

Bid Document

Bid Details	
Bid End Date/Time	28-11-2022 15:00:00
Bid Opening Date/Time	28-11-2022 15:30:00
Bid Offer Validity (From End Date)	30 (Days)
Ministry/State Name	Ministry Of Heavy Industries And Public Enterprises
Department Name	Department Of Heavy Industry
Organisation Name	Natrip Implementation Society
Office Name	Natrip Implementation Society
Total Quantity	15
Item Category	Language Localization Software Solution (Q3)
Years of Past Experience Required for same/similar service	3 Year (s)
MSE Exemption for Years Of Experience	Yes
Startup Exemption for Years Of Experience	Yes
Document required from seller	Experience Criteria,Certificate (Requested in ATC),OEM Authorization Certificate *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
Bid to RA enabled	No
Time allowed for Technical Clarifications during technical evaluation	2 Days
Evaluation Method	Total value wise evaluation

EMD Detail

Required	No
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ePBG Detail

Required	No
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Splitting

Bid splitting not applied.

MII Purchase Preference

MII Purchase Preference	No
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MSE Purchase Preference

MSE Purchase Preference	Yes
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1. If the bidder is a Micro or Small Enterprise as per latest definitions under MSME rules, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
2. If the bidder is a Startup, the bidder shall be exempted from the requirement of "Bidder Turnover" criteria and "Experience Criteria" subject to their meeting of quality and technical specifications. If the bidder is OEM of the offered products, it would be exempted from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. In case any bidder is seeking exemption from Turnover / Experience Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer.
3. Experience Criteria: In respect of the filter applied for experience criteria, the Bidder or its OEM {themselves or through reseller(s)} should have regularly, manufactured and supplied same or similar Category Products to any Central / State Govt Organization / PSU / Public Listed Company for number of Financial years as indicated above in the bid document before the bid opening date. Copies of relevant contracts to be submitted along with bid in support of having supplied some quantity during each of the Financial year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
4. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, the bidder must be the manufacturer of the offered product in case of bid for supply of goods. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for 25%(selected by Buyer) percentage of total QUANTITY.

Language Localization Software Solution (15 pieces)

Brand Type	Registered Brand
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Technical Specifications

[* As per GeM Category Specification](#)

Specification	Specification Name	Bid Requirement (Allowed Values)
BASIC INFORMATION (GOLDEN)	Types of Software	Language Localization Software Solution
	Scope of Supply	3. Service Support
	Platform type	Hosted Service based
	Deployment option	2. On Hosted Service of OEM
	Localisation Framework/ Tool available in the offered product	Others

Specification	Specification Name	Bid Requirement (Allowed Values)
	Whether the offered product is Make in India	No
SCOPE OF LICENCE	Types of Licence	NA
	Type of Perpetual Licence	4. NA
	If Project/Initiative Wide, Number of Projects Covered by the Licence	NA
	"If Limited, then Indicate Number of Projects Supported (Hint : Select '0' if not applicable)"	25.507773
	If Subscription Based, Duration of Subscription (in months)	25.50447
	If Subscription Based, Number of Words Covered by the Licence	NA
	If Limited, then Indicate Number of Words	0.5077
FEATURE AND FUNCTIONALITY	Features available in the offered product are	3. Self Learning Capability in the product
	Languages Supported in Machine Translation for Content localization	English
	Languages Supported in Transliteration for Content localization	English
	Indicate number of characters in a sentence defining for response time, Translation speed & Transliteration speed	145.555 - 150.0 Or higher
	Translation speed of the offered product in terms of TPS (Transaction Per Second) Hint:- Transaction means number of sentence as defined above	1555.2223 - 10000.0 Or higher
	Transliteration speed of the offered product in terms of TPS (Transaction Per Second) Hint :- Transaction means number of sentence as defined above	100.44444 - 40000.0 Or higher
	Response Time for Translation per Sentence (in Milli Seconds)	1.0 - 122.33 Or lower
	Response Time for Transliteration per Sentence (in Milli Seconds)	1.0 - 22.222 Or lower

Specification	Specification Name	Bid Requirement (Allowed Values)
	Provision for integration with	Client application software
SCOPE OF TECHNICAL SUPPORT	Technical Support Features	1. Software Upgradation, Updatation, Patches, Bug Fixes and Repair of known Issues;
	Period of Technical Support (in months)Hint:- Select '0' if not applicable	55.55
	"Response Time for Technical Support Level Commitment for High Severity Priority Issue (P1) (Maximum in Hours) Hint:- Select'0' if not applicable	47.9999
	"Penalty for Non Adharence to P1 Response Time of Technical Support Value (Maximum 5 % of Technical Support Value)"	NA
	High Severity Priority Issue, P1 Consists of	7. NA
	"Response Time for Technical Support Level Commitment for Medium Severity Priority Issue (P2) (Maximum in days) " Hint :- Select '0' if not applicable	2.3
	Penalty for Non Adharence to P2 Response Time of Technical Support Value (Maximum 3 % Technical Support Value)	NA
	Medium Severity Priority Issue, P2 Consists of	4. NA
	"Response Time for Technical Support Level Commitment for Low Severity Priority Issue (P3) (Maximum in days) Hint : - Select '0' if not applicable	4.5555
	"Penalty for Non Adharence to P3 Response Time of Technical Support Value (Maximum 2 % Technical Support Value)"	NA
	Low Severity Priority Issue, P3 Consists of	5. NA
SCOPE OF SERVICE SUPPORT	Service Support Features	10. Domain specific corpus build up and sharing with the buyer (onsite implementation);

Specification	Specification Name	Bid Requirement (Allowed Values)
	Period of Service Support (in months) Hint: - Select '0' if not applicable	55.665
	Languages to be Localized	English
	Account Unit of Service Support in Term of Number of Words for Proof Reading and Editing	NA
	Total Turnaround Time for the Total Ordered Quantity Hint: - Select '0' if not applicable	0.222
	Availability of Service Support SLA	No
	Read and Understood the Service Support SLA	NA
	Compliance to Service Support SLA	NA
SCOPE OF INSTALLATION	Installation Scope	NA
GENERIC PARAMETERS	Free Upgradation to Higher Version	YES
	Valid Licence copy to be provided	YES
	Training Options	Training Material
	No of days Training Provided	6

Additional Specification Documents

Applicable Specification Document	View
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Consignees/Reporting Officer and Quantity

S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
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S.No.	Consignee/Reporting Officer	Address	Quantity	Delivery Days
1	Anuj Kumar	454774,National Automotive Test Tracks (NATRAX) Agra - Mumbai Highway(NH-3), Next to Pithampur Flyover (From Indore) (Near Pithampur) District :- Dhar State :- Madhya Pradesh	15	15

Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The Purchaser reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The purchaser also reserves the right to increase the ordered quantity by up to 25% of the contracted quantity during the currency of the contract at the contracted rates. Bidders are bound to accept the orders accordingly.

2. Scope of Supply

Scope of supply (Bid price to include all cost components) : Supply Installation Testing and Commissioning of Goods

3. Service & Support

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

4. Service & Support

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

5. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

1. the quoted rates should be inclusive of all.
2. Accepted product- Microsoft office Professional Plus 2021 or higher.
3. the product should have inbuilt MS Word, Excel, PowerPoint, Outlook, etc.

Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization. Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity/restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and/or terms and conditions governing the bid. Any clause incorporated by the Buyer such as demanding Tender Sample, incorporating any clause against the MSME policy and Preference to make in India Policy, mandating any Brand names or Foreign Certification, changing the default time period for Acceptance of material or payment timeline governed by OM of Department of Expenditure shall be null and void and would not be considered part of bid. Further any reference of conditions published on any external site or reference to external documents/clauses shall also be null and void. If any seller has any objection/grievance against these additional clauses or

otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations. Also, GeM does not permit collection of Tender fee / Auction fee in case of Bids / Forward Auction as the case may be. Any stipulation by the Buyer seeking payment of Tender Fee / Auction fee through ATC clauses would be treated as null and void.

[This Bid is also governed by the General Terms and Conditions.](#)

In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---Thank You---