

File No. 45-ISW/2017-CAG

**Limited Online Tender Enquiry for
Supply of Tableau Desktop Professional Software licenses (Version
10.4 or latest) with one-year warranty
for use in Indian Audit & Accounts Department**

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- **DISCLAIMER**

The information contained in this Request for Limited Online Tender Enquiry Document or subsequently provided to Bidder/s, whether verbally or in documentary form by or on behalf of any of their representatives, employees or advisors (collectively referred to as –CAG Representatives), is provided to Bidder(s) on the terms and conditions set out in this Limited Online Tender Enquiry Document and any other terms and conditions subject to which such information is provided.

This online Limited Tender Enquiry Document is not an agreement and is not an offer or invitation by the CAG Representative(s) to any party other than the entities, who are qualified to submit their Proposal (Bidders). The purpose of this Limited Online Tender Enquiry Document is to provide the Bidder with information to assist the formulation of their Proposal. This Limited Online Tender Enquiry Document does not purport to contain all the information each Bidder may require. This Limited Online Tender Enquiry Document may not be appropriate for all persons, and it is not possible for the CAG Representatives, their employees or advisors to consider the investment objectives, financial situation and particular needs of each party who reads or uses this Limited Tender Enquiry Document. Each Bidder should conduct their own investigations and analysis and should check the accuracy, reliability and completeness of the information in this Limited Online Tender Enquiry Document and wherever necessary, obtain independent advice from appropriate sources.

The CAG Representatives, their employees and advisors make no representation or warranty and shall incur no liability under any law, statute, rules or regulations as to the accuracy, reliability or completeness of the Limited Tender Document.

The CAG Representatives may in their absolute discretion, but without being under any obligation to do so, update, amend or supplement the information in this Limited Tender Enquiry Document.

- **ABOUT CAG**

- VISION

The vision of SAI India represents what we aspire to become: We strive to be a global leader and initiator of national and international best practices in public sector auditing and accounting and recognised for independent, credible, balanced and timely reporting on public finance and governance.

- MISSION

Our mission enunciates our current role and describes what we are doing today: Mandated by the Constitution of India, we promote accountability, transparency and good governance through high quality auditing and accounting and provide independent assurance to our stakeholders, the Legislature, the Executive and the Public, that public funds are being used efficiently and for the intended purposes.

- CORE VALUES

Our core values are the guiding beacons for all that we do and give us the benchmarks for assessing our performance, Independence, Objectivity, Integrity, Reliability, Professional Excellence, Transparency, Positive Approach

• ABOUT THIS Limited Online Tender Enquiry

3.1. Scope of Work

This document is a tender document for “**Supply of Tableau Desktop Professional Software Licenses (Version 10.4 or latest) with one year warranty for use in Indian Audit and Accounts Department**”. The tender aims to meet the requirements of CAG Users related to Tableau Desktop Professional licenses, it's functioning as per SLAs & other related equipment from time to time. Online commercial proposals, valid for a period of given in the **Annexure: Validity of Bids, Rates etc.** from the date of opening, are invited from authorised reseller of Tableau for procurement and maintenance of the software. **Manual bids shall not be accepted.**

Document Download: Tender documents may be downloaded from CPPP eProcurement site <https://eprocure.gov.in/eprocure/app>.

The following are conditions relating to this tender:

1. Forty licenses of Tableau Desktop Professional Software (**Version 10.4 or latest**) are to be procured. The selection of vendor for order purpose shall be the sole discretion of the User department.
2. The rates finalized shall remain valid during validity of the contract. However, the supplier should pass any reduction in rates by the OEM due to technological advances or for any reasons.
3. The bidder should fulfill the general conditions in order to participate in the Limited Tender Enquiry.
4. The Software licenses should come with **1 (one) year warranty support.**

The tender aims to meet the requirements of CAG Users related to Oracle Software licenses, it's functioning as per SLAs & other related equipment from time to time. Online technical and commercial proposals, valid for a period of given in the **Annexure: Validity of Bids, Rates etc.** from the date of opening, are invited from authorised reseller of Oracle for procurement and maintenance of the software. **Manual bids shall not be accepted.**

Document Download: Tender documents may be downloaded from CPPP eProcurement site <https://eprocure.gov.in/eprocure/app>.

3.2. General Conditions

1. Bidder must provide a copy of the following in the name of the bidding company:
 - a) PAN card
 - b) Goods and Service Tax registration
2. The bidder **should not be Blacklisted** by any **State Government / Central Government / PSU** in the last **3 (three) financial** years. An undertaking certifying non-blacklisting of the organization should be submitted.
3. If the bids are not accompanied by all the requisite supporting documents, the same would be rejected.
4. Undertaking for subsequent submission of any of the required document will not be entertained under any circumstances. CAG reserves the right to seek clarifications on the already /submitted

documents, however, no fresh documents shall be accepted.

5. Other conditions as specified in Annexure 2 – “Online BID SUBMISSION”

3.3. Earnest Money Deposit

1. The bidders are required to deposit Earnest Money Deposit (EMD) of Rs.1,30,000 (Rupee one lakh thirty only) @ 2% of the estimated value of the software in the form of Demand Draft, Fixed deposit receipts, Banker’s Cheques, Bank Guarantee from any of the Scheduled Commercial Banks in the prescribed format in favor of Pay and Accounts Officer, office of the Comptroller and Auditor General of India, New Delhi. This required to be submitted by all the bidders regardless of their registration with DGS&D/NSIC/KVIC/Indenting Department.
2. The **EMD must be physically submitted** in an envelope as mentioned in the section **Annexure: Bid Submission**, before the bid opening date & time given in **Section: Time Schedule**, otherwise bids will be rejected. The Original EMD should be posted/couriered/given in person to Principal Director (Information Systems), office of the Comptroller and Auditor General of India, 9 Deen Dayal Uppadhyay Marg, New Delhi – 110 002.
3. The Earnest Money Deposit (EMD), without any interest accrued will be refunded as follows:
 - a. In the case of those Bidders who are not awarded the order, the Earnest Money Deposit (EMD) will be refunded without any interest accrued within one month.
 - b. EMD of successful bidders will be returned after they sign letter of acceptance of the supply order with CAG and submit a Security Deposit in the form of a bank guarantee of amount equal to the EMD for the period of three months from the date of acceptance of supply order. The BG shall be payable at Delhi in favour of Pay and Accounts Officer, office of the Comptroller and Auditor General of India, New Delhi. The BG will be released after delivery of ordered material.
4. Firms/suppliers, who are registered for supply of Tableau Software with NSIC under Single Point Registration Scheme, shall be considered for exemption from furnishing the EMD by the Competent Authority. In such cases, an attested copy of the **VALID Registration Certificate from NSIC for supply of Tableau product** must be furnished. Mere registration as a SSI Unit does not qualify the firm for exemption from furnishing the EMD.
5. In the absence of a valid certificate from the NSIC or proper Bank Draft of EMD amount, such tenders shall be rejected straightway.

4. Critical Date Sheet

| | |
|---|---------------------------------------|
| Published Date | 16 January 2018 at 3.00 pm |
| Bid Document Download / Sale Start Date | 16 January 2018 from 3.00 pm onwards |
| Bid Submission Start Date | 22 January 2018 from 11.00 am onwards |
| Bid Submission End Date | 30 January 2018 till 3.00 pm |
| Bid Opening Date | 31 January 2018 at 3.30 pm |

***Note:**

- (1) No Bid will be accepted after the deadline given in the time schedule above.
- (2) Any change in the schedule of tender process will be notified at CPPP site.

5. AVAILABILITY OF TENDER

1. The complete Tender Document is available for reference at <http://www.cag.gov.in/> website of this office under the tab “Tenders and Contracts” and **CPPP eProcurement site <https://eprocure.gov.in/eprocure/app>**
2. The prospective bidders desirous of participating in this tender may view and download the tender document free of cost from above mentioned website **<https://eprocure.gov.in/eprocure/app>** .
3. The bidder(s) shall submit the quotations online in following two categories separately
 - (a) Technical Bid (Proof of bid security/EMD amount) and
 - (b) Financial Bid in the form the BOQ_XXXX.xls on to the portal.

6. BID SUBMISSION

- a. **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.**
- b. **Bids shall be submitted online only at CPPP eProcurement website: <https://eprocure.gov.in/eprocure/app>.**
- c. **Tenderer/Contractor are advised to follow the instructions “Instructions To Bidder for Online Bid Submission” provided in the Annexure 7 “Instructions To Bidder for Online Bid Submission” for online submission of bids - .**
- d. Bid documents may be scanned with 100 dpi with black and white option which helps in reducing size of the scanned document.
- e. Bids are to be submitted as per the **Annexure 2: “Online Bid Submission”**
- f. For additional instructions, refer to the Sections “Financial Bid Evaluation”.

7. BID OPENING

1. Proof of bid security/EMD amount will be opened online as per Critical Date Sheet. Bidder are requested to view Bids online by using option Live bid opening available in the Bidder Dashboard on Bid opening date and time as per Critical Date Sheet subsequently for further evaluation.
2. Financial bids will be opened of the bidders whose receipt of bid security/EMD amount is verified date and time as per Critical Date Sheet (<https://eprocure.gov.in/eprocure/app>)

8. BID EVALUATION

No enquiry shall be made by the bidder(s) during the course of evaluation of the tender, after opening of bid, till final decision is conveyed to the successful bidder(s). However, the Committee/its authorized representative and office of CAG can make any enquiry/seek clarification from the bidders,

which the bidders must furnish within the stipulated time else the bids of such defaulting bidders will be rejected.

8.1. Financial Bid Evaluation

1. Financial bids will be opened online of the bidders whose receipt of bid security/EMD amount is verified, on date and time as per Critical Date Sheet (<https://eprocure.gov.in/eprocure/app>)
2. If CAG considers necessary, Revised Financial Bids could be called for before opening the original financial bids for recommending the final supply order.
3. In the event of revised financial bids being called the revised bids should NOT be higher than the original bids, otherwise the bid shall be rejected and EMD forfeited.
4. There will be **NO NEGOTIATION** regarding the financial bid.
5. The rates shall be quoted in Indian rupees as per the Financial Annexure and should be inclusive of all taxes, levies, etc. as applicable for this solution.
6. All prices should be quoted with 1 (one) years warranty support.
7. Taxes indicated in the Financial Bid will be paid as per actuals on the basis of the prevailing rate.

9. Performance Bank Guarantee

1. Five percent of the total supply order value shall be taken as performance Bank Guarantee (PBG). PBG shall be submitted to consignees/indentors (order placing authority). The PBG shall be payable at Delhi in favour of Pay and Accounts Officer, office of the Comptroller and Auditor General of India, New Delhi. The PBG shall be valid for a period of one-year warranty period plus one month to safeguard the Government interest.

10. PAYMENT TERMS

1. User department shall make payment in Indian Rupees only.
2. Payments shall be subject to deductions of any amount for which the agency is liable under the empanelment or tender conditions. Further all payments to agency will be made subject to deduction of TDS (Tax deduction at Source) as per the income Tax Act, 1961, applicable penalty and other taxes, if any, as per Government of India rules.
3. The agency will submit Pre-receipted bills in triplicate (having details of concerned work-order number, Date and supply order number of CAG) as and when required in the name of CAG, New Delhi along with all the completed documents and after deducting the applicable penalty etc.
4. The support services will be provided anywhere in India depending upon the User location, if required. No TA/DA is admissible for the deployment of agency resources on projects anywhere in India.
5. 100% payment shall be made against complete acceptance of the material by the consignee after due verification of quality and quantity.

11. DELIVERY

The supplier shall supply the ordered products with licenses and media and documentation within 4 weeks from the date of the order. The delivery will not be deemed to be complete until and unless the ordered products are checked and accepted by the Purchaser as per order.

12. WARRANTY

Terms & conditions related to warranty support are given in the following table:

| S. No. | Description |
|--------|---|
| 1 | The complete solution must be under 1 (one) year free warranty support service and software subscription from the date of installation or 12 months for software subscription support service and up gradation to new release of the software from the date of delivery at site, whichever is early. |
| 2 | Warranty should cover all issues related to Oracle Software License such as upgradation to new versions, performance tuning of the software and related software such as database and operating system. |
| 3 | Vendor will have to ensure the integration of the upgraded version of the product with the applications developed by the user departments |
| 4 | During warranty and software subscription period, besides service, maintenance of all components, software up-gradation, and removal of bugs, installation of patches, or any product enhancement required to handle any new security threat. The vendor must maintain all such requirements at no extra cost whenever required. |
| 5 | The vendor must fulfil the following conditions during warranty period: |
| 5.1 | Satisfactory maintenance services during the warranty period. |
| 5.2 | Vendor shall provide the 24X7 helpdesk support services through Website / telephone / e-mail where users can lodge their complaint. The user will be assigned single point contact and a unique trouble ticket number should be assigned through OEM which he must be able to track the action taken on his complaint through a support portal. |
| 5.3 | Under the ATS, any failure in the system or a subsystem thereof should be rectified within maximum period of 72 hours of lodging complaint at State Capitals and Sites with- public air-transport facilities. Normal transit time not exceeding 48 hours additionally will be allowed if the Site happens to be other than State Capital and Sites without public air-transport facilities. Failing which, penalty will be charged or recovered from out of withheld amount towards penalty per day per system at the rate of given in the Section: Penalty Calculation Process . If holiday / non-working day falls within rectification time, the holiday/non-working day will not be counted for penalty calculation. |
| 5.4 | Vendors shall attend the complaints lodged by CAG/Users during ATS period. In case of default by the vendor, penalty will be imposed as specified in the Section: Penalty Calculation Process . |
| 5.5 | On completion of the Warranty period, the BG without any interest accrued shall be released after satisfying that proper free warranty support has been provided during ATS period of 1 (one) year for all the equipment as the case may be. If considered necessary, suitable amount of penalty shall be recovered from the Vendor out of either already due payments or from their Security Deposit or by raising claims while releasing the Security Deposit. After expiry of ATS, CAG has option to enter into Annual Maintenance Contract with the Vendor for post warranty maintenance of the systems. |

Note:

- a. It will be responsibility of the vendor to ensure that the support is provided during warranty period of one year.
- b. The selected vendors shall give unconditional acceptance for

honouring all tender conditions and warranty maintenance support. On completion of the Warranty period, the Security Deposit without any interest accrued shall be released after satisfying that proper support has been provided during warranty period of one year for all the items. If considered necessary, suitable amount of penalty shall be recovered from the Vendor out of their due payments or from their Security Deposit or by raising claims, while releasing the Security Deposit. After expiry of warranty, CAG has option to enter into Annual Maintenance Contract with the Vendor for post warranty maintenance of the systems as per the quoted price/negotiated price.

13. PENALTY CALCULATION PROCESS

Table below gives an overview on the penalty associated with non-adherence to the Limited Tender conditions:

| S. No. | Condition | Penalty |
|--------|-------------------------|---|
| 1. | Delay in contract | Penalty amounting to 0.2% of the purchase order per day of delay in or any breach of terms of conditions of the supply order. If delivery is beyond 30 days, CAG will have option to get it executed through alternate source. The cost of such default shall be recovered from the Vendor from outstanding payment or BG/PBG. |
| 2. | Warranty | Penalty amounting to 0.2% of the purchase order per day of delay in any breach of warranty support. If system remains down beyond 30 days, CAG will have option to get it rectified through alternate source. The cost of repair on such default shall be recovered from the Vendor from outstanding payment or BG/PBG. |
| 3. | Limitation of Liability | Taking into consideration all the above cases, the total liability that can be levied on the vendor shall not exceed the total of the purchase order value, performance guarantee and security deposit. |

14. INDEMNITY

1. CAG and its client organizations stand indemnified of all legal obligations, past/present/future, the agency may have with its professionals.
2. CAG and the clients stand absolved for any liability on account of death or injury sustained by the Agency staff during the performance of the empanelment and also for any damages or compensation due to any dispute between the agency and its staff.
3. The empanelled Agency will indemnify CAG of any infringement of third party rights be they under the Patents Act or the IPR.

15. SECURITY

1. The agency will ensure that no information about the software, hardware, database and the

policies of the client organization is taken out in any form including electronic form or otherwise, from the client site by the manpower posted by them.

2. The agency or its deployed personnel, by virtue of working on CAG/Client's projects, can't claim any rights on the work performed by them. CAG/Client will have absolute rights on the work assigned and performed by them. Neither any claims of the agency or its deployed professionals will be entertained on the deliverables.

16. OTHER TERMS & CONDITIONS

1. The selected agency will not outsource the work to any other associate/franchisee/third party under any circumstances. If it so happens then CAG will impose sanctions which will include: forfeiture of the security deposit, revocation of bank guarantees (including the ones submitted for other work orders) and termination of the Contract for default.
2. CAG may by written notice, sent to the selected agency, terminate the work order and/or the Contract, in whole or in part at any time of its convenience. The notice of termination will specify that termination is for CAG's convenience, the extent to which performance of work under the work- order and/or the contract is terminated and the date upon which such termination becomes effective. CAG reserves the right to cancel the remaining part and pay to the selected agency an agreed amount for partially completed Services.
3. In the event of the agency's company or the concerned division of the company is taken over / bought over by another company, all the obligations under the agreement with CAG, should be passed on for compliance by the new company / new division in the negotiation for their transfer.
4. All panel agencies automatically agree with CAG for honouring all aspects of fair trade practices in executing the work orders placed by CAG.
5. The agency will be responsible for any damage to equipment, property and third party liabilities caused by acts on part of its deployed manpower at User Department premises. All equipment will be used only for the purpose of carrying out legitimate business of client organization and will not be put into any other use.
6. CAG or its clients stand absolved for any liability on account of death or injury sustained by the Agency's employee(s) during the performance of this empanelment and also for any damages or compensation due to any dispute between the agency and its employee(s).
7. Staff of the agency must carry Identity card issued by the agency while on duty at CAG or client site. Be it private or public areas, the employees are to be frisked/ checked by the security personnel, both while entering and leaving the premises.
8. CAG will not entertain any name change requests during the bidding process. In this case the bid will be rejected straightaway.
9. CAG will be free to allocate the work to any of the empanelled agencies or to an agency of User Department's choice.
10. The agency will provide escalation matrix for problem resolution.

16.1. Micro, Small & Medium Enterprises Development Act

1. If a bidder falls under the Micro, Small & Medium Enterprises Development Act, 2006, then a copy of the registration certificate must be provided to CAG. Further, the bidder must keep CAG informed of any change in the status of the company.

2. Following facilities have been extended to the SSI units registered with NSIC:
 - a. Issue of tender sets free of cost
 - b. Exemption from payment of earnest money

16.2. Limitation of Liability

Except in the case of gross negligence or willful misconduct on the part of the Vendor or on part of any person or company acting on behalf of the Vendor in carrying out the services, the Vendor, with respect to damage caused by the Vendor to end User / CAG, shall be liable to end User / CAG :

- (i) for any indirect or consequential loss or damage; and
- (ii) for any direct loss or

damage, only to the extent of

- A. the total payments payable under this contract to the Vendor, or
- B. the proceeds the Vendor may be entitled to receive from any insurance maintained by the Vendor to cover such a liability,

whichever of (A) or (B) is higher, plus the security deposit submitted by the Vendor.

This limitation of liability shall not affect the Vendor liability, if any, for damage to Third Parties caused by the Vendor or any person or firm / company acting on behalf of the Vendor in carrying out the work.

16.3. Termination for Insolvency

CAG may at any time terminate the purchase order by giving four weeks written notice to the selected vendor, without any compensation to the vendor vendor/empanelled bidder, if the vendor vendor/empanelled bidder becomes bankrupt or otherwise insolvent.

16.4. Force Majeure

If at any time, during the continuance of the empanelment, the performance in whole or in part by either party of any obligation under the empanelment is prevented or delayed by reasons of any war, hostility, acts of public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics quarantine restrictions, strikes, natural calamities, lockouts or acts of God (hereinafter referred to as "events"), provided notice of happenings of any such event is duly endorsed by the appropriate authorities/chamber of commerce in the country of the party giving notice, is given by party seeking concession to the other as soon as practicable, but within 21 days from the date of occurrence and termination thereof and satisfies the party adequately of the measures taken by it, neither party shall, by reason of such event, be entitled to terminate the empanelment/contract, nor shall either party have any claim for damages against the other in respect of such non-performance or delay in performance, and deliveries under the empanelment/contract shall be resumed as soon as practicable after such event has come to an end or ceased to exist and the decision of the purchaser as to whether the deliveries have so resumed or not, shall be final and conclusive, provided further, that if the performance in whole or in part or any obligation under the empanelment is prevented or delayed by reason of any such event for a period exceeding 60 days, the purchaser may at his option, terminate the empanelment.

16.5. Termination for Insolvency and Default

1. Termination for Insolvency

CAG may at any time terminate the work order / contract by giving written notice of four weeks to the agency, without any compensation to the agency, if the agency becomes bankrupt or otherwise insolvent.

2. Termination for Default

- a. Default is said to have occurred
 - i. If the agency fails to deliver any or all of the services within the time period(s) specified in the work order or any extension thereof granted by CAG.
 - ii. If the agency fails to perform any other obligation(s) under the contract / work order.
- b. If the agency, in either of the above circumstances, does not take remedial steps within a period of 30 days after receipt of the default notice from CAG (or takes longer period in spite of what CAG may authorize in writing), CAG may terminate the contract / work order in whole or in part. In addition to above, CAG may at its discretion also take the following actions
- c. CAG may transfer upon such terms and in such manner, as it deems appropriate, work order for similar support service to other agency and the defaulting agency will be liable to compensate CAG for any extra expenditure involved towards support service to complete the scope of work totally.

16.6. Arbitration

1. If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to submit that dispute to arbitration under the ICADR Arbitration Rules, 1996 for arbitration in accordance with Arbitration & Conciliation Act, 1996.
2. The Authority to appoint the arbitrator(s) shall be the International Centre for Alternative Dispute Resolution (ICADR).
3. The International Centre for Alternative Dispute Resolution will provide administrative services in accordance with the ICADR Arbitration Rules, 1996.

16.7. Conciliation

1. If a dispute arises out of or in connection with this contract, or in respect of any defined legal relationship associated therewith or derived there from, the parties agree to seek an amicable settlement of that dispute by Conciliation under the ICADR Conciliation Rules, 1996 for conciliation in accordance with Arbitration and Conciliation Act, 1996.
2. The Authority to appoint the Conciliator(s) shall be the International Centre for Alternative Dispute Resolution (ICADR).
3. The International Centre for Alternative Dispute Resolution will provide administrative services in

accordance with the ICADR Conciliation Rules, 1996.

16.8. Applicable Law

1. The Agreement/Contract/work-order will be governed by the laws and procedures established by the Govt. of India within the framework of applicable legislation and enactment made from time to time concerning such commercial dealings/processing.
2. The agency and their deployed personnel either during the contract or after its completion, shall not disclose any proprietary or confidential information relating to the services, contract or business or operations of CAG without the prior written consent of CAG.

17.0 Jurisdiction

In any event of dispute arising out of this contract, the competent courts at Delhi will have the jurisdiction to adjudicate such dispute.

18. ANNEXURE

The necessary Annexure are given in the following pages.

ANNEXURE 1. VALIDITY OF BIDS, RATES, ETC.

| S. No. | Item | Value |
|---------------|-----------------------------|-----------------------------------|
| 1 | Validity of bids | 180 (one hundred and eighty) days |
| 2 | Validity of supply contract | 1 (one) year |

ANNEXURE 2. Online BID SUBMISSION

The tender shall be submitted online in two parts viz., Technical Bid (Bid Security/EMD amount) and Financial Bid.

A. Technical Bid

- 1.** The following documents are to be furnished by the bidder along with **Bid Security/EMD amount** as per the tender document:
- 2.** Bidder must provide a copy of the following in the name of the bidding company:
 - a) PAN card
 - b) Goods and Service Tax registration
 - c) Annexure-III
- 3.** Signed and Scanned Copy of **Tender Acceptance Letter in the Annexure 7 “Tender Acceptance Letter”**.
- 4. Other conditions for submission of bids**
 - a) Bidder shall adhere to the **Critical Date Sheet** mentioned in this online Limited Tender Enquiry. **No bids shall be accepted post the deadline as mentioned in the critical date sheet.**
 - b) CAG will not be responsible for any delay on the part of the vendor in obtaining the terms and conditions of the tender notice or submission of the online bids.
 - c) The bids submitted by fax/E-mail etc. shall not be considered. No correspondence will be entertained on this matter.
 - d) Conditional tenders shall not be accepted on any ground and shall be rejected straightway. If any clarification is required, the same should be obtained before submission of the bids.
 - e) In case, the day of bid submission is declared Holiday by Govt. of India, the next working day will be treated as day for submission of bids. There will be no change in the timings.
 - f) At any time prior to the last date for receipt of bids, CAG, may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective vendor, modify the Tender Document by an amendment. The amendment will be notified on cppp eProcurement website and should be taken into consideration by the prospective agencies while preparing their bids.
 - g) In order to give prospective agencies reasonable time to take the amendment into account in preparing their bids, CAG may, at its discretion, extend the last date for the receipt of bids. No bid may be modified subsequent to the last date for receipt of bids. No bid may be withdrawn in the interval between the last date for receipt of bids and the expiry of the bid validity period specified in the tender. Withdrawal of a bid during this interval may result in forfeiture of Vendor’s EMD.
 - h) The agencies will bear all costs associated with the preparation and submission of their bids. CAG will, in no case, be responsible or liable for those costs, regardless of the outcome of the tendering process.
 - i) Printed terms and conditions of the vendors will not be considered as forming part of their bid. In case terms and conditions of the tender document are not acceptable to any vendor, they should clearly specify the deviations in their bids.
 - j) Bids not submitted as per the specified format and nomenclature may be out rightly rejected.
 - k) Ambiguous/Incomplete/Illegible bids may be out rightly rejected.
 - l) Submission of the Bid will be deemed to have been done after careful study and examination of all instructions, terms and required specifications in the tender document with full understanding of its implications. Bids not complying with all the given clauses in this tender document are liable to be rejected.

Failure to furnish all information required in the tender Document or submission of a bid not substantially responsive to the tender document in all respects will be at the vendor's risk and may result in the rejection of the bid.

m) Bidder has to submit bid online.

B. FINACIAL BID

Schedule of financial bid in the form of BOQ_XXXX .xls

ANNEXURE 3. BID SUMMARY

| | | |
|---|----------------------------|--|
| Name of Bidder | | |
| Date of Incorporation | | |
| Registered Office Address | | |
| Authorised Signatory Details | Name | |
| | Designation | |
| | Email | |
| | Mobile Number | |
| | Office Phone number | |
| Details of Contact other than Authorised Signatory | Name | |
| | Designation | |
| | Email | |
| | Mobile Number | |
| | Office Phone number | |

ANNEXURE 4. DETAILED FINANCIAL BID

Note:

- It is necessary that the bidder submits financial bid in Table below
- **Financial bids shall be opened only for those receipt of Bid Security/EMD amount is verified.**
- **All prices should be quoted with 1 (one) year warranty support.**
- **Prices should be quoted in Indian Rupees.**
- **The cost is inclusive of all taxes, levies, etc.**
- **Taxes indicated in the financial bid will be charged as per the prevailing rate.**

Table – Detailed Financial Bid

(In rupees)

(In rupees)

| Sr.No. | Product | Unit Price (inclusive of all taxes) | Number of License | Total Amount |
|--------|--|--|-------------------|--------------------------|
| 1. | Tableau Desktop Professional – Licenses (perpetual, includes AMC for first year) | | 40 | In figures: In words: |

Note: The same is provided along with the tender document in the form of BOQ_XXXX.xls on to the portal. Bidder has to advised to download the same, quote their rates and upload it on to the portal.

ANNEXURE 5. EMD

| S. No. | Particulars | Amount (in Rs.) | Draft No. | Date | Bank | Branch |
|---------------|--------------------|----------------------------|----------------------|-------------|-------------|---------------|
| 1. | EMD | 1,30,000/- | | | | |

ANNEXURE 6: Instructions for Online Bid Submission:

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.

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 Bid Security / 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 openers public keys. Overall, the uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- 7) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.

- 8) Upon the successful and timely submission of bids (ie 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.
- 9) 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.



ANNEXURE 7: TENDER ACCEPTANCE LETTER

(To be given on Company Letter Head)

Date:

To,

The Principal Director (Information Systems)
Office of the Comptroller and Auditor General of India,
New Delhi – 110 124

Sub: Acceptance of Terms & Conditions of Tender.

Tender Reference No: 45-ISW/2016-CAG

Name of Tender / Work: - Supply of Tableau Desktop Professional Software licenses with one-year warranty for use in Indian Audit & Accounts Department.

Dear Sir,

- 1. I / We have downloaded / obtained the tender document(s) for the above mentioned 'Tender/Work' from the web site(s) namely: <https://eprocure.gov.in/eprocure/app> 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. 1 to 23 (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)