अनुबंध क्रमांक|Contract No: GEMC-511687779230175
अनुबंध तिथि|Generated Date : 10-Mar-2026
बोली/आरए/पीबीपी संख्या|Bid/RA/PBP No.: GEM/2025/B/6766539
खरीद का माध्यम|Procurement Mode: Bid

संगठन विवरण|Organisation Details

प्ररूप|Type :	Central Autonomous
मंत्रालय|Ministry :	Ministry of Science and Technology
विभाग|Department :	Department of Science and Technology (DST)
संगठन का नाम|Organisation Name :	Bose Institute
कार्यालय क्षेत्र|Office Zone:	WEST BENGAL

खरीदार विवरण|Buyer Details

पद|Designation :	Sanjib Kumar Gupta
संपर्क नंबर|Contact No. :	-8902365979-
ईमेल आईडी|Email ID :	sanjib@jcbose.ac.in
जीएसटीआईएन|GSTIN :	19AAAAB7724K1ZK
पता|Address :	Block-EN, Plot No.-80, Sector V, Salt Lake City, North 24 parganas, WEST BENGAL-700091, India

वित्तीय स्वीकृति विवरण|Financial Approval Detail

आईएफडी सहमति|IFD Concurrence :	No
प्रशासनिक अनुमोदन का पदनाम| Designation of Administrative Approval:	Director
वित्तीय अनुमोदन का पदनाम| Designation of Financial Approval :	Director

भुगतान प्राधिकरण विवरण|Paying Authority Details

Role:	PAO
भुगतान का तरीका| Payment Mode:	Offline
पद|Designation :	Registrar Officiating
ईमेल आईडी|Email ID :	pao@jcbose.ac.in
जीएसटीआईएन|GSTIN :	19AAAAB7724K1ZK
पता|Address:	Block-EN, Plot No.-80, Sector V, Salt Lake City, North 24 parganas, WEST BENGAL-700091, India

विक्रेता विवरण|Seller Details

जेम विक्रेता आईडी|GeM Seller ID :	9315180000097576
कंपनी का नाम|Company Name :	NATURAL SUPPORT CONSULTANCY SERVICES PRIVATE LIMITED
संपर्क नंबर|Contact No. :	09829067673
ईमेल आईडी|Email ID :	ripudaman@nscspl.in
पता| Address :	E-26. Sidharth Nagar,, Malviya Nagar , Jaipur,JAIPUR, JAIPUR (WEST), Rajasthan-302017, -
एमएसएमई पंजीकरण संख्या|MSME Registration number :	UDYAM-RJ-17-0007209
जीएसटीआईएन|GSTIN:	08AACCN1137A1Z3 (R) , (M)
खरीदार द्वारा मूल्यांकित एमआईआई स्थिति| MII Status as evaluated by buyer :	Verified
खरीदार द्वारा सत्यापित एमएसएमई स्थिति|MSME Status as verified by buyer :	Verified
एमएसई सामाजिक श्रेणी|MSE Social Category :	General
एमएसई लिंग श्रेणी|MSE Gender :	Male

*जिसके नाम के पक्ष में GST/TAX इनवॉइस पेश किया जाएगा|GST / Tax invoice to be raised in the name of - Buyer

वितरण निर्देश | Delivery Instructions : NA

उत्पाद विवरण|Product Details

#	आइटम विवरण|Item Description	आइटम विवरण| Ordered Quantity	इकाई | Unit	इकाई मूल्य (INR)| Unit Price (INR)	कर विभाजन (INR)| Tax Bifurcation (INR)	मूल्य (INR में सभी शुल्क और कर सहित)| Price (Inclusive of all Duties and Taxes in INR)
1	**उत्पाद का नाम |Product Name :** Procurement and Implementation of ERP software **ब्रांड|Brand :** OEM **ब्रांड प्रकार|Brand Type :** NA **कैटलॉग की स्थिति|Catalogue Status:** NA **कैसे बेचा जा रहा है|Selling As :** NA **श्रेणी का नाम और चतुर्थांश|Category Name & Quadrant :** NA (-) **मॉडल|Model:** ERP **एचएसएन कोड|HSN Code:** 9983 **उद्गम देश|Country Of Origin:** India	1	pieces	9,984,133	NA	9,984,133
कुल ऑर्डर मूल्य |Total Order Value (in INR)						**9,984,133**

परेषिती विवरण|Consignee Detail

क्र.सं.|S.No	परेषिती|Consignee	वस्तु|Item	लॉट नंबर| Lot No.	मात्रा|Quantity	दिनांक के बाद डिलीवरी शुरू करना है| Delivery Start After	वितरण पूरा कब तक करना है| Delivery To Be Completed By

1	पद| Designation : - ईमेल आईडी|Email ID : sanjib@jcbose.ac.in संपर्क|Contact : -8902365979- जीएसटीआईएन|GSTIN : 19AAAAB7724K1ZK पता|Address : Block-EN, Plot No.-80, Sector V, Salt Lake City, North 24 parganas, WEST BENGAL-700091, India	Procurement and Implementation of ERP software	-	1	10-Mar-2026	08-Jul-2026

Product Specification for Procurement and Implementation of ERP software

विनिर्देश|Specification	उप-विनिर्देश|Sub-Spec	मूल्य|Value
Custom Specification	Custom Specification	Yes

विक्रेता विशिष्टता दस्तावेज़\|Seller Specification Document:

1. SpecificationDocument1	mkp.gem.gov.in/catalog_data/catalog_support_document/48/82/032/CatalogAttrs/SpecificationDocument/2025/11/5/2025_11_05_12_21_35_emaps_v4_2025-11-05-12-21-37_44a757247e10e678625cdc7d81b84d05.pdf

खरीदार विशिष्टता दस्तावेज़\|Buyer Specification Document:

1. SpecificationDocument	mkp.gem.gov.in/catalog_data/catalog_support_document/buyer_documents/564276/54/78/703/CatalogAttrs/SpecificationDocument/2025/10/8/tech_spec_2025-10-08-12-20-05_6c539537d44f6a80fdeebddc9e32e08c.pdf

तकनीकी-वाणिज्यिक स्पष्टीकरण\|Techno-Commercial Clarification : Click here to download

शुद्धिपत्र\|Corrigendum

1. **तक बढ़ाया गया\|Extended Upto :** 2025-11-14 17:00:00
2. **GeM-Bidding-Corr-8446166-3.pdf :यहां क्लिक करें\|click here**

ईपीबीजी विवरण | ePBG Detail

सलाहकार बैंक | Advisory Bank :	State Bank of India
ईपीबीजी प्रतिशत (%) | ePBG Percentage(%):	5.00
बोली लगाने वाले को बोली के नियमों और शर्तों के अनुसार लागू ईपीबीजी प्रस्तुत करना होगा |The bidder shall furnish ePBG as applicable as per bid's terms and conditions	

नियम और शर्तें\|Terms and Conditions

1. General Terms and Conditions-

1.1 This contract is governed by the General Terms and Conditions, conditions stipulated to this Product/Service as provided in the Marketplace.

1.2 This Contract between the Seller and the Buyer, is for the supply of the Goods and/ or Services, detailed in the schedule above, in accordance with the General Terms and Conditions (GTC) unless otherwise superseded by Goods / Services specific Special Terms and Conditions (STC) and/ or BID/Reverse Auction Additional Terms and Conditions (ATC), as applicable

1.3 All GeM Sellers / Service Providers are mandated to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

2. Buyer Added Bid Specific Terms and Conditions-

2.1 *Generic*
Actual delivery (and Installation & Commissioning (if covered in scope of supply)) is to be done at following address

BOSE INSTITUTE
UNIFIED ACADEMIC CAMPUS
BLOCK- EN,PLOT- 80
SALTLAKE CITY, SECTOR V
KOLKATA - 700091
.

2.2 *Generic*
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.

2.3 *Generic*
Bidders are advised to check applicable GST on their own before quoting. Buyer will not take any responsibility in this regards. GST reimbursement will be as per actuals or as per applicable rates (whichever is lower), subject to the maximum of quoted GST %.

2.4 *Generic*
Buyer Organization specific Integrity Pact shall have to be complied by all bidders. Bidders shall have to upload scanned copy of signed integrity pact as per Buyer organizations policy along with bid. Click here to view the file

2.5 *Generic*
Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications

offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.

2.6 *Generic*:
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 for 3 years 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 primary product having highest value should meet this criterion.

2.7 *Generic*:
Installation, Commissioning, Testing, Configuration, Training (if any - which ever is applicable as per scope of supply) is to be carried out by OEM / OEM Certified resource or OEM authorised Reseller.

2.8 *Generic*:
IT equipment shall be IPv6 ready from day one.

2.9 *Generic*:

Malicious Code Certificate:

The seller should upload following certificate in the bid:-
(a) This is to certify that the Hardware and the Software being offered, as part of the contract, does not contain Embedded Malicious code that would activate procedures to :-
(i) Inhibit the desires and designed function of the equipment.
(ii) Cause physical damage to the user or equipment during the exploitation.
(iii) Tap information resident or transient in the equipment/network.
(b) The firm will be considered to be in breach of the procurement contract, in case physical damage, loss of information or infringements related to copyright and Intellectual Property Right (IPRs) are caused due to activation of any such malicious code in embedded software.

2.10 *Generic*:
Manufacturer Authorization:Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

2.11 *Generic*:
Non return of Hard Disk: As per Buyer organization's Security Policy,Faulty Hard Disk of Servers/Desktop Computers/ Laptops etc. will not be returned back to the OEM/supplier against warranty replacement.

2.12 *Generic*:
Without prejudice to Buyer's right to price adjustment by way of discount or any other right or remedy available to Buyer, Buyer may terminate the Contract or any part thereof by a written notice to the Seller, if:
i) The Seller fails to comply with any material term of the Contract.
ii) The Seller informs Buyer of its inability to deliver the Material(s) or any part thereof within the stipulated Delivery Period or such inability otherwise becomes apparent.
iii) The Seller fails to deliver the Material(s) or any part thereof within the stipulated Delivery Period and/or to replace/rectify any rejected or defective Material(s) promptly.
iv) The Seller becomes bankrupt or goes into liquidation.
v) The Seller makes a general assignment for the benefit of creditors.
vi) A receiver is appointed for any substantial property owned by the Seller.
vii) The Seller has misrepresented to Buyer, acting on which misrepresentation Buyer has placed the Purchase Order on the Seller.

2.13 *Generic*:
While generating invoice in GeM portal, the seller must upload scanned copy of GST invoice and the screenshot of GST portal confirming payment of GST.

2.14 *Scope of Supply*:
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)

2.15 *OEM*:
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.

2.16 *Turnover*:
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.

2.17 *Turnover*:
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.

2.18 *Service & Support*:
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.

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

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

2.21 *Warranty*:
Warranty period of the supplied products shall be 5 years from the date of final acceptance of goods or after completion of installation, commissioning & testing of goods (if included in the scope of supply), at consignee location. OEM Warranty certificates must be submitted by Successful Bidder at the time of delivery of Goods. The seller should guarantee the rectification of goods in case of any break down during the guarantee period. Seller should have well established Installation, Commissioning, Training, Troubleshooting and Maintenance Service group in INDIA for attending the after sales service. Details of Service Centres near consignee destinations are to be uploaded along with the bid.

2.22 *Warranty*:

Successful bidder will have to ensure that adequate number of dedicated technical service personals / engineers are designated / deployed for attending to the Service Request in a time bound manner and for ensuring Timely Servicing / rectification of defects during warranty period, as per Service level agreement indicated in the relevant clause of the bid.

2.23 *Warranty*:
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.

2.24 *Forms of EMD and PBG*:
Bidders can also submit the EMD with Account Payee Demand Draft in favour of

BOSE INSTITUTE
payable at
KOLKATA
.
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.

2.25 *Forms of EMD and PBG*:
Bidders can also submit the EMD with Banker's Cheque in favour of

BOSE INSTITUTE
payable at
KOLKATA
.
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.

2.26 *Forms of EMD and PBG*:
Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

BOSE INSTITUTE
Account No.
416602010008377
IFSC Code
UBIN0541664
Bank Name
UNION BANK OF INDIA
Branch address
MANIKTOLLA BRANCH, 77C, RAJA RAM MOHON ROY SARANI, KOLKATA -700009
.
Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

2.27 *Forms of EMD and PBG*:
Successful Bidder can submit the Performance Security in the form of Account Payee Demand Draft also (besides PBG which is allowed as per GeM GTC). DD should be made in favour of

BOSE INSTITUTE
payable at
KOLKATA
. After award of contract, Successful Bidder can upload scanned copy of the DD in place of PBG and has to ensure delivery of hard copy to the original DD to the Buyer within 15 days of award of contract.

2.28 *Forms of EMD and PBG*:
Successful Bidder can submit the Performance Security in the form of Payment online through RTGS / internet banking also (besides PBG which is allowed as per GeM GTC). On-line payment shall be in Beneficiary name

BOSE INSTITUTE
Account No.
416602010008377
IFSC Code
UBIN0541664
Bank Name
UNION BANK OF INDIA
Branch address
MANIKTOLLA BRANCH, 77C, RAJA RAM MOHON ROY SARANI, KOLKATA -700009
. Successful Bidder to indicate Contract number and name of Seller entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer in place of PBG within 15 days of award of contract.

2.29 *Buyer Added Bid Specific ATC*:
Buyer uploaded ATC document Click here to view the file .

Note: Sellers are required to raise invoices online as per the contract terms on GeM portal. Timely invoice submission is mandatory for compliances, smooth payment processing, and will also contribute to improving their ratings.

नोट: यह सिस्टम जनरेटेड फाइल है। कोई हस्ताक्षर की आवश्यकता नहीं है। इस दस्तावेज़ का प्रिंट आउट भुगतान/लेनदेन उद्देश्य के लिए मान्य नहीं है।

Note: This is system generated file. No signature is required. Print out of this document is not valid for payment/ transaction purpose.