



भारतीय प्रबंध संस्थान कोषिकोड
आई आई एम् कोषिकोड कैम्पस- पी ओ
INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE

IIM Kozhikode Campus P.O., Kozhikode, Kerala - 673 570

NOTICE INVITING TENDERS

FOR

SUPPLY OF 21 NOS OF TABLET PCS

(Through e-procurement only)

Tender No. 11-01/SW/014/NIT-06/2023-IIMK-PUR

Dated: 28.06.2023

1	Name of the work	Tender for Ticketing and Chat Support Software.
2	Cost of Bid Document	The bid form can be freely downloaded from IIMK Website: http://www.iimk.ac.in/tender as well as www.mhrd.euniwizarde.com
3	Earnest Money Deposit	EMD of Rs.24,000/- (Rupees twenty four thousand only) shall be submitted through E-payment mode in E-procurement Portal. Bidder has to select the payment option as "E-Payment" to pay the EMD.
4	Period of downloading of Bid Document from IIMK Website	From 28.06.2023 to 19.07.2023 (Till 03:00 PM)
5	Last Date of Receipt of the Bids	19.07.2023 up to 15:00Hrs
6	Date of Opening Bid	19.07.2023 at 16:00Hrs
7	For Technical Queries	Junior Assistant (EPGP) Indian Institute of Management Kozhikode IIM Kozhikode Campus P.O. Kozhikode – 673 570, Tel: 0495 – 2809412 E-mail ID: epgp2@iimk.ac.in
8	Contact Person	Chief Purchase Officer Indian Institute of Management Kozhikode IIM Kozhikode Campus P.O. Kozhikode – 673 570, Tel: 0495 – 2809459 E-mail ID: cpo@iimk.ac.in

Amendments to the tender (if any) will be issued only through website. www.iimk.ac.in and on E-Procurement Portal <https://mhrd.euniwizarde.com/>.



INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE

IIM Kozhikode Campus P.O., Kozhikode, Kerala - 673 570

Tender No. 11-01/SW/014/NIT-06/2023-IIMK-PUR

Date: 28.06.2023

Bids are invited from eligible and qualified persons/firms for **“Tender for Ticketing and Chat Support Software”** for Indian Institute of Management Kozhikode. The bid documents are available in www.mhrd.euniwizarde.com and the last date for the submission of bids is **19.07.2023**.

Sd/-
Chief Purchase Officer

Visit the website for more information:

<https://mhrd.euniwizarde.com/>

<https://www.iimk.ac.in/>

Table of Content

1	General Information and Instructions for the Bidders	Part- 1	Page No.3
2	Terms & Conditions of Contract	Part- 2	Page No.6
3	Standard Conditions Of Contract	Part- 3	Page No.07
4	Technical Specifications	Part- 4	Page No.09
5	Preparation Of Bid Document	Part- 5	Page No.10
6	Organizational Profile	Appendix-A	Page No.13
7	Commercial Profile	Appendix-B	Page No.14
8	Non-Blacklisting Declaration	Appendix-C	Page No.15
9	Tenderer Bank information for E-Payment	Appendix-D	Page No.16
10	Price Bid	Appendix-E	Page No.17

PART-1: GENERAL INFORMATIONs AND INSTRUCTIONS FOR THE BIDDERS

A. INTRODUCTION

INDIAN INSTITUTE OF MANAGEMENT KOZHIKODE (IIMK) is one of the premier management institutes in the country set up by Ministry of Education, Govt. of India, offering widest range of academic programs in the field of management education. It is contributing to management education and developing human resources to meet requirements of India's economy and industries and is on a high growth trajectory today. Bids are invited from eligible and qualified persons/firms for **"Tender for Ticketing and Chat Support Software"** to Indian Institute of Management Kozhikode.

B. GENERAL INFORMATION

1. **Single-Bid system:** This bid is under single bid system through e-tendering, the Techno-Commercial Bid would be opened on the time and date mentioned in the NIT.
2. **Last date and time for submission of the Bids: 15:00 Hrs. on 19.07.2023 :** The bidder has to submit online bids i.e. Techno- Commercial Bid and Commercial Bid through e-procurement portal <https://mhrd.euniwizarde.com/>
3. **Manner of submission of the Bids:** Tenders are to be submitted online through the website stated above. The tender document may be downloaded from website & submission of technical bid, Price Bid as per Tender time schedule. No manual bid will be accepted.
4. **Time and date for opening of Bids:** The Techno- Commercial Bid will be opened electronically on **19.07.2023 at 16:00 hrs.** Bidders can witness electronic opening of bid.
5. **Forwarding of Bids:** Bids should be submitted by Bidders furnishing details like valid GST registration number, Bank account details with address and complete postal & e-mail address of their office.
6. **Clarification regarding contents of the Bids:** During evaluation and comparison of bids, the IIMK may, at its discretion, ask the bidder for clarification of his bid. The request for clarification will be given in writing and no change in prices or substance of the bid will be sought, offered or permitted. No post-bid clarification on the initiative of the bidder will be entertained.
7. **Rejection of Bids:** Canvassing by the Bidder in any form, unsolicited letter and post-tender correction may invoke summary rejection. Conditional bids will be rejected.
8. **Validity of Bids:** The Bids should remain valid till 120 Days from the last date of submission of bid.

C. INSTRUCTIONS TO BIDDERS FOR THE E-SUBMISSION OF THE BIDS ONLINE THROUGH E-PROCUREMENT PORTAL.

The bidders are required to submit soft copies of their bid electronically on the e-Wizard Portal using valid Digital Signature Certificates. Below mentioned instructions are meant to guide the bidders for registration on the e-Wizard Portal, prepare their bids in

accordance with the requirements and submit their bids online on the e-Wizard Portal. For more information, bidders may visit the Portal (<https://mhrd.euniwizarde.com/>)

I. Registration Process on Online Portal

- a) Bidders to enroll on the e-Procurement module of the portal <https://mhrd.euniwizarde.com/> by clicking on the link "Bidder Enrolment".
- b) The bidders to choose a unique username and assign a password for their accounts. Bidders are advised to register their valid email address and mobile numbers as part of the registration process. This would be used for any communication from the e-Wizard Portal.
- c) Bidders to register upon enrolment, with their valid Digital Signature Certificate (Class III Certificates with signing and Encryption key) issued by any Certifying Authority recognized by CCA India with their profile.
- d) 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 DSCs to others which may lead to misuse.
- e) Bidder then logs in to the site through the secured log-in by entering their user
- f) ID/password and the password of the DSC / e-Token.
- g) After registration send mail to Helpdesk: helpdeskeuniwizarde@gmail.com for Account activation.
- h) As per portal norms Registration Fee will be applicable.

II. Tender Documents Search

- a) Various built-in options are available in the e-Wizard Portal like Department name, Tender category, estimated value, Date, other keywords, etc. to search for a tender published on the Online Portal.
- b) 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 'Interested tenders' folder.
- c) The bidder should make a note of the unique Tender No assigned to each tender, in case they want to obtain any clarification/help from the Helpdesk.

III. Bid Preparation

- a) Bidder should take into account any corrigendum published on the tender document before submitting their bids.
- b) Please go through the tender advertisement and the tender document carefully to understand the documents required to be submitted as part of the bid.
- c) 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 needs to be submitted. Any deviations from these may lead to rejection of the bid.
- d) 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/XLSX/PNG, etc. formats.

IV. Bid Submission

- a) Bidder to log into the site well in advance for bid submission so that he/she uploads the bid in time i.e. on or before the bid submission time. Bidder will be responsible for any delay due to other issues.
- b) The bidder to digitally sign and upload the required bid documents one by one as indicated in the tender document.
- c) Bidders to note that they should necessarily submit their financial bids in the prescribed format given by department and no other format is acceptable.
- d) 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, the opening of bids, etc. The bidders should follow this time during bid submission.
- e) All the documents being submitted by the bidders would be encrypted using PKI encryption techniques to ensure the secrecy of the data, which cannot be viewed by unauthorized persons until the time of bid opening.
- f) The uploaded tender documents become readable only after the tender opening by the authorized bid openers.
- g) Upon the successful and timely submission of bids, 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.
- h) The off-line tender shall not be accepted and no request in this regard will be entertained whatsoever.
- i) As per portal norms Tender Processing Fee will be applicable.

V. Amendment of Bid Document

At any time prior to the deadline for submission of proposals, the department reserve the right to add/modify/delete any portion of this document by the issuance of a Corrigendum, which would be published on the website and will also be made available to the all the Bidder who has been issued the tender document. The Corrigendum shall be binding on all bidders and will form part of the bid documents.

VI. Assistance to Bidders

- a) 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.
- b) Any queries relating to the process of online bid submission or queries relating to e- Wizard Portal, in general, may be directed to the 24x7 e-Wizard Helpdesk. The contact number for the helpdesk is 8448288994/86/87/89/88/81/90/92/82 011-49606060, 07903269552, 9355030608, 9055030613, 7903810198, 9355030606, 9315620706, 9355030623, 9355030628, 8800526452, 9205898228, 9122643040, 9355030604, eprochelpdesk.01@gmail.com, eprochelpdesk.44@gmail.com, eprochelpdesk.06@gmail.com

- c) The tender inviting authority has the right to cancel this e-tender or extend the due date of receipt of the bid(s).
- d) The bid should be submitted through e-Wizard portal (<https://mhrd.euniwizarde.com/>) only.

PART II: TERMS & CONDITIONS OF THE CONTRACT

1. Eligibility Conditions / Per-Requisite Qualifications

- a) The bidders should never have been black listed by any Government/ Semi Government/Board/Corporations/Autonomous Body during last five years. A declaration on company/firm letterhead has to be submitted by the bidder to this effect (Format attached in Appendix-C).
 - b) The bidder should have a turnover of minimum Rs.50 lakhs per annum for the last three financial years ending 31st March 2023. Tenderers should submit along with the tender certified copies of audited documents (Balance Sheet approved by the CA and the IT clearance certificate, profit loss account) showing their turnover for the last three years, failing which the tender shall be rejected.
 - c) The bidder should have successfully executed at least three similar order in Government and/or Private sector costing not less than a 4 lakhs each or two similar projects costing not less than a 6 Lakhs each or one similar project costing not less than a 12 Lakhs during the last five years.
- 2. If the Tenderer is not the OEM for the product, the bidder should have a letter of authority from the OEM to sell tablets shall be attached otherwise the bid will be rejected.
 - 3. OEM should have dedicated service support center in Calicut. Attach proof document from OEM with Address and contact details.
 - 4. The bidders are advised to submit the desired papers/documents with their technical bids. Organizational Profile, failing which the bids shall be declared un-responsive.
 - 5. **Earnest Money Deposit (EMD):** Tenderers/Bidders are required to submit a sum of **Rs.24,000/- (Rupees twenty four thousand only)** as EMD through E-Payment mode in E-Procurement Portal. Bidder has to select the payment option as “e-payment” to pay the EMD as applicable. In case of exemption of EMD, the scanned copy of the document in support of exemption will have to be uploaded by the bidder during bid submission.

Tender received without EMD is liable to be rejected. EMD of the unsuccessful bidders will be returned to them after expiry of the final bid validity and latest on or before the 30th day after the award of the contract. The bid security of the successful bidder would be returned, without any interest, after the receipt of performance security.

EMD is not required to be submitted by those Bidders (Only Micro and Small Enterprises) who are registered with National Small Industries Corporation (NSIC)/MSME Udyog Adhaar however submit valid Registration Certificate along with Profile of the Vendor.

6. The bidder must attach self-attested copies of its Bank Account, PAN, GST number, Certificate of incorporation/registration.
7. **Delivery Schedule:** The time allowed for delivery installation of software is 60 days reckoned from the day of issue of the Purchase Order.
8. **Penalty:** If the selected Agency fails to deliver the entire items within the stipulated date & time, a penalty @ 0.5% per week of the total order value with maximum limit of 5% as penalty and the actual cost paid to an outside agency by the IIMK for the desired items, shall be deducted from the firm's pending bills.
9. **Prices:** The rates quoted shall be inclusive of all admissible taxes/Duties/ Levies. Any increase in taxes and others statutory duties/levies after the expiry of scheduled delivery date or award of contract/Purchase Order shall be to the supplier account. However, benefit of any decrease in these taxes/duties shall be passed on to the IIMK by the supplier.
10. **Payment Terms:** Please note that no advance payment will be made. 100% Payment will be released within 30 days after satisfactory delivery, installation and acceptance of all items. No payment will be admissible for rejection. Payment shall be released after deducting TDS/GST as per Income Tax Rules and any other deductions as per Government rules.

PART III: STANDARD CONDITIONS OF CONTRACT

1. **Authorized signatory:** If the tender is made by or on behalf of a company incorporated under the Companies Act of 1956, it shall be signed by the Managing Director or one of the Directors duly authorized on that behalf. If it is made by a partnership firm, it shall be signed with co-partnership name by a member of the firm who shall sign copy of Power of Attorney with the tender authorizing him to sign on behalf of the partners. A certified copy of the registered partnership deed shall also be submitted along with the tender.
2. **LAW:** The Purchase Order and agreement shall be considered and made in accordance with the laws of the Republic of India. The Purchase Order shall be governed by and interpreted in accordance with the laws of the Republic of India.
3. **Effective date of the contract order:** Normally the contract shall come into effect on the date of its acknowledgment by the bidder (Effective Date) and shall remain valid until the completion of the obligations of the parties under the contract. The delivery, supply and performance of the services shall commence from the effective date of the contract Order.
4. **Dispute resolution:** All disputes or differences arising out of or in connection with the Purchase Order shall be settled by bilateral discussions. Any dispute, disagreement or question arising out of or relating to the Purchase Order or relating to Delivery & installation of software, which cannot be settled amicably, shall be referred to the Director, IIMK whose decision shall be final and binding on both parties. The Agreement

shall be governed by laws of India and court at Kozhikode shall have exclusive Jurisdiction.

5. Dispute resolution board: Either party aggrieved by the decision of the Director IIMK may refer the dispute before Dispute Resolution Board. Dispute Resolution Board shall consist of a presiding officer as mutually agreed by both parties failing which will be nominated by the Director IIMK. The said Board may resolve the dispute as per procedure evolved by it however subject to compliance of principle of natural justice. Advocates are not allowed to participate in the proceedings before the Board and both parties shall be represented by their full time officers. The decision/order passed by the board shall be final and binding on both parties. The cost of proceedings will be borne by the both parties.
6. **Penalty For Use Of Undue Influence:** The bidder shall undertake that he has not given, offered or promised to give, directly or indirectly, any gift, consideration, reward, commission, fees, brokerage or inducement to any person in service of IIMK or otherwise in procuring the Purchase Orders or forbearing to do or for having done or forborne to do any act in relation to the obtaining or execution of the present Purchase Order or any other Purchase Order with the Government of India for showing or forbearing to show favor or disfavor to any person in relation to the present Purchase Order or any other Purchase Order with the Government of India. Any breach of the aforesaid undertaking by the bidder or any one employed by him or acting on his behalf (whether with or without the knowledge of the bidder) or the commission of any offers by the bidder or anyone employed by him or acting on his behalf, as defined in Chapter IX of the Indian Penal Code, 1860 or the Prevention of Corruption Act, 1986 or any other Act enacted for the prevention of corruption shall entitle IIMK to cancel the Purchase Order and all or any other Purchase Order with the Bidder and recover from the Bidder the amount of any loss arising from such cancellation. A decision of IIMK or the nominee to the effect that a breach of the undertaking had been committed shall be final and binding on the Bidder. Giving or offering of any gift, bribe or inducement or any attempt at any such act on behalf of the Bidder towards any officer/employee of IIMK or to any other person in a position to influence any officer/employee of the IIMK for showing any favor in relation to this or any other Purchase Order, shall render the Bidder to such liability/ penalty as IIMK may deem proper, including but not limited to termination of the Purchase Order, imposition of penal damages, forfeiture of the Bank Guarantee and refund of the amounts paid by IIMK.
7. Access to books of accounts: In case it is found to the satisfaction of IIMK that the bidder has engaged an Agent or paid commission or influenced any person to obtain the contract as described in clauses relating to Agents/Agency Commission and penalty for use of undue influence, the bidder, on a specific request of IIMK, shall provide necessary information/ inspection of the relevant financial documents/information.
8. Non-disclosure of contract documents: Except with the written consent of the IIMK/Bidder, other party shall not disclose the contract or any provision, specification, plan, design, pattern, sample or information thereof to any third party.

9. Termination of contract: The IIMK shall have the right to terminate this contract in any of the following cases without payment of compensation: -
- a) The successful Bidder is declared bankrupt or becomes insolvent.
 - b) The IIMK has noticed that the successful bidder has utilized the services of any Indian/Foreign agent in getting this contract and paid any commission to such individual/company etc.
 - c) For non-performance/default in compliance of the terms and conditions of the contract.
10. IIMK may terminate this contract at any time with the notice of 30 days in advance.
11. Notices: Any notice required or permitted by the contract shall be written in the English language and may be delivered personally or may be sent by registered pre-paid mail/airmail, addressed to the last known address of the party to whom it is sent.
12. Transfer and sub-letting: The Bidder has no right to give, bargain, sell, assign or sublet or otherwise dispose of the Contract or any part thereof, as well as to give or to let a third party take benefit or advantage of the present Contract or any part thereof.
13. Amendments: No provision of present Contract shall be changed or modified in any way (including this provision) either in whole or in part except by an instrument in writing made after the date of this Contract and signed on behalf of both the parties and which expressly states to amend the present Contract.
14. The Bidder is required to give confirmation of their acceptance of the Standard Conditions of the Contract, which will automatically be considered as part of the Contract concluded with the successful Bidder as selected by the IIMK. Failure to do so may result in rejection of the Bid submitted by the Bidder.

PART IV: TECHNICAL SPECIFICATION OF REQUIREMENT

The tool has to redefine customer support from Ticketing, Collaboration, Multichannel Support (Social, IVR, Email, Chat, and Support Portal), automation, Self Service, and finally, reporting and customization integrated with chat bots. Major specifications are follows:-

1. **Omnichannel** - Make a unified inbox- Emails, Portal, Social Media, IVR, Chat (WhatsApp), and Treasury management.
2. **Ticketing** - Agent Collision Detection, SLA Management, Scenario Automation, Custom ticket Status, Tags.
3. **Collaboration** - Parent Child ticket, Link Tickets, Merge Tickets, Share Ownership
4. **Automation** - Intelligent ticket Assignment, Time and Event Triggered Automation, Omni route

5. **Self-Service** - AI Chat bots (WhatsApp), Knowledge Base, Web widget, Forum Moderation, Feedback Mechanism
6. **Reports and Dashboard** - Curated reports, Customer satisfaction surveys, Custom Reports, Dashboards.
7. **Integrations** - Connect with Order Management Systems like Shopify, Magento, IVR systems, Survey tools
8. **Chat Bots** implemented on Website, Mobile App, and WhatsApp to achieve 40% deflection to tickets.
9. **Number of Licenses:** The amount shall be quoted for 20 users for full access and 6 users exclusively with chat option.

PART V: PREPARATION OF BID DOCUMENT

1. The Bidder is expected to examine all instructions, forms, terms and specifications in the Bid Document. Failure to furnish all information required as per the Bid Documents or submission of the bids not substantially responsive to the Bid Documents in every respect will be at the bidder's risk and shall result in rejection of the bid. Each bidder shall submit only one Bid. Bidder shall not contact other bidders in matters relating to this tender.
2. All pages of the Bid Document must be signed by the authorized signatory and sealed with the stamp of the bidding firm as token of having accepted all the Terms and Conditions of this Bid
3. Complete bid documents can be downloaded from the through Ministry of Education's online procurement portal (<https://mhrd.euniwizarde.com/>) or from the Website of IIMK (<http://iimk.ac.in/>). Information on issuance of corrigendum, if any, related to this bid will also be available on E-Procurement Portal and also in the website of the Institute.
4. Bidders should furnish the required details in their own letter-heads. In case desired documents/proof is not enclosed, the Bid may be rejected and no clarification/ enquiry in this regard will be entertained.
5. **Bid Documents:** The services required to be rendered, bidding procedures and contract terms and conditions are prescribed in the Bid Documents. The Technical Bid shall be uploaded with the following documents duly signed on all pages.
 - I. General Information and Instructions for the Bidders
 - II. Terms & Conditions of Contract
 - III. Standard Conditions Of Contract
 - IV. Preparation Of Bid Document

- V. Technical Specifications (Schedule -A, Schedule -B), Datasheet
- VI. Organizational Profile (Appendix-A)
- VII. Commercial Profile(Appendix-B)
- VIII. Non-Blacklisting Declaration(Appendix-C)
- IX. Tenderer Bank information for E-Payment(Appendix-D)

PRICE BID (BOQ)

- The vendor has to submit the price bid as given in the format in **Appendix-E**. The bidder needs to fill up the rates, downloaded for the Price Bid (In Excel format) in the designated cell and upload the same in designated location of BOQ.
- The prices shall be inclusive of all Taxes. However, basic unit price and all other components of the price need to be individually quoted as per price schedule given in Price Bid.
- The rates quoted by the bidder shall be fixed for the duration of the contract and shall not be subject to adjustment on any account.
- “DISCOUNT, if any, offered by the bidders shall not be considered unless they are specifically indicated in the price schedule. Bidders desiring to offer discount shall therefore modify their offers suitably while quoting and shall quote clearly net price taking all such factors like discount, free service, etc. into account”.

6. PERIOD OF VALIDITY OF BIDS

- a) Bid shall remain valid for a period not less than 120 days after the deadline date specified for submission.
 - b) In exceptional circumstances, IIMK may request the consent of the bidder for an extension to the period of bid validity. The request and the response thereto shall be made in writing. A bidder accepting the request and granting extension will not be permitted to modify his bid.
7. **Opening of bids:** The valid e-bids received through the e-Procurement portal before the deadline are will be open at **16:00** hours on **19.07.2023** by representatives of IIMK and the bidders or their representatives they choose can be log into the e-procurement portal for getting the updates of the bid. In the event of the specified date of bid opening being declared a holiday for IIMK, the bids shall be opened at the appointed time and location on the next working day.
8. Right to accept /reject the bid: IIMK does not pledge itself to accept the Bid and reserves to itself the right of accepting the whole or any part or portion of the Bid or cancel the Bid without assigning any reason whatsoever.

IIMK will examine the materiality/significance of the deviation/variation, if any, and shall take its own decision to accept or reject the Bid. IIMK's decision on acceptance/rejection shall be final without assigning any reason thereof. Bid once submitted will not be allowed for revision without the approval of IIMK. Any withdrawal of Bid after submission of offer will result in debarring/blacklisting of the party.

9. Evaluation of bids: The duly constituted bid evaluation Committee (BEC) shall evaluate the bids and is empowered to take appropriate decisions on minor deviations. The decision of the BEC on Techno –Commercial evaluation(s) shall be final and binding on all the bidders.
10. Award of bid: The contract shall be awarded to the lowest evaluated bidder whose bid has been found to be responsive and who is eligible and qualified to perform the contract satisfactorily as per the terms and conditions incorporated in the corresponding bidding document.
11. Acknowledgement/acceptance of the purchase order: The supplier shall give an acknowledgement of the Purchase Order within 10 days of the date of the Purchase Order. In case, the supplier fails to acknowledge the Purchase Order within the stipulated time, the Institute is at liberty to cancel the Purchase Order.
12. Submission of the bid:
 - (a) All bids should be done through Ministry of Education's online procurement portal at <https://mhrd.euniwizarde.com/>,
 - (b) The Technical Bid (Documents) and Price Bid (BOQ) shall be accepted only in online mode though E-Procurement Portal. Both the Technical shall be open on due date and time as mentioned in the NIT.

FOR FURTHER DETAILS, IF ANY, PLEASE CONTACT CHIEF PURCHASE OFFICER (PHONE: 0495-2809459; E-MAIL PURCHASE@IIMK.AC.IN) BETWEEN 9:30 AM AND 5:00 PM ON WORKING DAYS.

Date: 28.06.2023

Sd/-
Col Biju Warriar (Retd)
Chief Purchase Officer

ORGANIZATIONAL PROFILE

Name of the Bidder:

1. Name of Firm :
2. Type :
3. Name of Owner/Proprietor :
4. Year of establishment :
5. Brief Description (May add as a separate enclosure) :
6. Contact Number and Mobile Number:
7. Email Id :
8. Address :
9. Client list with contact reference
(Add as a separate enclosure as the table given below)

Sl. No.	Name of Client	Period of Service	Details of Service
---------	----------------	-------------------	--------------------

10. Range of service provided/able to provide (May add as a separate enclosure)
11. GST Registration :
12. Organizational structure (To include details of Proprietor/Directors, managers and Members break up) (add as a separate enclosure)

(Stamp & Signature of the Bidder)

COMMERCIAL PROFILE

Name of the Bidder:

PROFORMA OF ANNUAL TURNOVER STATEMENT

Financial Year	Annual Turnover (Rs.)
2020-2021	
2021-2022	
2022-2023	

Details of the following (enclose copies for proof);

- (a) IT Return for the past three years
- (b) Balance Sheet and P&L Account for last three years
- (c) GST Registration
- (d) PAN

(Stamp & Signature of Bidder)

Non-Blacklisting Declaration

(To be submitted on Letter Head of bidder along with Technical Bid)

Dated:

To,

**Indian Institute of Management Kozhikode
IIMK Campus P. O., Kozhikode,
Kerala, PIN - 673 570**

Subject: Declaration for Non-Blacklisting

Tender Reference No: **11-01/SW/014/NIT-06/2023-IIMK-PUR dt. 28.06.2023**

Name of Tender/Work: **Tender for Ticketing and Chat Support Software**

Dear Sir,

I/We hereby declare that I/we have not been blacklisted by any Central/ State Government/agency of Central/ State Government of India or any other country in the world/ Public Sector Undertaking/ any Regulatory Authorities in India or any other country in the world during last 5 years for any kind of fraudulent activities.

Yours Faithfully,

(Signature & Name of the Bidder, with Official Seal)

TENDERER BANK INFORMATION FOR E-PAYMENT

1	Name and Full address of the Tenderer	
2	E-Mail address	
3	Credit Account No.	
4	Account Type (SB or CA or OD)	
5	Name of the Bank	
6	Branch full address with Telephone No	
7	Telephone/Mobile/Fax No. of the Tenderer	
8	PAN (Permanent Account Number)	
9	GST Registration Number	

PRICE BID

Sl. No	Item	Qty.	Rate	Amount(₹)
1	Ticketing and Chat Support Software (One Year License)	1 Nos		
GST Charges 18%				
Total Quoted Amount				

Note: The bidder needs to fill up the rates, downloaded for the **Price Bid (In Excel format)** in the designated cell and upload the same in designated location of **BOQ**.