

Dated: 01-07-2020



Bid Document

Bid Document						
Bid Details						
Bid End Date/Time	22-07-2020 13:00:00					
Bid Opening Date/Time	2020-07-22 13:30:00					
Bid Life Cycle (From Publish Date)	90 (Days)					
Bid Offer Validity (From End Date)	30 (Days)					
Ministry/State Name	Ministry Of Home Affairs					
Department Name	Department Of Home					
Organisation Name	Directorate Of Forensic Science Services (dfss)					
Office Name	Bhopal					
Total Quantity	1					
Item Category	Voice Analyzer Software					
Bidder Turnover (Last 3 Years)	13 Lakh (s)					
OEM Average Turnover (Last 3 Years)	50 Lakh (s)					
Experience Criteria	3 Year (s)					
MSE Exemption for Years of Experience and Turnover	No					
Startup Exemption for Years of Experience and Turnover	No					
Document required from seller	Experience Criteria, Past Performance, Bidder Turnover, Certificate (Requested in ATC), OEM Authorization Certificate, OEM Annual Turnover *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					
Past Performance	80 %					
Bid to RA enabled	No					
Inspection Required	No					

EMD Detail

Advisory Bank	State Bank of India	
EMD Percentage(%)	1.00	
EMD Amount	26450	

ePBG Detail

Advisory Bank	State Bank of India
ePBG Percentage(%)	2.00
Duration of ePBG required (Months).	2

- (a). EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.
- (b). EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

Beneficiary:

DIRECTOR

Bhopal, Department of Home, Directorate of Forensic Science Services (DFSS), Ministry of Home Affairs

(M Baskar)

Splitting

Bid splitting not applied.

- 1. 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 years as indicated 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 year. In case of bunch bids, the category of primary product having highest value should meet this criterion.
- 2. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
- 3. Past Performance: The Bidder or its OEM {themselves or through re-seller(s)} should have supplied same or similar Category Products for 80% of bid quantity, in at least one of the last three years before the bid opening date to any Central / State Govt Organization / PSU / Public Listed Company. Copies of relevant contracts (proving supply of cumulative order quantity in any one year) to be submitted along with bid in support of quantity supplied in the relevant year. In case of bunch bids, the category related to primary product having highest bid value should meet this criterion.

Voice Analyzer Software (1 pieces)

Technical Specifications

* As per GeM Category Specification

Specification	Specification Name	Values	Bid Requirement (Allowed Values)	
BASIC INFORMATION	Category	Software	*	
	Type of modes	Online mode (Real-time analysis),Offline Mode (Recorded material analysis)	Online mode (Real-time analysis), Offline Mode (Recorded material analysis)	
	Applications	Risk Management,Forensic investigation,Fraud Prevention	Fraud Prevention, Risk Management, Forensic investigation	
	Name of Software / Appliance	-	*	
	OEM Model / Part No	-	*	
	Software / appliance Description	-	*	
	Software /Appliance Version	-	*	
	Date of Launch of Version	-	*	
FEATURES AND FUNCTIONALITY PARAMETERS	Complex voice processing algorithms	Yes	Yes	
(GOLDEN)	Speech database	Yes	Yes	
	Introgation testing	Yes	Yes	
	Detection of Deception	Yes	Yes	
	Decision-supporting and investigative tool	Yes	Yes	
	Microphones	Yes	Yes	
	Devices	Telephone lines,microphones	Telephone lines, microphones	
	Creates a customized blueprint of the voice	Yes	Yes	
	Multi-Language voice input	Yes	Yes	
	Security screening	Yes	Yes	
	Designed for multi-	Yes	Yes	

	channel recording systems		
	Techniques	Speech analysis,Speech synthesis	Speech analysis, Speech synthesis
	Floating display	Yes	Yes
	Offline voice sample in real-time scenario	Yes	Yes
	Psychological parameters on the vocal input	Yes	Yes
	Identify and measure emotional activities and deception	Yes	Yes
	Absolute accuracy	80-90(%),90-100 (%)	80-90(%), 90-100 (%)
	Online pitch measurement	Yes	Yes
FEATURES AND FUNCTIONALITY	Stress and Deception in Speech	Yes	*
PARAMETERS (GENERIC)	Analyzes vocal patterns	Yes	*
	Baseline voice pattern	Yes	*
	Reveal a person's emotional state	Yes	*
	Content independent	Yes	*
	Records, categorizes and analyzes incoming voice segments from any source of audio	Yes	*
	Open-ended questions(does not require yes-no answers)	Yes	*
	Quality monitoring	Yes	*
	Automated report generation	Yes	*
	Capable of screening calls	Yes	*
	Easy to learn and operate	Yes	*
	Bar display	Yes	*
	Detect excitation pattern	Yes	*
	Pitch tracking	Yes	*
	Waveform recording with real time	Yes	*

SUPPORTED	Minimum RAM Size	-	*
HARDWARE REQUIREMENTS	required		d.
	CPU required	-	*
	Operating Systems supported	-	*
	Supported Devices	-	*
	Supported Servers	-	*
	Maximum user operating capability	Upto 25	*
GENERIC PARAMETERS	Free Upgradation to Higher Version	Yes	*
	Valid Licence copy to be provided	Yes	*
	Software supplied through	Media,Pre-loaded	*
	Certifications / Benchmarking of Software Products	-	*
	Installation and Demonstration	Yes	*
	No of days Training Provided at Site	upto to 5	*
	List of items included in the package	-	*
	No of Software / Appliances sold	8	*
	Number of User Referance from Government Department	8	*
* Chacifications his blish	Details of Government Department email phone no of concerned authority where Software/Appliance installed for above	- Parameters	*

Additional Specification Documents

Consignees/Reporting Officer and Quantity

[S.No.	Consignee/Reporti	Address	Quantity	Delivery Days
		ng Officer			

^{*} Specifications highlighted in bold are the Golden Parameters.

* Bidders may note that In respect of non-golden Parameters, the specifications 'Values' chosen by Buyer will generally be preferred over 'Bid requirement (allowed Values) by the Buyer.

1	Tilak Raj	462030,CENTRAL FORENSIC	1	30
		SCIENCE LABORATORY		
		BARKHERA BONDER P.O.		
		BAIRAGARH KALAN NEAR		
		DR.SHANKAR DAYAL		
i I		SHARMA COLLEGE OF		
		NURSING		

Bid Specific Additional Terms and Conditions

- 1. **Bidder financial standing:** The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.
- 2. Consortium: In case of Contracts, wherein the seller alone does not have necessary expertise, the seller can form consortium with other sellers for submission of the bid, with one of the consortium company as leader. However, each and every member of the consortium shall be equally responsible for the complete execution of the project contract. An undertaking to this effect is to be uploaded with bid.
- 3. **End User Certificate:** Wherever Bidders are insisting for End User Certificate from the Buyer, same shall be provided in Buyer's standard format only.
- 4. Scope of supply (Bid price to include all cost components): Supply Installation Testing Commissioning of Goods and Training of operators and providing Statutory Clearances required (if any)
- 5. Bidder Turn Over Criteria: The minimum average annual financial turnover of the bidder during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the bidder is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria.
- 6. OEM Turn Over Criteria: The minimum average annual financial turnover of the OEM of the offered product during the last three years, ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be uploaded with the bid. In case the date of constitution / incorporation of the OEM is less than 3 year old, the average turnover in respect of the completed financial years after the date of constitution shall be taken into account for this criteria. In case of bunch bids, the OEM of CATEGORY RELATED TO primary product having highest bid value should meet this criterion.
- 7. IMPORTED PRODUCTS: In case of imported products, OEM or Authorized Seller of OEM should have a registered office in India to provide after sales service support in India. The certificate to this effect should be submitted.
- 8. Bid reserved for Make In India products: Procurement under this bid is reserved for purchase from Class 1 local suppliers as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a class 1 local supplier is denoted in the bid document 50%. All bidders must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which the bid is liable to be rejected. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020 . In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.

- 9. Indian suppliers of this item are not allowed to participate and/ or compete in procurement by some foreign governments. Bidders / products from such countries are not eligible / not allowed to participate in this bid in terms of clause 1 (d) of Public Procurement (Preference to Make in India) Order, 2017
- 10. Procurement under this bid is reserved for purchase from Micro and Small Enterprises whose credentials are validated online through Udyog Aadhaar for that product category. If the bidder wants to avail the reservation benefit, 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.
- 11. Preference to Make In India products (For bids less than 200 Crore): Preference shall be given to Class 1 local supplier as defined in public procurement (Preference to Make in India), Order 2017 as amended from time to time and its subsequent Orders/Notifications issued by concerned Nodal Ministry for specific Goods/Products. The minimum local content to qualify as a Class 1 local supplier is denoted in the bid document 50%. If the bidder wants to avail the Purchase preference, the bidder must upload a certificate from the OEM regarding the percentage of the local content and the details of locations at which the local value addition is made along with their bid, failing which no purchase preference shall be granted. In case the bid value is more than Rs 10 Crore, the declaration relating to percentage of local content shall be certified by the statutory auditor or cost auditor, if the OEM is a company and by a practicing cost accountant or a chartered accountant for OEMs other than companies as per the Public Procurement (preference to Make-in -India) order 2017 dated 04.06.2020. Only Class-I and Class-II Local suppliers as per MII order dated 4.6.2020 will be eligible to bid. Non - Local suppliers as per MII order dated 04.06.2020 are not eligible to participate. In case Buyer has selected Purchase preference to Micro and Small Enterprises clause in the bid, the same will get precedence over this clause.
- 12. Availability of Service Centres: Bidder/OEM must have a Functional Service Centre in the State of each Consignee's Location in case of carry-in warranty. (Not applicable in case of goods having on-site warranty). If service center is not already there at the time of bidding, successful bidder / OEM shall have to establish one within 30 days of award of contract. Payment shall be released only after submission of documentary evidence of having Functional Service Centre.
- 13. Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.
- 14. Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.
- 15. SLBR52
- 16. Pre-dispatch inspection at Seller premises (Fee/Charges to be borne by the BUYER): Before dispatch, the goods will be inspected by Buyer / Consignee or their Authorized Representative or by Nominated External Inspection Agency (independently or jointly with Buyer or Consignee as decided by the Buyer) at Seller premises (or at designated place for inspection as declared / communicated by the seller) for their compliance to the contract specifications. Fee/Charges taken by the External inspection Agency and any external laboratories testing charges shall be borne by the Buyer. For in-house testing, the Sellers will provide necessary facilities free of cost. Seller shall notify the Buyer through e-mail about readiness of goods for pre-dispatch inspection and Buyer will notify the Seller about the Authorized Representative/ Nominated External Inspection Agency and the date for testing. The goods would be dispatched to consignee only after clearance in pre-dispatch inspection. Consignee's right of rejection as per GTC in respect of the goods finally received at his location shall in no way be limited or waived by reason of the goods having previously been inspected, tested and passed by Buyer/ Consignee or its Nominated External Inspection Agency prior to the goods' shipment. While bidding, the sellers should take into account 7 days for inspection from the date of email offering the goods for inspection. Any delay in inspection beyond 7 days shall be on the part of the buyer and shall be regularised without Liquidated Damages.

- 17. ISO 9001: The bidder must have ISO 9001 certification.
- 18. The bidder is required to upload, along with the bid, all relevant certificates such as BIS licence, type test certificate, approval certificates and other certificates as prescribed in the Product Specification given in the bid document.
- 19. Timely Servicing / rectification of defects during warranty period: After having been notified of the defects / service requirement during warranty period, Seller has to complete the required Service / Rectification within 5 days time limit. If the Seller fails to complete service / rectification with defined time limit, a penalty of 0.5% of Unit Price of the product shall be charged as penalty for each week of delay from the seller. Seller can deposit the penalty with the Buyer directly else the Buyer shall have a right to recover all such penalty amount from the Performance Security (PBG).Cumulative Penalty cannot exceed more than 10% of the total contract value after which the Buyer shall have the right to get the service / rectification done from alternate sources at the risk and cost of the Seller besides forfeiture of PBG. Seller shall be liable to re-imberse the cost of such service / rectification to the Buyer.
- 20. Procurement under this bid is reserved for purchase from Micro and Small Enterprises from the State of Bid Inviting Authority whose credentials are validated online through Udyog Aadhaar for that product category. If the bidder wants to avail the reservation benefit, 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.
- 21. Bidders can also submit the EMD with Account Payee Demand Draft in favour of DIRECTOR payable at CENTRAL FORENSIC SCIENCE LABORATORY BHOPAL.

 Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
- 22. Bidders can also submit the EMD with Banker's Cheque in favour of DIRECTOR CFSL BHOPAL payable at BHOPAL OR DELHI.

 Bidder has to upload scanned copy / proof of the BC along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
- 23. Buyback for Non PFMS/Non GPA:
 - 1. GST will apply on the value of buyback and separate invoice is to be prepared by Government buyer/Consignee for buyback items offline outside the GeM system. Vendor should work out input credit for that GST applicable on the buy back while quoting the product/services.
 - 2. Input GST Credit consideration by seller- seller shall offer the prices in the bid by the total amount of new goods including GST- total amount of old goods quoted by the firm excluding GST. This is because GST charged by buyer on buy-back value will be available for full ITC (input tax credit) on the hands of bidder. Therefore, for the purpose of quoting in the bid and evaluation, value as quoted by the bidder (excluding any GST on buy back) as indicated in column G below will be considered.

Illustrative examples for bidders are as under for understanding of the seller.

	Excel sheet for explanation to Buyback ATC							
S.no	Cost of	%age of	GST	Cost of	%age of	GST	Quote of	
	Fresh	GST on	Amount	Buyback	GST on	Amount	the	
	Good (A)	Fresh	on Fresh	item (D)	Buyback	on	Bidder (G	
		Good as	Good (C)		items (E)	Buyback	={A+C-	
		consider			as fixed	item (F)	D})	
		ed by			by buyer	as		
		seller at			in the bid	applicabl		
		the time				e at the		
		of quote				time of		
		(B).				invoice		
						by buyer		
1	100	28	28	20	8	1.6	108	
2	100	9	9	20	8	1.6	89	

3	110	10	11	24	8	1.92	97
Seller after	er the awar	d of the GeM	1 contract, v	will indicate	all column A	to G which	will not
alter their quoted price indicated in Colum-G							

- 3. Successful lowest bidder has to provide detailed cost break up of tendered items as well as buy back items separately after award of contract through email to the government buyer/consignee.
- 4. The seller of new item /service provider shall deposit the cost of invoiced buy back item with GST to the buyer for allowing seller to lift up the material from the buyer/consignee premise.
- 5. Transportation of buy back items from buyer premises shall be arranged by the seller itself without any extra cost.
- 6. Government Buyer organisation /consignee will issue invoice of buy back items to the seller at the cost of buyback to be indicated to the buyer by the seller offline after receipt of order. This in no case will modify the bid in any manner.
- 7. The seller will be entirely responsible for the safe disposal of old items without affecting the environment in any manner as per prevailing statutory rules and Act/ law of the land.
- 8. The seller may visit the site and inspect the condition of buy back item in advance before quoting for the bid.
- 9. Receipt of payment by the buyer for Old items and invoicing by buyer will be out of GeM portal.
- 10. Government Buyer will upload the details of old goods along with the bid in the corrigendum with minimum price.
- 11. If the minimum price (Optional) is indicated and sellers of new item who are not agreeing to take back the old item at equal to or above that minimum price should not participate in the bid.
- 12. In case they participate into the bid and afterwards indicates the price of old goods, less than the minimum price shown by Government Buyer in corrigendum, EMD of the bidder will be forfeited.
- 13. Item Details Consignee wise will be indicated in the corrigendum like -
- 1. Consignee wise
- 2. Item Description
- 3. Serial Number
- 4. Model
- 5. Brand
- 6. Year of manufacturing
- 7. Purchased on
- 8. Age
- 9. Size, Rating, Designation
- 10. Quantity
- 11. Min price (Optional)
- 12. Unit
- 13. Working Guidelines (/Functional/Non-Functional)
- 14. Remarks
- 14. The successful bidder shall remove the old goods from the premise of the Government buyer/consignee at the time of the supply, installation and commis-sioning of fresh goods. Seller will be entitled for payment only after removal of old goods from Government buyer/consignee/user's premise and after supplying the fresh goods in terms of contract.
- 15. Note: This clause of ATC shall be operated by non PFMS; non GPA buyer i.e. all PSU working through their ERP and not integrated with GPA.
- 24. The Bidder / OEM {themselves or through reseller(s)}, should have executed project for supply and installation / commissioning of same or similar Category Products during preceding 3 financial years (i.e. current year and three previous financial years) as on opening of bid, as per following criteria:
 - (i) Single order of at least 35% of estimated bid value; or
 - (ii) Two orders of at least 20% each of estimated bid value; or
 - (iii) Three orders of at least 15% each of estimated bid value.

Satisfactory Performance certificate issued by respective Buyer Organization for the above Orders should be uploaded with bid. In case of bunch bids, the Category related to primary product having highest bid value should meet this criterion

This Bid is also governed by the General Terms and Conditions

---Thank You---