

**National Council for Teacher Education**  
**Hans Bhawan, Wing-II,1, Bahadur Shah Zafar Marg**  
**New Delhi-110 002**

**E-Tender Notice**

**Subject : Inviting e-Tender for supply/ providing of Web-mail service facility of Microsoft office 365 Business Premium in NCTE, New Delhi offices**

1. Online bids are invited from the bidders by the Member Secretary, NCTE from authorized Microsoft Partners/firms in two bid systems (Part-I: Technical Bid and Part-II: Financial Bid) in National Council for Teacher Education, Hans Bhawan, Wing-II,1, Bahadur Shah Zafar Marg, New Delhi-110002 on terms and conditions enumerated in detail in tender document. **The Manual bids shall not be accepted.**

2. The tender documents can be downloaded from the website of <https://eprocure.gov.in/eprocure/app> as per the schedule as given in CRITICAL DATE SHEET as under :-Bidders may also obtain detailed information/tender document from NCTE website:www.ncte-india.org

**CRITICAL DATE SHEET**

PUBLISHED DATE	<b>01/05/2018 (14.00 HRS.)</b>
BID DOCUMENT DOWNLOAD/ SALE START DATE	<b>01/05/2018(14.00 HRS)</b>
BID SUBMISSION START DATE	<b>01/05/2018(14.00 HRS)</b>
BID DOCUMENT DOWNLOAD/ SALE END DATE	11/05/2018 UPTO 14.00 HRS
BID SUBMISSION END DATE	11/05/2018 UPTO 17.00 HRS
BID OPENING DATE	14/05/2018 (11.30 HRS)

**3. Bid Submission**

Bidders are advised to visit this website regularly to keep themselves updated as any change/modification in the tender will be intimated through this website only.

Bids shall be submitted online only at CPPP website:<https://eprocure.gov.in/eprocure/app>

Tenderer are advised to follow the instructions “Instructions to Bidder for Online Bid Submission” provided in the Annexure “C “ for online submission of bids –

Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.

4. Not more than one tender shall be submitted by one firm or firms having business relationship. Under no circumstance will father and his son(s) or other close relations who have business

relationship with one another (i.e. when one or more partner(s)/directors(s) are common) be allowed to tender for the same contract as separate competitors. A breach of this condition will render the tender of both parties liable to rejection.

5. The Central Public Procurement Portal (CPPP) website <https://eprocure.gov.in/eprocure/app> shall not tamper/modify the tender form including downloaded price bid template in any manner. In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with NCTE.

6. Intending tenderers are advised to visit again CPPP website <https://eprocure.gov.in/eprocure/app> regularly till closing date of submission of tender for any corrigendum / addendum/ amendment.

7. The Earnest Money Deposit(EMD) of Rs.40,500/- (Rupees forty thousand five hundred only) in the form of Account Payee Demand Draft/Bankers Cheque drawn in favour of 'National Council for Teacher Education' payable at New Delhi and physically must be dropped only in Tender Box Placed at Room No.10, NCTE, Hans Bhawan, Wing-II, 1, Bahadur Shah Zafar Marg, New Delhi between 9.30 AM to 5.00 P.M. from **01/05/2018 to 11/05/2018**. In case original EMD is not submitted during the above dates and time, the bids will be rejected summarily. However, scanned copy of Bank Draft must be uploaded electronically on <https://eprocure.gov.in/eprocure/app>. Bids received after the prescribed dates and time shall not be considered. Late receipt of EMD i.e. after closure of online bidding, the bidder shall be disqualified and such bid will not be considered. If the bid is received without EMD, it would not be considered and would be rejected summarily. EMD of unsuccessful bidder will be returned to them after the award of the contract. No interest is payable on this deposit. No bidder is allowed to withdraw application after submission of bid, if a bidder wants to withdraw, either before or after award of contract, their EMD will be forfeited. ***Exemption with regard to deposit of EMD shall be applicable as per Govt. Rules/Notifications issued by the concerned authority subject to submission of documentary evidence in this regard alongwith the bids.***

9. Bids will be opened as per date/time as mentioned in the **Tender Critical Date Sheet**. After online opening of Technical-Bid the results of their qualification as well Financial/Price-Bid opening will be intimated latter.

### **Submission of Tender**

**The tender shall be submitted online in Two part, viz., technical bid and Financial/Price bid.**

All the pages of bid being submitted must be signed and sequentially numbered by the bidder irrespective of nature of content of the documents before uploading.

The offers submitted by Telegram/Fax/email shall not be considered. No correspondence will be entertained in this matter.

## **Technical Bid**

The following documents are to be furnished by the bidder along with **Technical Bid** as per the tender document:

- i) Signed and Scanned copy of **proof for payment of Earnest Money Deposit**
- ii) Signed and Scanned copy Certificates like Registration certificate, PAN No, TIN No, Service Tax registration/GST No.
- iii) Signed and Scanned copy of Proof of Annual Turnover, Net Profit
- iv) Signed and Scanned Copy of **Tender Acceptance Letter & Letter of authorization to submit bid.**
- v) An undertaking (self-certificate) that the **agency hasn't been blacklisted** by a Central / State/UT Government institution and there has been no litigation with any government department on account of IT services.
- vi) No near relative certificate
- vii) All the document in support of eligibility criteria etc. are to be scanned and uploaded along with the tender documents

10.The technical specifications of the good/services to be supplied is as under :-

Requirements	Total No. of users	Description
Web-mail service facility of Microsoft office 365 Business Premium(Word, Excel, Power Point etc.) in NCTE, New Delhi Offices situated at Hans Bhawan, ITO, New Delhi and Dwarka, New Delhi	150	<input type="checkbox"/> Webmail space per user upto 50 GB per year <input type="checkbox"/> Office 2013 (Excel, Power point, Word etc.) per year <input type="checkbox"/> Link-Audio Video Conferences. <input type="checkbox"/> Facility for creation of website <input type="checkbox"/> Provide one drive space for data storage upto 1 TB on cloud space for storage of data
The firm shall be responsible for providing 27x7x365 days support for NCTE for 01 years from the date of issuance of operational acceptance by NCTE, extendable to 3 years with mutual consent on same terms & conditions		

## **FINANCIAL/PRICE BID**

- (a) Price bid undertaking
- (b) Schedule of price bid in the form of BOQ\_XXXX .xls

**PRICE BID UNDERTAKING**

From: (Full name and address of the Bidder) \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

To,

Dear Sir/Madam,

I submit the Price Bid for \_\_\_\_\_ and related activities as envisaged in the Bid document.

2. I have thoroughly examined and understood all the terms and conditions as contained in the Bid document and agree to abide by them.

3. I offer to work at the rates as indicated in the price Bid inclusive of all applicable taxes.

Yours Faithfully,

Signature of  
authorized  
Representative:

**Schedule of price bid in the form of BOQ\_XXXX .xls**

The below mentioned Financial Proposal/Commercial bid format is provided as BoQ\_XXXX.xls along with this tender document at <https://eprocure.gov.in/eprocure/app> . Bidders are advised to download this BoQ\_XXXX.xls as it is and quote their offer/rates in the permitted column and upload the same in the commercial bid. **Bidder shall not tamper/modify downloaded price bid template in any manner.** In case if the same is found to be tempered/modified in any manner, tender will be completely rejected and EMD would be forfeited and tenderer is liable to be banned from doing business with NCTE.

**TENDER ACCEPTANCE LETTER**  
(To be given on Company Letter Head)

Date:

To,

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**Sub: Acceptance of Terms & Conditions of Tender.**

Tender Reference No: \_\_\_\_\_

Name of Tender / Work: -

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Dear Sir,

1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely:

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as per your advertisement, given in the above mentioned website(s).

2. I / We hereby certify that I / we have read the entire terms and conditions of the tender documents from Page No. \_\_\_\_\_ to \_\_\_\_\_ (including all documents like annexure(s), schedule(s), etc .,), which form part of the contract agreement and I / we shall abide hereby by the terms / conditions / clauses contained therein.

3. The corrigendum(s) issued from time to time by your department/ organisation too have also been taken into consideration, while submitting this acceptance letter.

4. I / We hereby unconditionally accept the tender conditions of above mentioned tender document(s) / corrigendum(s) in its totality / entirety.

5. I / We do hereby declare that our Firm has not been blacklisted/ debarred by any Govt. Department/Public sector undertaking.

6. I / We certify that all information furnished by the our Firm is true & correct and in the event that the information is found to be incorrect/untrue or found violated, then your department/ organisation shall without giving any notice or reason therefore or summarily reject the bid or terminate the contract , without prejudice to any other rights or remedy including the forfeiture of the full said earnest money deposit absolutely.

Yours Faithfully,  
(Signature of the Bidder, with Official Seal)

**TERMS & CONDITIONS FOR AWARDING OF CONTRACT FOR MICROSOFT OFFICE 365  
BUSINESS PREMIUM SERVICE IN NCTE**

**PART-I: ELIGIBILITY CONDITIONS**

1. The firm must be authorized from Microsoft and have experience at least 3 years of working experience in Govt. Departments.
2. The firm should have not been blacklisted by any Govt. Department and no criminal case should have been registered against the agency/firm or its owner/proprietor/partner anywhere in India. An undertaking to this effect on Rs. 100/- stamp paper, duly notarized (name of notary must be clearly visible), must be submitted along with tender.
3. The firm must have PAN Number, TIN number and GST Registration number etc.
4. Each page of this tender notice & documents including terms and conditions should be signed by the tenderer and rubber stamped in token of having been accepted the same in letter and spirit.
5. While submitting the bid, the bidder is deemed to have read, understood, and accepted all the terms and conditions stated in this document and no change, whatsoever desired, will be entertained by the NCTE.
6. An amount of Rs. 40,500/- (Rupees forty thousand five hundred only) should be deposited along with bid as Earnest Money Deposit (EMD) in the form of DD/Banker's Cheque drawn in favour of NCTE, New Delhi. EMD of unsuccessful bidder will be returned to them after the award of the contract. No interest is payable on this deposit. No bidder is allowed to withdraw application after submission of bid, if a bidder wants to withdraw, either before or after of contract, their EMD will be forfeited.
7. The price quoted will be exclusive of Taxes and shall be fixed and final. Taxes, as applicable will be extra, which will not be quoted in the rate list of bids.

**PART-2 : SCOPE OF WORK, SECURITY DEPOSIT & PAYMENTS, PENALTIES AND OTHER CONDITIONS**

1. The successful Bidders will be awarded to supply/provide a MICROSOFT OFFICE 365 BUSINESS PREMIUM SERVICE in the office of NCTE.
2. Successful bidder will be required to furnish PERFORMANCE SECURITY @ 10% of the value of contract as quoted in the bid document in the form of Bank Guarantee or Fixed Deposit Receipt from any Commercial Bank, which should be valid for at least 60 days beyond contract period and would be returnable after completion of the contract period subject to fulfillment of terms & conditions of the contract and any deductions that may be decided by Competent Authority. These must be drawn in favour of NCTE, New Delhi. EMD of successful bidder will be returned to them after the award of the contract and completion of due formalities. No interest is payable on this deposit.
3. During the period of contract, the firm will be responsible for proper and consistent functioning of items being used by the NCTE, which are included in the tender document.
4. The successful bidder will depute a qualified technician(s)/Engineer who must be available on all working days during office hours for attending complaints.
5. The Telephone/mobile numbers of all concerned with the tender shall be informed to EDP Division, NCTE and should also be recorded in the complaint register. The service engineer may also be called on Holidays or required to work after working hours for urgent repairs etc., if it is considered necessary.
6. The contract is initially for a period of one year. This may be extended for a further period of one year with mutual consent on satisfactory performance during tender period on the same terms and conditions and rates. The extension of contract will be sole discretion of NCTE depending upon the satisfactory services of the firm.
7. Any failure on the part of the contractor to observe the prescribed procedure and any attempt to canvass for the work will prejudice the contractor's bid/offer.
8. The firm shall not assign or sublet the work or any part of it to any other person or party without first obtaining permission in writing of the NCTE, which it will be at liberty to refuse if it thinks fit.
9. The payments for work will be made after successful completion of work on Half yearly basis on production of bills as per the rates approved by the NCTE.
10. NCTE may terminate the contract at any time without assigning any reason thereof, if the work of the firm is found to be unsatisfactory and NCTE will be at liberty to entrust the same to any other firm at the risk and expense of the defaulting firm. In this connection, the decision of NCTE shall be final and binding upon the firm.

11. In case more than one bidder quotes the same rates, resulting in a tie, the lowest bidder will be decided on the basis of experience of working in Govt. Department.
12. In the event of any dispute arising under this contract, the same shall be referred to sole arbitration of Member Secretary, NCTE. The agreement to appoint arbitrator will be in accordance with Arbitration & Conciliation Act 1996. The award of arbitrator shall be final and binding on both the parties. The venue of the arbitration proceeding shall be the office of NCTE, New Delhi or such other place as the arbitrator may decide.
13. The courts at Delhi/New Delhi shall have the exclusive jurisdiction to try all disputes, if any, arising out of this agreement between the parties.

Place:

Date:

(Signature of Owner/Proprietor/Authorized Signatory  
of Agency/firm with seal and date)

**Instructions for Online Bid Submission**

***(Department User may attach this Document as an Annexure in their Tender Document which provides complete Instructions for on line Bid submission for Bidders)***

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

More information useful for submitting online bids on the CPP Portal may be obtained at:  
<https://eprocure.gov.in/eprocure/app>.

**REGISTRATION**

- 1) Bidders are required to enroll on the e-Procurement module of the Central Public Procurement Portal (URL: <https://eprocure.gov.in/eprocure/app>) by clicking on the link “**Online bidder Enrollment**” on the CPP Portal which is free of charge.
- 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 from the CPP Portal.
- 4) Upon enrolment, the bidders will be required to register their valid Digital Signature Certificate (Class III Certificates with signing key usage) issued by any Certifying Authority recognized by CCA India (e.g. Sify / 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.

**SEARCHING FOR TENDER DOCUMENTS**

- 1) There are various search options built in the CPP Portal, to facilitate bidders to search active tenders by several parameters. These parameters could include Tender ID, Organization Name, Location, Date, Value, etc. There is also an option of advanced search for tenders, wherein the bidders may combine a number of search parameters such as Organization Name, Form of Contract, Location, Date, Other keywords etc. to search for a tender published on the CPP Portal.
- 2) Once the bidders have selected the tenders they are interested in, they may download the required documents / tender schedules. These tenders can be moved to the respective ‘My Tenders’ folder. This would enable the CPP Portal to intimate the bidders through SMS / e- mail in case there is any corrigendum issued to the tender document.
- 3) The bidder should make a note of the unique Tender ID assigned to each tender, in case they want to obtain any clarification / help from the Helpdesk.

## 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. Please note the number of covers in which the bid documents have to be submitted, the number of documents - including the names and content of each of the document that need to be submitted. Any deviations from these may lead to rejection of the bid.
- 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 / XLS / RAR / DWF/JPG formats. Bid documents may be scanned with 100 dpi with black and white 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 Space” or “Other Important Documents” area available to them to upload such documents. These documents may be directly submitted from the “My Space” area while submitting a bid, and need not be uploaded again and again. This will lead to a reduction in the time required for bid submission process.

**Note:** *My Documents space is only a repository given to the Bidders to ease the uploading process. If Bidder has uploaded his Documents in My Documents space, this does not automatically ensure these Documents being part of Technical Bid.*

## SUBMISSION OF BIDS

- 1) Bidder should log into the site well in advance for bid submission so that they can upload the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- 2) The bidder has to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- 3) Bidder has to select the payment option as “offline” 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. The original should be posted/couriered/given in person to the concerned official, latest by the last date of bid submission or as specified in the tender documents. The details of the DD/any other accepted instrument, physically sent, should tally with the details available in the scanned copy and the data entered during bid submission time. Otherwise the uploaded bid will be rejected.
- 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 coloured (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. The confidentiality of the bids is maintained using the secured Socket Layer 128 bit encryption technology. 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's 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 bids (i.e. after Clicking "Freeze Bid Submission" in the portal), the portal will give a successful bid submission message & a bid summary will be displayed with the bid no. and the date & time of submission of the bid with all other relevant details.
- 10) The bid summary has to be printed and kept as an acknowledgement of the submission of the bid. 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 CPP Portal in general may be directed to the 24x7 CPP Portal Helpdesk.

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