



## **NATIONAL INSTITUTE OF SOLAR ENERGY**

(An Autonomous Institute of MNRE)

Gurgaon Faridabad Road, Gwal Pahari, Gurgaon (Haryana)-122003

### **NOTICE FOR INVITING BIDS FOR DIGITIZATION AND AUTOMATION OF TESTING SERVICES AT CUSTOMER SERVICES CELL**

Sealed Tenders are invited by office of the Director General, National Institute of Solar Energy (NISE) Gurgaon from reputed IT companies for digitization and automation of testing services provision at customer services center, NISE as per given specifications. Sealed tenders should be submitted in two parts i.e. Part-I and Part-2. Part-1 should contain Technical Bid along with Demand Draft for EMD and should be kept in a sealed envelope super scribed as technical bid. Part-II should contain the commercial quotation and should be kept in a separate sealed envelope super scribed as Commercial bid. Both the envelope should be kept in another envelope super scribed as “Tender for digitization and automation of testing services at Customer Services Cell”, addressed to: The Director General, National Institute of Solar Energy, Faridabad- Gurgaon Road, Gwal Pahari, Gurgaon, Haryana, India. The bidders may submit their tenders by dropping it in the tender drop box located at the reception counter of NISE Gurgaon by 12.00 Noon on 8<sup>th</sup> August, 2016. The technical bids will be opened on the same day at 2.30 P.M. The commercial bids of the successful technical bids will also be opened in succession on the same day after technical evaluation.

**File No. –26/ 1(01)/2014-CSC**

## **NATIONAL INSTITUTE OF SOLAR ENERGY**

(An Autonomous Institute of Ministry of New and Renewable Energy)  
Gurgaon Faridabad Road, Gwal Pahari, Gurgaon (Haryana)-122003

### **Sub: Tenders for digitization and automation of testing services facility at Customer Services Cell, National Institute of Solar Energy, Gurgaon –**

National Institute of Solar Energy ('NISE'), an autonomous Institute of Ministry of New and Renewable Energy, Government of India, is a Premier Institute for Research & Development, Testing and Certification for Solar Energy system and components. NISE is well equipped with Testing laboratories for Solar Photovoltaic ('PV') and Thermal systems. Customer Service Cell (CSC) Division act as an interface between customers and NISE, and accept samples of Solar Photovoltaic ('PV') and Thermal systems and their components for various testing. CSC provides and manages all the necessary services to customer ranging from service enquiry, testing request, fee processing to test report dispatch, to enable customer avail testing services from NISE.

On behalf of Director General, National Institute of Solar Energy invites sealed tenders in two parts (Technical and Commercial offers separately) from experienced vendor of IT software & services at Customer Service Cell in the Institute. Preference will be given to the local vendor having their software business services in Delhi NCR.

### **2. SCOPE OF CONTRACT:**

Development and Implementation of Software solution to Automate provision of testing services at Customer Services Cell

### **3. FUNCTIONAL SPECIFICATIONS**

The functional expectations from the software solution to be developed and implemented are as follows:

- Facility for business user to register themselves and avail testing service by making payment online through gateway.
- Ability of business user to enquire with the CSC department on all queries related to testing services
- A seamless communication channel for online information from order placement to test report generation.
- Facility for the CSC department to manage and process orders received.

- Management reporting facility to track and improve customer satisfaction.
- Downloading of the test report by using the password provided by CSC

#### **4. EARNEST MONEY DEPOSIT (EMD)**

A sum of Rs.1,00,000( Rs. One Lac only) should be submitted as Earnest Money Deposit (EMD) along with the technical bid in the form of bank's demand draft drawn in favor of "National Institute of Solar Energy" payable at Gurgaon. The EMD of the accepted tender will be retained as Security Deposit and the EMD of other unsuccessful bidders would be refunded.

#### **5. PROPOSED SOLUTION**

The vendors are expected to submit in detail proposed software solution, and services to achieve the high level functional expectations outlined in section 3 of this document. The proposal should clearly mention the deliverables, project completion timelines, for the functionality to Go-Live. The vendor should consider the following before submitting the proposal

- Infrastructure arrangement (Hardware & software) for the development of software solution is the responsibility of Vendor.
- At the end of project, Vendor would implement / deploy the software application on the Server, to be provided by NISE.
- During the course of project Vendor would designate a project SPOC to update the project progress, present development demo to the Customer Service Cell – In Charge, in weekly meeting to be held at NISE premises.

#### **6. RATES**

The vendor should clearly mention the cost quotation for the project including taxes, and other charges that may apply.

#### **7. INSPECTION & SIGN-OFF**

The vendor should satisfy itself that the implemented solution conforms to the expected functionality specifications before delivery of the solution. Final inspection will be carried out and approved by Customer Services Cell In-charge at National Institute of Solar Energy, Faridabad-Gurgaon, Gwal Pahari, Gurgaon 122003, Haryana, India, before application goes live.

#### **8. CONSIGNEE**

Director General, National Institute of Solar Energy, Gwal Pahari, Gurgaon Faridabad Road, Gurgaon 122003, Haryana, India.

## **10. PAYMENT TERMS**

Payment will be made on satisfactory delivery of the software solution and services, and as agreed between Customer Service Center, NISE and the Vendor firm, considering the proposal.

## **11. TERMS & CONDITIONS**

The vendor should clearly mention all terms and conditions as part of the proposal for the department to consider for evaluation. Should the vendor fail to deliver the software solution and services as per agreed contract, he may seek extension in dates citing acceptable reasons. The customer service center, NISE, reserves the right to allow the permissible extension or recover the damages for breach of the contract/order.

## **13. DISPUTES**

In case of any dispute the decision of Director-General, National Institute of Solar Energy will be final and binding on both parties. Further dispute, if any will be settled in the Court of Law at New Delhi jurisdiction only.

## **14. COMPETENCE**

The supplier should document in the technical bid, sufficient experience in developing and implementing digital and automation software solutions

## **15. VALIDITY**

Tenders should be valid for 180 days from the date of opening.

## **16. SUBMISSION OF TENDERS**

Sealed tenders are to be submitted in two parts i.e. Part-I containing Technical competence/literature along with Demand Draft for EMD, and Part-II containing only commercial quotation in a separate sealed envelope, super-scribed as commercial bid. Both the technical and commercial envelopes should be kept in a large size sealed envelope super-scribed as "Tender for digitization and automation of testing services at Customer Services Cell" due for opening on 8<sup>th</sup> August, 2016, and addressed to: Director General, National Institute of Solar Energy, Gurgaon – Faridabad Road, Gwal Pahari, Gurgaon 122003), Haryana, India.

## **17. IMPORTANT DATES**

a. Closing time and date of receipt of tenders at 12.00 Noon on 8<sup>th</sup> August, 2016. Opening of Technical Bids at 2.30 PM on 8<sup>th</sup> August, 2016. Financial Bids shall also be opened on evaluation of technically qualified bids on the same day in succession.

**(Dr. O.S. Sastry)**

**Director General**