6. The server time (which is displayed on the bidders’ dashboard) will be considered as the standard time for referencing the deadlines for submission of the bids by the bidders, opening of bids etc. The bidders should follow this time during bid submission.
7. All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data. The data entered cannot be viewed by unauthorized persons until the time of bid opening. Data storage encryption of sensitive fields is done. Any bid document that is uploaded to the server is subjected to symmetric encryption using a system generated symmetric key. Further this key is subjected to asymmetric encryption using buyers/bid opener public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
8. The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
9. Upon the successful and timely submission of bid click “Complete” (i.e. after Clicking “Submit” in the portal), the portal will give a successful Tender submission acknowledgement & a bid summary will be displayed with the unique id and date & time of submission of the bid with all other relevant details.
10. The tender summary has to be printed and kept as an acknowledgement of the submission of the tender. This acknowledgement may be used as an entry pass for any bid opening meetings.

ASSISTANCE TO BIDDERS

1. Any queries relating to the tender document and the terms and conditions contained therein should be addressed to the Tender Inviting Authority for a tender or the relevant contact person indicated in the tender.
2. Any queries relating to the process of online bid submission or queries relating to e-tender Portal in general may be directed to the 24x7 Helpdesk Support. **The contact number for the helpdesk is “011-49606060/7398741154/9205898228/9650970101” and E Tendering Helpdesk email ID: ewizardhelpdesk@gmail.com**