

ASSAM INDUSTRIAL DEVELOPMENT CORPORATION LTD

(A Govt of Assam Undertaking)
R. G. Baruah Road, Guwahati-781024
CIN- U75112AS1965SGC001246
www.aidcltd.com

অসম ঔদ্যোগিক উন্নয়ন নিগম সীমিত
(অসম চৰকাৰৰ প্ৰতিষ্ঠান)
ৰাধাগোবিন্দ বৰুৱা পথ, গুৱাহাটী-৭৮১০২৪

ECF No. 678788/2

Date: 22.06.2026

Short Notice Inviting Tender (SNIT)

Assam Industrial Development Corporation (AIDC) invites Tenders from interested Companies/ Firm / Developer having existing Pre-Developed Store Management system for streamlining the inventory of existing assets, tracking of all assets across all department real time monitoring of closing asset of each stock etc. by Assam Industrial Development Corporation Ltd through Government e-Marketplace (GeM).

The tender is published on Government e-Marketplace (GeM) vide Bid No. GEM/2026/B/7685958 dated 22.06.2026. Detailed tender documents are available on GeM portal and also at www.aidcltd.com.

Last Date for Submission of Bid: 06.07.2026 up to 12.00 PM.

The Managing Director, Assam Industrial Development Corporation Ltd. reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids, at any time prior to award of contract without assigning any reason whatsoever and without thereby incurring any liability to the affected bidder or bidders on the grounds of AIDC's action.

Sd/-
Managing Director

बिड दस्तावेज़ / Bid Document

बिड विवरण/Bid Details	
बिड बंद होने की तारीख/समय /Bid End Date/Time	06-07-2026 12:00:00
बिड खुलने की तारीख/समय /Bid Opening Date/Time	06-07-2026 12:30:00
बिड पेशकश वैधता (बंद होने की तारीख से)/Bid Offer Validity (From End Date)	120 (Days)
मंत्रालय/राज्य का नाम/Ministry/State Name	Assam
विभाग का नाम/Department Name	Industries And Commerce Department Assam
संगठन का नाम/Organisation Name	Assam Industrial Development Corporation Limited (aidc)
कार्यालय का नाम/Office Name	Office Of The Managing Director Aidc
शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal	HOD Email id : Buyer Email id: biswajyotidas.aidc@assam.gov.in
वस्तु श्रेणी /Item Category	Software Support Services 2.0 - Microsoft; Application Software; Implementation Services, Maintenance Services; Adaptive Enhancement, Perfective Upgrades; General Service Provider
अनुबंध अवधि /Contract Period	1 Year(s)
बिडर का न्यूनतम औसत वार्षिक टर्नओवर (3 वर्षों का) /Minimum Average Annual Turnover of the bidder (For 3 Years)	1 Lakh (s)
उन्हीं/समान सेवा के लिए अपेक्षित विगत अनुभव के वर्ष/Years of Past Experience Required for same/similar service	2 Year (s)
इसी तरह की सेवाओं का पिछला आवश्यक अनुभव है/Past Experience of Similar Services required	Yes
टर्नओवर के लिए एमएसई को छूट प्राप्त है / MSE Relaxation for Turnover	Yes Partial Turn over value - 0.5 (in lakhs)
टर्नओवर के लिए स्टार्टअप को छूट प्राप्त है / Startup Relaxation for Turnover	Yes Partial Turn over value - 0.5 (in lakhs)
विक्रेता से मांगे गए दस्तावेज़/Document required from seller	Experience Criteria,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

बिड विवरण/Bid Details	
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है/Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / Number of days for which Bid would be auto-extended	5
ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / Number of Auto Extension count	1
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	No
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	5 Days
अनुमानित निविदा मूल्य (सभी करों सहित) भारतीय रुपये में / Estimated Bid Value in INR (Inclusive of all taxes)	300000
Payment Timelines	Payments shall be made to the Seller within 45 days of issue of service delivery acceptance certificate (SDAC) and on-line submission of bills (This is in supersession of 10 days time as provided in clause 12 of GeM GTC)
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

आवश्यकता/Required	No
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ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	Bank Of Baroda
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ईपीबीजी प्रतिशत (%) / ePBG Percentage (%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) / Duration of ePBG required (Months).	36

(a). ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी / Beneficiary :

Managing Director

Office of the Managing Director AIDC, Industries and Commerce Department Assam, Assam Industrial development Corporation Limited (AIDC),
(Assam Industrial Development Corporation Limited)

UIN Number NCTGC2415P

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	Yes
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माताओं/सेवा प्रदाता को खरीद में प्राथमिकता, यदि उनका मूल्य $L1+X\%$ / Purchase Preference to MSE OEMs/ Service Provider available upto price within $L1+X\%$	15
सूक्ष्म और लघु उद्यम मूल उपकरण निर्माता/सेवा प्रदाता को खरीद में प्राथमिकता के लिए बिड की मात्रा का अधिकतम प्रतिशत / Percentage of Bid quantity/amount for MSE OEMs/ Service Provider Purchase preference	100

1. If the bidder is a Micro or Small Enterprise (MSE) as per latest orders issued by Ministry of MSME, the bidder shall be relaxed from the eligibility criteria of "Bidder Turnover" as defined above subject to meeting of quality and technical specifications. If the bidder itself is MSE OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover, shall upload the supporting documents to prove his eligibility for Relaxation.
2. If the bidder is a DPIIT registered Startup, the bidder shall be relaxed from the the eligibility criteria of "Bidder Turnover" as defined above subject to their meeting of quality and technical specifications. If the bidder is DPIIT Registered OEM of the offered products, it would be relaxed from the "OEM Average Turnover" criteria also subject to meeting of quality and technical specifications. The bidder seeking Relaxation from Turnover shall upload the supporting documents to prove his eligibility for Relaxation.
3. 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 above 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.
4. Years of Past Experience required: The bidder must have experience for number of years as indicated above in

bid document (ending month of March prior to the bid opening) of providing similar type of services to any Central / State Govt Organization / PSU. Copies of relevant contracts / orders to be uploaded along with bid in support of having provided services during each of the Financial year.

5. Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs having valid Udyam Certificate and whose credentials are validated online through Udyam Registration portal as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail themselves of the Purchase preference, the bidder must be the manufacturer / OEM of the offered product on GeM. In respect of bid for Services, the bidder must be the Service provider of the offered Service. Traders are excluded from the purview of Public Procurement Policy for Micro and Small Enterprises and hence resellers offering products manufactured by some other OEM are not eligible for any purchase preference. Relevant documentary evidence in this regard shall be uploaded along with the bid in respect of the offered product or service, and Buyer will decide eligibility for purchase preference based on documentary evidence submitted in case of product bids, whereas in case of services the eligibility is automatically validated. If L-1 is not an MSE and MSE Seller (s) has / have quoted price within L-1+ 15% (Selected by Buyer) of margin of purchase preference /price band defined in relevant policy, such MSE Seller shall be given opportunity to match L-1 price and contract will be awarded for 100% (selected by Buyer) percentage of total quantity. The buyers are advised to refer the [OM No.1 4 2021 PPD dated 18.05.2023](#) for compliance of Concurrent application of Public Procurement Policy for Micro and Small Enterprises Order, 2012 and Public Procurement (Preference to Make in India) Order, 2017. Benefits of MSE will be allowed only if seller is validated on-line in GeM profile as well as validated and approved by Buyer after evaluation of documents submitted.

6. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

7. Past Experience of Similar Services: The bidder must have successfully executed/completed similar Services over the last three years i.e. the current financial year and the last three financial years(ending month of March prior to the bid opening): -

1. Three similar completed services costing not less than the amount equal to 40% (forty percent) of the estimated cost; or
2. Two similar completed services costing not less than the amount equal to 50% (fifty percent) of the estimated cost; or
3. One similar completed service costing not less than the amount equal to 80% (eighty percent) of the estimated cost.

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of work detailed document:[1781854588.pdf](#)

Payment Terms:[1781854594.pdf](#)

Software Support Services 2.0 - Microsoft; Application Software; Implementation Services, Maintenance Services; Adaptive Enhancement, Perfective Upgrades; General Service Provider (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
OEM of Products for which Software Support Service Required	Microsoft
Type of Product for which Software Support Service is Required	Application Software
Type of Support Service Required	Implementation Services , Maintenance Services
Scope of work	Adaptive Enhancement , Perfective Upgrades

विवरण/ Specification	मूल्य/ Values
Support Required from	General Service Provider
एडऑन /Addon(s)	

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer

क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer	No
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अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Number of Man-days	अतिरिक्त आवश्यकता /Additional Requirement
1	Biswajyoti Das	781024,AIDC ,RG Baruah Road ,Guwahati	1	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE 50% : The buyer can increase or decrease the contract quantity or contract duration up to 50 percent at the time of issue of the contract. However, once the contract is issued, the contract quantity or contract duration can only be increased up to 50 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 50 percent with the consent of the service provider

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.

3. Generic

Bidders shall quote only those products (Part of Service delivery) in the bid which are not obsolete in the market and has at least 1 years residual market life i.e. the offered product shall not be declared end-of-life by the OEM before this period.

4. Purchase Preference (Centre)

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.

5. Purchase Preference (Centre)

Purchase preference to Micro and Small Enterprises (MSEs): Purchase preference will be given to MSEs as defined in Public Procurement Policy for Micro and Small Enterprises (MSEs) Order, 2012 dated 23.03.2012 issued by Ministry of Micro, Small and Medium Enterprises and its subsequent Orders/Notifications issued by concerned Ministry. If the bidder wants to avail the Purchase preference, 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. If L-1 is not an MSE and MSE Seller (s) has/have quoted price within L-1+ 15% of margin of purchase preference /price band defined in relevant policy, such Seller shall be given opportunity to match L-1 price and contract will be awarded for percentage of 25% of total value.

6. Purchase Preference (Centre)

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.

7. Service & Support

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

8. Service & Support

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

9. Service & Support

The Service Provider is required to have at least 20 % of the required manpower on service provider's payroll for at least one year. Necessary documents relating to such manpower will be uploaded by the bidder for verification of the buyer. Such manpower will be part of total manpower to be provided by the Service Provider in case he gets the contract against this bid.

10. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

11. Past Project Experience

Proof for Past Experience and Project Experience clause: For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. b. Execution certificate by client with contract value. c. Any other document in support of contract execution like Third Party Inspection release note, etc. **Proof for Past Experience and Project Experience clause:** For fulfilling the experience criteria any one of the following documents may be considered as valid proof for meeting the experience criteria: a. Contract copy along with Invoice(s) with self-certification by the bidder that service/supplies against the invoices have been executed. b. Execution certificate by client with contract value. c. Any other document in support of contract execution like Third Party Inspection release note, etc.

12. **Forms of EMD and PBG**

Successful Bidder can submit the Performance Security in the form of Fixed Deposit Receipt also (besides PBG which is allowed as per GeM GTC). FDR should be made out or pledged in the name of

ASSAM INDUSTRIAL DEVELOPMENT CORPORATION LIMITED

A/C (Name of the Seller). The bank should certify on it that the deposit can be withdrawn only on the demand or with the sanction of the pledgee. For release of Security Deposit, the FDR will be released in favour of bidder by the Buyer after making endorsement on the back of the FDR duly signed and stamped along with covering letter. Successful Bidder has to upload scanned copy of the FDR document in place of PBG and has to ensure delivery of hard copy of Original FDR to the Buyer within 15 days of award of contract.

13. **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

ASSAM INDUSTRIAL DEVELOPMENT CORPORATION LIMITED

Account No.

78670100008023

IFSC Code

BARB0VJRGBR

Bank Name

BANK OF BARODA

Branch address

R.G. BARUAH ROAD, GUWAHATI

. 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.

14. **Buyer Added Bid Specific ATC**

Buyer uploaded ATC document [Click here to view the file.](#)

15. **Generic**

1. The Seller shall not assign the Contract in whole or part without obtaining the prior written consent of buyer.
2. The Seller shall not sub-contract the Contract in whole or part to any entity without obtaining the prior written consent of buyer.
3. The Seller shall, notwithstanding the consent and assignment/sub-contract, remain jointly and severally liable and responsible to buyer together with the assignee/ sub-contractor, for and in respect of the due performance of the Contract and the Sellers obligations there under.

अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer, is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs

and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.
13. Any ATC clause in contravention with GeM GTC Clause 4 (xiii) (h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
14. In a category based bid, adding additional items, through buyer added, additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogues or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers/Service Providers shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.

For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (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. and relevant State Rules) shall continue to remain applicable.

The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.

This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.

However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms

of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---

ASSAM INDUSTRIAL DEVELOPMENT CORPORATION LTD

(A Govt of Assam Undertaking)
R. G. Baruah Road, Guwahati-781024
CIN- U75112AS1965SGC001246
www.aidcltd.com

অসম ঔদ্যোগিক উন্নয়ন নিগম সীমিত
(অসম চৰকাৰৰ প্ৰতিষ্ঠান)
ৰাধাগোবিন্দ বৰুৱা পথ, গুৱাহাটী-৭৮১০২৪

ATC Document

1. INTRODUCTION:

Assam is a leading industrial State of India and has been attracting substantial investments in the country. However, Government of Assam has always been keen to attract more and more investments in various sectors. Along with investment promotion exercises, Government of Assam has also been highlighting its industrial strength, tourism potential and other factors which add to the attractiveness of the State for investment or the comfort level of prospective investor.

Assam Industrial Development Corporation (AIDC) is a Government of Assam organization under Industries, Commerce & Public Enterprise Department, Government of Assam. AIDC works for the promotion of industries and investment in the State of Assam.

For the purpose, Tenders are invited from interested Companies/ Firm/ Service Provider having existing Pre-Developed **Store Management system** for streamlining the inventory of existing assets, tracking of all assets across all department real time monitoring of closing asset of each stock etc. by Assam Industrial Development Corporation Ltd (AIDC).

2. SCOPE OF WORK

- 2.1 The software platform shall be configured and supported to enable real-time tracking of all assets.
- 2.2 The software shall be configured to support unique Asset ID generation.
- 2.3 The platform shall be set up to enable type wise department wise categorization.
- 2.4 The system shall be configured to facilitate tracking of location and movement of each asset.

2.5 The software shall be configured to support asset lifecycle tracking from acquisition to disposal.

2.6 The platform shall be set up with provision for Asset depreciation calculation as per statutory norms.

2.7 The system shall be configured to identify, highlight and notify re-order level with provision for message and email notification to the concerned official.

2.8 The software shall be configured to provide average consumption of the assets on monthly basis for proper procurement plan.

2.9 The platform shall be set up to support processing of AIDC internal and departmental requisitions.

2.10 The system shall be configured to allow uploading of corresponding work order related to asset issuance.

2.11 The proposed enterprise software system may preferably include the following features in its admin services:

- i) Product configuration:
 - Product type,
 - units of measure,
- ii) Product tracking Serial numbers,
 - Lot numbers,
 - Reassign lot/serial numbers,
 - Expiration dates
- iii) Valuation of Inventory,
- iv) Inventory management,
 - Replenishment,
 - In bound and out bound flows,
 - Reporting.
- v) Accounting:-
 - Taxes- Configuration,
 - Tax name
 - Tax computation
 - Default Taxes
 - Tax Group
- vi) Customer Invoices Invoice creation,
 - Invoice confirmation
 - Invoice sending
 - Payment and reconciliation
 - Payment follow-up
 - Reporting
- vii) Vendor Bills-Bill Creation
 - Bill completion
 - Bill confirmation
 - Payment and reconciliation.
- viii) Payments-Payment method
 - Bank and cash account

- Manage Bank
- Cash account
- ix) Reporting:
 - Balance Sheet
 - Profit and Loss
 - Executive Summary
 - General Ledger
 - Aged Receivable, Aged Payable
 - Cash Flow Statement
 - Tax Report
- x) Audit General ledger:
 - Trial balance
 - Intrastat report
 - Journal audit
 - Check register
 - Partner ledger
- xi) Partner:
 - Aged receivable
 - Aged payable
 - Invoice analysis
 - Analytic report
 - Audit trail
 - Budget report
 - Unrealized currency gains/losses
- xii) Management:
 - Deferred revenue
 - Deferred expense
 - Depreciation schedule
 - Disallowed expenses
 - Loans analysis
 - Product margins

2.12 The software platform offered shall be a globally proven, ready-to-deploy enterprise solution that has been in active use across multiple organisations for store and asset management for a period of not less than 2 years, with demonstrated deployments available as reference.

2.13 The system shall be configured to support provision of entry of supply orders placed along with quantity, rate, delivery period, budget head, supply status.

2.14 The platform shall be set up so that when any item, its quantity is added to inventory, the detail regarding corresponding supply order, rate etc. may be taken from supply order data.

2.15 The system should have facility to generate the following documents:

- Product-wise stock status
- Category-wise stock status
- Stock ledger
- Stock statement
- Un returned items with name of person/establishment to which item is issued

- Condemnation, Disposal & other forms as per GFR
- Others as desired like average consumption pattern, residual life
- Flagging of items having residual life less than six months, three months etc.

2.16 To provide necessary training to admin users for operational use of the system.

2.17 To provide all technical support to address any technical issue related to the store management system.

2.18 To take up regular backup of data and to provide monthly data backup of the system to the Corporation.

2.19 The system should be hosted in the online cloud server complying the IT Policy of Govt of India & Govt of Assam and the data security aspect of the Corporations data. The admin portal should be maintained by supplier only.

2.20 The system should be kept updated always and all the recurring expenditure for maintaining and hosting of system for the entire period has to be borne by the supplier only.

3. DOCUMENTS TO BE SUBMITTED

The Bidder must submit the following documents:

3.1 The bidder must have necessary experience in the relevant field of 2 years. Copy of Work Order/Completion certificate/Service Agreement of the client to be submitted.

3.2 Last 3 years' Turnover certificate of the bidder certified by a CA.

3.3 The bidder must submit copy of the Official documents i.e.

- PAN Card.
- GST Certificate.
- Trade License.
- Experience Certificate.
- IT Return of Last 2 years.
- Signed and sealed copy of the entire bid document in acceptance of all the terms and condition of the Tender document by the bidder.

3.4 AIDC reserves the right to accept or reject any or all the bids received at its discretion without Assigning any reason whatsoever.

4. TERMS & CONDITIONS

4.1 Bids meeting the eligibility criteria will be considered for further evaluation. The bidders do not meet the eligibility criteria and specification will not be considered for opening the financial bid.

4.2 Indemnity: Successful Bidder will indemnify AIDC against any claims that allege that Bidder's supplied product(s) under this contract infringes the intellectual property rights of a third party. It will be bidder's responsibility to ensure that it does not infringe into any third party's Intellectual Property Rights in supplying the products under this contract.

4.3 All data generated and used in the Store management system during the period of the contract shall be the exclusive property of AIDC only.

4.4 The Rates quoted should be inclusive of taxes etc.

4.5 The Bid shall remain valid for acceptance for a period of 120 days (One Hundred and Twenty) days after the date of Bid opening prescribed in the Bidding Document. Any Bid valid for a shorter period shall be treated as unresponsive and rejected. On completion of the validity period, if the contract is not finalized, AIDC reserves the right to request for extension of bid validity without changes in any terms and conditions of the Tender.

4.6 Delivery location would be the Office of Managing Director, AIDC, R G Baruah Road, Guwahati.

4.7 Bids received through Fax / E-mail, will not be considered / accepted.

4.8 The tender document is available at www.aidcltd.com website. The Bidder should read the terms and conditions along with bidder qualification criteria carefully and submit the same in GeM portal only.

4.9 For any question / clarifications required, the bidder can mail to e-mail id: aidcltd@assam.gov.in within the stipulated time as mentioned in the bid schedule referring the GeM Bid number and Subject of the Tender.

4.10 Any modification of the Bidding Documents or bid specifications shall be made by the AIDC exclusively by issuing an addendum / corrigendum at the website www.aidcltd.com only.

4.12 It would be the responsibility of the bidder to raise and send the appropriate tax invoice to AIDC and declare the correct information on the invoice as per the provisions of the GST Act. Payment shall be made on receipt of goods by AIDC. For claiming this payment, the following documents are to be submitted to the AIDC.

- Bill/consolidated invoice (Original + Two copy) with all the details of bidder (Name, address, GSTIN, place of supply, SAC/ HSN code etc.) and other mandatory details shall be mentioned on the invoice.
- Invoice clearly indicating break up details of composite price i.e. Basic, Goods and Services Tax (GST), delivery challan number any other Duties and Taxes, etc., if applicable.
- Acknowledged Delivery Challan in original/Proof of receipt, if applicable.
- E-way bill as prescribed in the GST Act, if applicable.
- Proof of payment of GST, if applicable.

4.13 The competent authority reserves the right to accept or reject any tender or all tenders in full or part without assigning any reasons thereof.

4.14 Change(s) in any of the terms and conditions by the bidder stipulated as above shall not be acceptable to AIDC.

4.15 In case of any dispute arising in relation to the interpretation of any of the terms and conditions of the contract in the tender in part/full, the decision of Managing Director, AIDC shall be final and binding to all.

4.16 All payments shall be made strictly against defined project milestones upon successful completion, submission, and formal acceptance of each milestone by the Client. Software license payments, where applicable, shall be made during the project execution phase on a need basis, as and when such licenses are required for development or deployment. The one-time implementation charges shall be disbursed in proportion to milestone delivery and acceptance, as per the agreed milestone payment schedule.

4.17 The competent authority reserves the right to terminate the contract at any point of time during the currency of the contract if any of the above terms and conditions is found to have been violated.

4.18 Conditional acceptance would not be considered an acceptance.

4.19 Once an order is placed, AIDC may cancel the order at any point of time without any reason.

4.20 The Courts of Guwahati, Assam shall have exclusive jurisdiction over any dispute arising in relation to the Tender and/or the relationship between the Bidder and AIDC. All matters connected with this shall be governed by the Indian law both substantive and procedural, for the time being in force and shall be subject to the exclusive jurisdiction of the Courts at Guwahati.

4.21 The bid of the bidder may be rejected on following grounds:

- If the information provided by the Bidder is found to be incorrect/ misleading at any stage/time during the Tendering Process.
- Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.
- Bids without signature of person (s) duly authorized on required pages of the bid.
- Bids without power of authorization and any other document consisting of adequate proof of the ability of the signatory to bind the Bidder.
- Technical Bid containing commercial details.
- Revelation of Prices in any form or by any reason before opening the Commercial Bid.
- Failure to furnish all information required by the Bid Document.
- Failure to furnish proofs for information provided.
- Bidders not quoting for the complete Scope of Work as indicated in the bid documents, corrigendum / addendum (if any) and any subsequent information given to the Bidder.
- Bidders not complying with the Technical and Terms and conditions as stated in the bid Document.
- Failure to submit the filled up and duly signed Annexure-I, Annexure-II, Annexure-III, Annexure-IV of the bid document.
- If the bid does not conform to the timelines indicated in the bid.
- Any false declaration by the bidder during the bidding process, following action may be taken:
 - Liable for Legal Action
 - Forfeiture of any Released payments
 - Blacklisting

4.22 The successful bidder shall have to provide comprehensive Post Sale Technical Assistance for the complete period of the contract agreement.

4.23 The bidder must ensure Automatic update of software including security features on a regular basis during the period of contract including the extended period, if any.

4.24 The Software/application proposed as a solution under this Tender shall have the provisions for change/modifications as and when required by AIDC and it will be in the scope of the successful bidder to implement such change/modifications as per the requirement of AIDC during the currency of contract.

4.25 The successful bidder shall provide training to the employees/ nominated person of AIDC during the currency of contract to enable them in managing the Software/application including the

provisions for change/ modify the solution as and when needed during or after the currency of the contract.

4.26 Only OEM (Original Equipment Manufacturer) or their authorized partner/vendor with valid authorization from the OEM shall be permitted to participate in the bid. The authorized partner must submit an authorization letter from the OEM, failing which the bid shall be rejected. A conflict of interest shall be deemed to exist if both the OEM and its authorized partner participate in the same tender.

4.27 In case bids are received from both the OEM and its authorized partner, all such bids shall be treated as non-responsive and summarily rejected.

4.27 Important Notes regarding Price Bid

- The contract shall be based on a minimum committed user, as determined by AIDC.
- The Fixed Base Charges quoted by the bidder shall cover services for minimum committed users and shall remain firm and binding during the entire contract period, including any extension thereof.
- AIDC reserves the absolute and unilateral right to increase the number of beyond minimum committed user at any time during the currency of the contract. Such additional users shall be charged strictly on a pro-rata annual basis as per the approved per-user rate quoted in the Price Bid.
- AIDC shall also have the right to reduce the number of active users at its discretion. However, the Fixed Base Charges for the minimum committed users shall remain payable. No charges shall be payable for users beyond the actual number of active users deployed.
- The successful bidder shall ensure seamless activation or deactivation of user licenses without service interruption and without imposing any additional charges, penalties, lock-in conditions, or financial implications beyond the approved pricing structure.
- Any variation in user count within the framework of the agreed pricing model shall not constitute a change in scope of work and shall not require amendment of the contract or renegotiation of rates.

5. ADDITIONAL SPECIAL CONDITIONS OF CONTRACT:

5.1. Contract Period: The contract shall remain valid for a period of **Three (03) Years** from the date of successful Go-Live of the Store Management System. The contract may be extended at the sole discretion of AIDC on mutually agreed terms and conditions.

5.2. Performance Security Deposit: The successful bidder shall submit a Performance Security Deposit (PSD) equivalent to **5% of the Total Contract Value** within 15 (fifteen) days from issuance of Work Order.

The PSD shall be in the form of:

- Bank Guarantee issued by a Scheduled Commercial Bank, or
- Any acceptable form as permitted under GeM provisions.
- The PSD shall remain valid for the entire contract period plus 90 (ninety) days beyond completion of contractual obligations.

5.3. Service Level Agreement (SLA)

- System Uptime: The bidder shall ensure minimum 99% uptime per calendar month, excluding scheduled maintenance approved in advance by AIDC.
- Scheduled maintenance shall not exceed 4 hours per month and shall be undertaken only during non-office hours with prior written approval.

SLA Penalty:

Monthly Uptime	Penalty (Deduction from Quarterly Payment)
98% – 99%	2%
95% – 97.99%	5%
Below 95%	10% + Show Cause Notice

If SLA breach continues for three consecutive months, AIDC reserves the right to: Terminate the contract, Forfeit Performance Security, and Initiate blacklisting.

5.4. Response & Resolution Time

The bidder shall adhere to the following response and resolution matrix:

Severity Level	Response Time	Resolution Time
Critical (System Down)	Within 1 hour	Within 6 hours
Major	Within 4 hours	Within 24 hours
Minor	Within 1 working day	Within 3 working days

Failure to comply shall attract financial penalties as decided by AIDC and deducted from payable amounts.

5.5. Data Ownership & Security

- All data generated, stored, processed, or transmitted through the Store Management System shall remain the exclusive property of AIDC.

The bidder shall:

- Not copy, distribute, or use data for any purpose other than contractual performance.
- Not store data outside India.
- Ensure encryption of data at rest and in transit.
- Implement role-based access controls.
- Any data breach shall be reported within 24 hours.

In case of data compromise, the bidder shall be liable for: Damages, Legal consequences, and Possible termination and forfeiture of PSD.

5.6. Hosting & Infrastructure Compliance

- The system shall be hosted on secure cloud infrastructure located in India.
- The bidder shall comply with applicable IT security policies of Government of India and Government of Assam.
- The bidder shall ensure regular security updates and vulnerability patching throughout the contract period.

5.7. Backup & Disaster Recovery

- Daily automated data backup shall be maintained.

- Monthly backup copy shall be provided to AIDC.

Disaster Recovery Parameters:

- Recovery Time Objective (RTO): Maximum 8 hours
- Recovery Point Objective (RPO): Maximum 24 hours
- Failure to comply shall attract penalties as deemed appropriate by AIDC.

5.8. Change Management

- Minor functional modifications required by AIDC during the contract period shall be implemented without additional cost.
- Major customizations, if required, shall be mutually agreed.
- Delay in implementation beyond agreed timelines shall attract penalty as determined by AIDC.

5.9. Payment & Retention

- Payments shall be milestone-based upon successful completion and acceptance.
- AIDC may retain up to 10% of each milestone payment as retention money.
- Retention amount shall be released after successful completion of one year of satisfactory support.

5.10. Exit Management & Handover

Upon expiry or termination of contract, the bidder shall provide:

- Complete database in standard usable format (SQL/CSV/Excel)
- System documentation
- Administrator credentials
- Exit support shall be provided for minimum 90 days without additional cost.
- No separate charges shall be payable for data migration or transition support.
- Failure to comply may result in withholding of final payment and forfeiture of Performance Security.

5.11. Price Firmness

- Rates quoted shall remain firm for the entire contract period.
- No escalation, hidden charges, or additional fees shall be admissible.
- Additional user charges shall strictly follow the approved per-user pricing model.

5.12. Audit & Inspection Rights

AIDC reserves the right to:

- Conduct technical audit
- Conduct security audit
- Inspect hosting infrastructure
- Verify SLA compliance

The bidder shall fully cooperate and provide necessary access and documentation.

5.13. Termination

a. For Default: Including but not limited to: Repeated SLA failure, Data breach, Misrepresentation, Contract abandonment.

b. In such case: Performance Security may be forfeited, Pending payments may be withheld, Blacklisting may be initiated.

c. For Convenience: With 30 days' written notice without assigning reason. Payment shall be made only for satisfactorily completed work.

5.14. Indemnity

The bidder shall indemnify and hold harmless AIDC against:

- Third-party intellectual property claims
- Data security breaches
- Loss due to negligence, fraud, or misconduct

5.15. Limitation of Liability

The total liability of the bidder shall not be less than the Total Contract Value. Liability arising from fraud, wilful misconduct, or data breach shall not be subject to limitation.

5.16. Blacklisting

The bidder may be blacklisted for up to five (05) years for:

- Submission of false documents
- Fraudulent practices
- Persistent SLA violations
- Security compromise
- Abandonment of services

5.17. Jurisdiction

The Courts at Guwahati, Assam shall have exclusive jurisdiction. The contract shall be governed by the laws of India.

ASSAM INDUSTRIAL DEVELOPMENT CORPORATION LTD

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অসম ঔদ্যোগিক উন্নয়ন নিগম সীমিত
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PAYMENT TERMS: Payments shall be made as per the following schedule.

Sl. No.	Particulars	Payment Terms
1	Implementation of the Store Management System of the Vendor in AIDC	30% of the contract value on completion of User Acceptance Test (UAT).
2	Training to the officials of the Corporation	20% of the contract value after successful completion of Training
3	Customization and Implementation of the System	50% of the contract value after Go-Live of the system which will be certified by the Concerned Officer.
4	AMC of the System after 1 year of the successful implementation of the system.	100% Payment on submission of bill / invoice after end of every quarter.

NB:

- Payment shall be made in Indian Rupees. While making payment, necessary income tax and service tax deductions will be made.
- No payment shall become eligible for the next stage till the bidder completes to the satisfaction of the client the work pertaining to the preceding stage.
- Payment shall be made to the Vendor as per Payment Terms of the ATC Document.

ANNEXURE I: BID SUBMISSION FORM

To,

The Managing Director,
Assam Industrial Development Corporation (AIDC)
R G Baruah Road, Guwahati-781024.

Sub: Supply, Installation, Implementation and Maintenance of Store Management Systems

Dear Sir,

1. With reference to the Tender dated _____ for the above captioned project, I/We _____, having examined all relevant documents and understood their contents, hereby submit our bid for Engagement with AIDC for Supply, Installation, Implementation and Maintenance of Store Management as per terms mentioned in this Bid document.
2. All information provided in the Proposal and in the Appendices is true and correct and all documents accompanying such Proposal are true copies of their respective originals.
3. I/We shall make available to AIDC; any additional information it may deem necessary or require for supplementing or authenticating the Proposal.
4. I/We agree to keep our Bid valid for acceptance for 120 (One Hundred Twenty) days or for subsequently extended period, if any, agreed to by us. We also accordingly confirm to abide by this Bid up to the aforesaid period and this Bid may be accepted any time before the expiry of the aforesaid period.
5. I/We certify that in the last three years, we or any of our Associates have neither failed to perform on any contract, as evidenced by imposition of a penalty by an arbitral or judicial authority or a judicial pronouncement or arbitration award against the Bidder, nor been expelled from any project or contract by any public authority nor have had any contract terminated by any public authority for breach on our part.
6. I/we understand that AIDC may cancel the Selection Process at any time and that AIDC neither bound to accept any Proposal that AIDC may receive nor to select the Bidder without incurring any liability to the Bidders.
7. The undersigned is authorized to sign the documents being submitted through this RFP. (A copy of Power of Attorney/Board Resolution is enclosed)
8. The information provided herewith is true and correct to our best knowledge. If any discrepancies are found in the information provided or if the information provided is not correct, our firm would be fully responsible for that. We understand in such cases our bids are liable to be rejected.

Yours faithfully,

(Signature, name, and designation of the authorized signatory)
(Name and seal of the Bidder)

ANNEXURE II- ABOUT ORGANISATION

Name of the Bidder	
Address of the Bidder	
Phone No of the Bidder	
Email id of the Bidder	
Name of the Authorized contact person	
Mobile No of the Contact person	
Email id of the Contact person	
Description of company	
No. of years of experience	
PAN Number (Provide attested Photocopy)	
GST Identification No (Provide attested Photocopy)	

SIGN AND STAMP OF THE BIDDER

ANNEXURE III- UNDERTAKING

To,
The Managing Director, AIDC
R G Baruah Road, Guwahati- 24.

Subject: Bid Document for supply, installation, implementation and maintenance of Store Management System.

Dear Sir,

We confirm that there are no legal proceedings with any of the clients and its employees related to the services of the bidding agency and or its affiliate is going on. We also confirm that, we are not blacklisted by any of the State or Central (Govt/PSU/Department) as on the Bid Due Date.

Yours faithfully,

(SIGNATURE OF AUTHORIZED SIGNATORY WITH NAME, TITLE,
ADDRESS, DATE)

ANNEXURE IV- PRICE BID

A. Fixed Base Charges (Minimum Committed Users)

Sl. No.	Description	Minimum No. of Users Covered	1st Year (₹) incl. GST	2nd Year (₹) incl. GST	3rd Year (₹) incl. GST	Total for 3 Years (₹)
1	Supply, Installation, Implementation, Cloud Hosting, Maintenance, Data Backup & Support	Minimum Committed Users				
2	One-Time Customization Cost (if any)			-	-	
	Total (A)					

B. Additional User Charges (Beyond Minimum Users)

Sl. No.	Description	Per Additional User Annual Cost (₹) incl. GST	Remarks
1	Per User Cost (beyond minimum committed users)		

C. Grand Total Calculation

Grand Total = Total (A) + [Per User Cost × Additional Users (if any, as decided by AIDC)]

Important Notes:

1. The Fixed Base Charges shall remain valid for the minimum committed number of users during the entire contract period.
2. Additional users beyond the minimum shall be charged strictly on a pro-rata annual basis.
3. All rates must be inclusive of GST and all applicable taxes.
4. No hidden or additional charges shall be admissible beyond the quoted rates.
5. Bidder must clearly mention the minimum number of users covered under the fixed base cost.