



**Request for Proposal (RFP)
For
Annual Maintenance for
Inductively coupled plasma Optical Emission
Spectroscopy (ICP-OES)
for State FSL, Bhubaneswar**

Tender No: 58-RFP- ICP OES (AMC) - 2024 - 25

Date: 17/03/2025

Tender Fee: 590 /- {(Non-refundable) Rs. 500/- +18% GST (Rs.90/-)}

**A.I.G. of Police (Provisioning)
Tender Calling Authority
At/Po- Buxibazar, Cuttack, PIN – 753001**

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2. Disclaimer

RFP document is neither an agreement nor an offer by the Odisha Police (the “Authority”) to the prospective Applicants or any other person. The purpose of this RFP is to provide information to the interested parties that may be useful to them in the formulation of their proposals pursuant to this RFP. The Authority does not make any representation or warranty as to the accuracy, reliability, or completeness of the information in this RFP document and it is not possible for the Authority to consider particular needs of each party who reads or uses this RFP document. This RFP includes statements which reflect various assumptions and assessments arrived at by Authority in relation to the consultancy. Such assumptions, assessments and statements do not purport to contain all the information that each Applicant may require. Each prospective Applicant should conduct its own investigations and analysis and check the accuracy, reliability and completeness of the information provided in this RFP document and obtain independent advice from appropriate sources.

Authority will not be responsible for any delay in receiving the proposals. The issue of this RFP does not imply that the Authority is bound to select an Applicant or to appoint the Successful Applicant, as the case may be, for the firm and the Authority reserves the right to accept / reject any or all of proposals submitted in response to this RFP document at any stage without assigning any reasons whatsoever. Authority also reserves the right to withhold or withdraw the process at any stage with intimation to all who submitted the Application in response to this RFP.

The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. Authority accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on the law expressed herein.

Authority reserves the right to change/ modify/ amend any or all provisions of this RFP document. The amended RFP will be made available on the website of Authority.

Key Definitions:

- i. “AUTHORITY” means Odisha Police, Office of the D.G & I.G. of Police, Odisha, Cuttack
- ii. “BIDDER” means the agencies/firms submitting proposal against this RFP
- iii. “AGENCY” means the selected bidder to carry out the assignment in accordance with the terms defined in this RFP
- iv. “Applicable Law” means the laws and any other instruments having force of law in India from time to time
- v. “Proposal/bid” means proposal submitted by bidders in response to the RFP issued by Odisha Police, Office of the D.G & I.G. of Police, Odisha, Cuttack
- vi. “Contract Value” means the price payable to the selected bidder under the Contract for the complete and proper performance of its contractual obligations.
- vii. “Day” means Working day as defined by Government of Odisha
- viii. “Services” means the work to be performed by the Agency pursuant to the selection by Odisha Police and to the contract to be signed by the AGENCY

3. Notice Inviting Tender



Odisha Police

Office of the D.G & I.G. of Police, Odisha, Cuttack

Tel. : 0671-2304001,

Website: www.odishapolice.gov.in, Email : dirtsfl.orpol@nic.in

RFP No. 58-RFP- ICP OES (AMC) - 2024 - 25 Date : 17.03.2025

Online Bids through e-Tender Portal <https://tendersodisha.gov.in> are invited from the eligible bidders for AMC of Inductively coupled plasma Optical Emission Spectroscopy (ICP-OES) for State FSL, Bhubaneswar, Odisha Cuttack, during the current financial year 2024-25 as per the schedule mentioned below.

Events	Date
RFP Issue Date	17.03.2025
RFP Submission Due Date and time	25.03.2025
Date & Time of Opening of Technical Bids	26.03.2025
Date & Time of Opening of Financial Bids	To be intimated qualified Bidder
Tender Document fee of Rs.590 /- {(Non-refundable) Rs. 500/- +18% GST (Rs.90/-)}	In favour of A.I.G. of Police (Prov.), Odisha, Cuttack payable at Cuttack. (Demand Draft)

The bid document with all information relating to the bidding process including cost of bid document, Prequalification criteria and terms & conditions are available in the websites: <https://tendersodisha.gov.in> The Authority reserves the right to accept / reject any part thereof or all the bids without assigning any reason thereof.

**A.I.G. of Police (Provisioning,
Cuttack, Odisha
(Tender Calling Authority)**

4. Instruction to the Bidders

1. The Odisha Police –Odisha Police (Tender Inviting Authority) is a Govt. organization working under Home Department, Govt. of Odisha.
2. The bid documents published by the Bid Inviting Officer (Procurement Officer Publisher) in the e-procurement portal <https://tendersodisha.gov.in> will appear in the “Latest Active Tender”. The Bidders/ Guest Users can download the Bid documents from 17/03/2025 and submit it online from 25/03/2025, 5.00 PM after which the same will be removed from the list of “Latest Active Tender”.

4.1 PARTICIPATION IN BID

4.1.1 PORTAL REGISTRATION:

The bidder intending to participate in the bid is required to register in the e-procurement portal using an active personal/official e-mail ID as his/her Login ID and attach his/her valid Digital signature certificate (DSC) - Class II or III to his/her unique Login ID. He/ She has to submit the relevant information as asked for about the bidder. The portal registration of the bidder is to be authenticated by the State Procurement Cell after verification of original valid certificates/documents such as (i) PAN and (ii) Registration Certificate (RC) / GST Certificate (for Procurement of Goods) of the concerned bidder. The time period of validity in the portal is co terminus with validity of RC/ GST. Any change of information by the bidder is to be re-authenticated by the State Procurement Cell. After successful authentication, bidder can participate in the online bidding process.

4.1.2 LOGGING TO THE PORTAL:

The Bidder is required to type his/her Login ID and password. The system will again ask to select the DSC and confirm it with the password of DSC as a second stage authentication. For each login, a user's DSC will be validated against its date of validity and also against the Certificate Revocation List (CRL) of respective CAs stored in system database. The system checks the unique Login ID, password and DSC combination and authenticates the login process for use of portal.

4.1.3 DOWNLOADING OF BID:

The bidder can download the bid of his / her choice and undertake the necessary preparatory work off-line and upload the completed bid before the closing date and time of submission.

4.1.4 CLARIFICATION OF BID:

The registered bidder can ask questions related to the online bid in the e-procurement portal before the pre-bid meeting. The Odisha Police Headquarters, At-Buxi Bazar, Cuttack, (Email – dirtsfsl.orpol@gov.in and aig-prov.odpol@gov.in) will clarify queries related to the bid. Through e-mail by the e-mail ID: aig-prov.odpol@gov.in and Contact No. 0671-2339517 or State e-Procurement cell help desk 1800-3456765, 0674-2530998 for assistance in this regard.

4.1.5 PAYMENT OF COST OF BID DOCUMENTS:

The detail guideline for payment of Cost of Bid Document is mentioned at General Condition of contract

4.1.6 SUBMISSION AND SIGNING OF BID

The detail guideline for submission of & signing of bid is mentioned at General Condition of Contract

Note : For management of space the bidders can serially arrange their scanned documents as per Annexure 1,2(all pages should be signed by authorized signatory with seal and then to be scanned) and create two equalized PDF files and upload them to avoid any space constraint.

The **BOQ** file (Excel file) is to be uploaded in the **price bid**.

5. General Definitions

5.1 General Definitions

- 5.1.1 *Department* means Odisha Police under Home Department, Government of Odisha.
- 5.1.2 *Government* means Government of Odisha.
- 5.1.3 *Bid / Tender Inviting Authority* is the Odisha Police or authorized person of Odisha Police (A.I.G. of Police (Provisioning), Odisha, Cuttack, who on behalf of the User Institution/Government or the funding agencies calls and finalize bids and ensure supply, installation and after sales service of the equipment's procured under this bid document.
- 5.1.4 *Tender Evaluation Committee & Technical Committee* are Committees authorized by the D.G. & I.G. of Police, Odisha, Cuttack to decide on the purchase of the items to be procured by the Odisha Police.
- 5.1.5 *User Institutions* are the Odisha Police under Home Department, Govt. of Odisha for which the items under this bid is procured.
- 5.1.6 *De-recognition/ Debarment* – the event occurring by the operation of the conditions under which the bidders will be prevented for a period of 3 years from participating in the future bids of Tender Inviting Authority, more specifically mentioned in the Specific Conditions of Contract and General Conditions of Contract of this bid document, the period being decided on the basis of number of violations in the bid conditions and the loss/hardship caused to the Tender Inviting Authority on account of such violations.

6. Scope of Work:

The scope includes Annual maintenance contract of Inductively coupled plasma Optical Emission Spectroscopy (ICP-OES) installed at Physics Division, State Forensic Science Laboratory, Bhubaneswar.

6.1. Details of Visit:

- One (02) no. of preventive maintenance service visit in each year of service visits during entire contract period
- Breakdown maintenance visits as and when required during entire contact period.
- Hotline services i.e. Information /Help on matters such as attending to a problem, carrying out a modification, specific details of a product, use of a product etc., shall be provided as when required.

6.2. Preventive Maintenance visit:

- The scope of preventive maintenance shall comprise of following:
 - Performing visual inspection of the entire panel components and ensure proper operation of all the modules. Ensure cleaning of all major components.
 - Rectification of all issues observed by user in every service visit and troubleshooting the root cause.

- Discuss the performance of the system, modification to be done, any problems faced during operation with the user. System performance improvement discussions and suggestions for proper upkeep and up-gradation.
- Impart hands-on training on trouble-shooting method and techniques.

6.3. Break down visit calls :

- In the event of a breakdown the service provider shall depute their service engineer immediately (within 48 hours) to troubleshoot/ fix the problem.

6.4. Hotline Services:

- Information/Help on matters such as attending to a problem, carrying out a modification, specific details of a product, use of a product etc. would be made available at the earliest possible moment within two (02) hours of intimation on phone, fax, email.

6.5. Maintenance Tips and Guidelines:

- During service visits for the preventive maintenance the service engineer would provide maintenance tips / hands-on training to team of SCL for troubleshooting and maintenance.

6.6. Additional terms and conditions:

- a. Authorized Service provider should submit Authorization form, Certificate with OEM and original Service provider details such as name, designation, address, and email-ID and phone number along with the bid.
- b. If the service of the contractor / bidder company, after awarding contract at any stage is found unsatisfactory, SFSL may terminate the contract without assigning any reason, compensation and notice to the contractor.
- c. Following are the other terms and conditions.

Name of the Instrument

Sl. No.	Name of the instrument	Make and model	Date of installation
01	Inductively coupled plasma Optical Emission Spectroscopy (ICP-OES)	Perkin Elmer, Optima 7000 DV	22.03.2010

SL No.	Specification	Values
2.	Contract Start Date	Will be intimated during awarding of Contract
3.	Contract End Date	Will be intimated during awarding of Contract
4.	Number of months within the contract period for which service is required	12
5.	Type of Service	AMC
6.	Product Brand	Make: Perkin Elmer Model: Optima 7000 DV
7.	Type of Service	AMC
8.	Preventive maintenance frequency	Half yearly
8.	Man power required	No
9.	OEM Authorization	Yes

7. Qualification Criteria

The bidder must meet the below eligibility criteria to be considered for further shortlisting purpose

Sr. No.	Basic Requirement	Specific Requirement	Documents Required
1	Entity Type	<p>Bidder must be Company registered under Companies Act, 1956 or any of its amendments thereafter</p> <p>or</p> <p>Partnership registered under Indian Partnership Act, 1932 or any of its amendments thereafter</p> <p>or</p> <p>Proprietor registered under Shops and Establishment Act</p>	<ul style="list-style-type: none"> • Copy of Certificate of incorporation / Registration certificate with relevant authority • PAN Card • GST Registration certificate and GST Clearance certificate upto March 2023
2	Existence of Firm	The Bidder should be in business in the AMC of Inductively coupled plasma Optical Emission Spectroscopy (ICP-OES) to govt agencies for at least last Five (5) years as on date of bid submission	<ul style="list-style-type: none"> • Work order or Agreement Or • Payment Proof Or • Completion Certificates or Satisfactory Certificate Or • Delivery Challan
3	Turnover	<p>I. The Bidder shall have average annual turnover of not less than 4.60 Lakhs in last three consecutive financial years out of last four financial years (Financial years 2020-21, 2021-22, 2022-23, 2023-24)</p> <p>II. The OEM shall have average annual Turnover of not less than 9.20 Lakhs in last three consecutive financial years out of last four financial years (Financial years 2020-21, 2021-22, 2022-23, 2023-24)</p>	CA Certificate/ Audited Balance Sheet clearly stating turnover
4	Relevant Experience	The bidder must have worked as AMC of Inductively coupled plasma Optical Emission Spectroscopy (ICP-OES)/ Same and Similar for any Govt Agencies in last 3 years as on date of bid submission.	Work order copy from the client stating the quantity of equipment supplied

5	Blacklisting And Pending Petitions	Bidder shall not have been debarred / blacklisted till bidding period by Central Govt. / State Govt. / Public Sector Undertaking / any other Local Body or body established under or in the control of the Central or state Government on the date of submission of their Bid.	Self-certification on furnished with 20 rupees stamp paper
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The bidder meeting the criteria mentioned above shall be eligible for financial bid opening.

8. Evaluation of Bid

Selection may be made on LCS Least Cost Selection method, which means the bidder quoting the lowest rate shall be identified as preferred bidder.

9. Payment Terms

On monthly basis after submission and approval of Tax Invoice by the bidder

10. Performance Security

The Bidder shall be submitting the Performance Security equivalent to 5% of the agreement value in the form of a Bank Guarantee

11. Conflict of Interest

Conflict of interest exists in the event of conflicting assignments, typically monitoring and evaluation of the mandate being executed by the selected bidder in the future.

12. Anti-corruption Measure

- a) Any effort by Bidder(s) to influence the Authority in the evaluation and ranking of commercial proposals, and recommendation for award of contract, will result in the rejection of the proposal.
- b) A recommendation for award of Contract shall be rejected if it is determined that the recommended bidder has directly, or through an agent, engaged in corrupt, fraudulent, collusive, or coercive practices in competing for the contract in question.
- c) In such cases, the Authority shall blacklist the bidder either indefinitely or for a stated period of time, disqualifying it from participating in any related bidding process for the said period.

13. Legal Jurisdiction

All legal disputes between the parties shall be subject to the exclusive jurisdiction of the Courts in Cuttack only.

Annexures

14. Annexure 1 : Technical Bid Format

Technical Bid Format

(To be submitted in Technical Bid Envelope)

The documents have to be arranged serially as per order mentioned below:

1	Name of the Firm/Company	
2	Name of the Authorized Signatory and Designation	
3	Address & Contact Details	
4	E-mail ID	
5	Registration Details: Company / Firm	Certificate of Incorporation/ Registration PAN Card GST Registration Certificate Bank Account & RTGS details
6	Experience in similar field	Work order/ Contract Agreement Copy Filled up for per Annexure-2
7	Annual average turnover of Rs 4.60 Lakhs for Bidder and 9.20 Lakhs for OEM in the last three financial years (i. 2021-22, 22-23 and 23-24)	Annual Turnover Statement certified by Chartered Accountant as per Annexure-3 Filed IT return of last 3 years
8	The Firm/ Agency should not have been blacklisted/banned by Central/State Govt. & PSU/ CPSEs	Self-certification on furnished with 20 rupees stamp paper
9	Submission of undertakings for Bid terms & conditions acceptance.	To be submitted on the Letter Head
11	Non-refundable RFP Document Fee of Rs. 590/- +18% GST (Rs.90/-)	Demand Draft in favour of A.I.G. of Police (Prov.), Odisha, Cuttack payable at Cuttack.

Place:

Date:

Bidder's Signature

15. Annexure 2: Summary of Technical Capability

(To be submitted in Technical Bid Envelope)

Name of the Assignment	Name/ Address of the Organization	Date of Award of Assignment	Value of Work Order In Rs.

Note: Please furnish the Work order/Contract Agreement copy only in support of the information mentioned above.

Place:

Date:

**Bidder's
Signature**

16. Annexure 3: Financial Capability of Bidder/Agency Annual

Turnover Statement (To be signed by Certified Chartered Accountants)

(To be part of Technical Bid Envelope)

The Average Annual Turnover for the last three financial years of M/s _____ Are given below and certified that the statement is true and correct.

Year	Annual Turnover in Rs.	Average Annual Turnover
2021-22		
2022-23		
2023-24		

Average annual turnover for the above three years in Rs. (In words) _____

Date:

Signature of Auditor/

Chartered Accountant

Place:

Name:

Seal:

17. Annexure 4: Template of financial bid

(To be submitted in Financial Bid Envelope)

SI No.	Description of Item	Qty	Amount Quoted by by the bidder (Inclusive Of All Taxes)
1	Cost of AMC service for Inductively coupled plasma Optical Emission Spectroscopy (ICP-OES)	12 month	
	Total		

Note:

1. The quoted rates shall be inclusive of Logistics, packaging and training and all other conditions mentioned in the RFP document .
2. All Quoted rate are Including GST. .

Date:

**Place:
Bidder's Signature**

18. Annexure 5 : Format for Pre-Bid Queries

Name of the Bidder				
Name of the Sender				
Designation				
Sr. No.	Page no.	Clause Reference	Clause Description	Modification/ Clarification required

Manufacturer's Authorization Form (MAF)

(To be submitted on OEM Letterhead)

Ref. No. _____ Dated _____

To

The A.I.G. of Police (Provisioning),

Odisha, Cuttack.

Dear Sir,

Tender Reference No./ NIT / GeM Bid No. : _____

Name of the item:

We M/s. _____ who are established and reputable manufacturers of _____
_____ do hereby authorize M/s. _____ (Name and address of Agent / Dealer) to participate in the above tender.

We hereby extend our technical assistance to the bidder during installation and inspection of the product.

We hereby certify that, the equipments being sold would not be declared End of Support (EoS) or become obsolete in the next 5 years. Also, we certify that the products being sold would be covered under Warranty / Support and OEM support will be available for ____ years (as specified in the GeM Bid / Tender / NIT No.) from the date of installation, even in the case, the bidder becomes "Out of service".

We have studied the requirements of the product and confirm that we will adhere to the specifications of the tender and quality plan and extend all support during the inspection and provide documentary evidence at the time of inspection for the verification by Client/Client's representative.

Yours faithfully

(Name)

For and on behalf of M/s. _____

(Name of manufacturers)

Certificate for Prevention of Corruption Act / non Debarment Certificate

"I certify that I have not committed any offence-

(a) Under the Prevention of Corruption Act, 1988;

or

(b) The Indian Penal Code or any other law for the time being in force, for causing any loss of life or property or causing a threat to public health as part of execution of a public procurement contract.

(c) I have not been debarred by any Central / State Government Organization/Bodies for the last 3 years."

Signature with designation.

Please note that non-submission of this certificate will lead to disqualification.