



# RIS

Research and Information System  
for Developing Countries

विकासशील देशों की अनुसंधान एवं सूचना प्रणाली

## PROCUREMENT OF MICROSOFT OFFICE LICENSE AT RIS, DELHI

अनुबंध की शर्त  
CONDITION OF CONTRACT

Research and Information System for Developing Countries (RIS)  
Core IV-B, Fourth Floor, India Habitat Centre, Lodhi Road,  
New Delhi-110003 (India).

## NOTICE INVITING TENDER

Research and Information System for Developing Countries (RIS) invites sealed tender through two bid System for the procurement of Microsoft Office Professional LTSC Plus 2024 Perpetual as per the details given below :

Sl. No.	Name of the software	Type	Duration of License	Total Licenses (Qty.)
1	MS Office Professional LTSC Plus 2024	Professional Plus 2024	Perpetual	50 Nos.

### **Bid Notification**

Bid Document Published Date	April 11, 2026
Last date of submission of Tender	April 24,2026 (3.00.p.m)
Date of Opening of Technical Bid	April 24,2026 (3.30.p.m)
Financial Bid opening Date	To be notified later
EMD (Earnest Money Deposit)	Rs.50,000/- ( Rupees Fifty Thousand only)
PBG (Performance Bank Guarantee)	3% of the work award value and should be valid for 38 months from the work award date

### **Bidding Procedure**

- The Tender forms are to be submitted in two separate sealed envelopes one envelope containing 'Technical Bid' Part (A) and second Envelope Containing 'Financial Bid' (Part B) separately. Envelope 1 & Envelope 2 shall be put together in a big envelope super scribed as "Procurement of Microsoft Office License at RIS Delhi" should be addressed to the Director (Finance and Admin.), Research and Information System for Developing Countries. No Bid shall be accepted after prescribed due date and time.
- Each and every page of the tender is to be serially numbered and duly signed by authorized bidder/signatory.
- The rates should be written both in words and figures, free from erasure(s) and over writing(s) and error in typing/writing. Any erasure/error/ correction must be attested by the bidder otherwise bid shall be rejected.
- The technical bid shall be opened first and shall be referred for technical evaluation. The financial bid of only those bidders whose technical bids are found acceptable by the Technical Evaluation Committee will be considered for opening.
- The award of contract shall be considered to the lowest bidders fulfilling the conditions. The RIS reserves the right to reject lowest tender or all the tenders or accept any tender or part thereof without assigning any reason.

## **General Terms and Conditions :-**

### **1. Authorization & Licensing**

- The vendor must provide authorized and genuine Microsoft Office licenses, with validation support.
- The licenses should be Perpetual.
- A certificate of authenticity or equivalent proof of genuine licensing must be provided.
- Must have experience in supplying Microsoft licenses to Government, Educational Institutions or PSUs and Corporates for a minimum period of 3 years.
- Must be registered under applicable tax laws (e.g., GST, PAN, etc. in India).

### **2. Delivery and Installation**

Delivery must be made within 10 calendar days from the date of Issue of Work Order. It will be mandatory to submit an affidavit on Rs. 100 stamp paper to supply the above mentioned software within 10 days of receipt of work order. Should the Bidder fail to deliver the goods on specified date, RIS shall be entitled to recover liquidated damages with penalty of Rs.1,000/- per day for the delayed period.

- Installation assistance must be provided, if applicable.

### **3. Technical Support & SLAs**

- The vendor should provide installation support, activation assistance, and post-sale technical support.
- The vendor must specify response and resolution times (SLAs) for support queries.
- Optional: Availability of remote or onsite support depending on the organization's requirements.

### **4. Work experience**

- The minimum average annual financial turnover of Rs.0.75 Crore of the bidder during the last three years (i.e. FY 22-23, FY 23-24, FY 24-25), ending on 31st March of the previous financial year, should be as indicated in the bid document. Documentary evidence in the form of certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant/Cost Accountant indicating the turnover details for the relevant period shall be submitted 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.
- The Bidder or its OEM should have supplied same or similar Category Products for 20% of bid quantity, in at least one of the last three financial years (i.e. FY 22-23, FY 23-24, FY 24-25) before the bid opening date to any Central/State Govt. Organization/PSU/Private/Corporate organization. Copies of relevant contracts (proving supply of cumulative order quantity in

any one financial year) to be submitted along with bid in support of quantity supplied in the relevant Financial year.

## **5. Pricing and Payment**

- Prices should be quoted in (INR) and must be inclusive of all applicable taxes.
- No escalation of prices is allowed after submission.
- Payment terms: **usually 30–45 days** after successful delivery and acceptance.

## **6. Validity of Bid**

- The bid must remain valid for a period of 180 days from the date of tender opening.

## **7. License Compliance**

- All licenses must be verifiable via Microsoft Volume Licensing Service Center (VLSC) .
- The vendor is responsible for ensuring license authenticity and compliance.

## **8. Termination**

- The RIS reserves the right to terminate the contract in case of non-performance, delay or supply of unauthentic licenses.
- RIS may at any time terminate the contract by giving written notice to the contractor without compensation to the contractor, if the contractor becomes bankrupt or otherwise insolvent as declared by the competent court provided that such termination will not prejudice or affect any right of RIS.

## **9. Dispute Resolution**

- Any dispute arising out of the NIT / bid document / evaluation of bids / issue of APO shall be subject to the jurisdiction of the competent court at Delhi only.

## **10. Confidentiality**

- The bidder must not disclose any organizational data or software license keys to unauthorized personnel outside or inside RIS.

## 11. Force Majeure

- If, at any time, during the continuance of this contract, the performance in whole or in part by either party of any obligation under this contract is prevented or delayed by reasons of any war or hostility, acts of the public enemy, civil commotion, sabotage, fires, floods, explosions, epidemics, quarantine restrictions, strikes, lockouts or act of God (hereinafter referred to as events) provided notice of happenings of any such eventuality is given by either party to the other within 21 days from the date of occurrence thereof, neither party shall by reason of such event be entitled to terminate this contract nor shall either party have any claim for damages against other in respect of such non-performance or delay in performance, and deliveries under the contract shall be resumed as soon as practicable after such an event come to an end or cease to exist, and the decision of the purchaser as to whether the deliveries have been so resumed or not shall be final and conclusive. Further that if the performance in whole or part of any obligation under this contract is prevented or delayed by reasons of any such event for a period exceeding 60 days, either party may, at its option, terminate the contract.
- Provided, also that if the contract is terminated under this clause, the purchaser shall be at liberty to take over from the bidder at a price to be fixed by the purchaser, which shall be final, all unused, undamaged and acceptable materials, bought out components and stores in course of manufacture which may be in possession of the Supplier at the time of such termination or such portion thereof as the purchaser may deem fit, except such materials, bought out components and stores as the bidder may with the concurrence of the purchaser elect to retain.

## 12. Other Term & Conditions of Tender

- MSMEs/NSIC registered suppliers (certificate to be submitted for exemption) is exempted from EMD fee.
- Any notification for changes in specifications/terms shall be through corrigendum/ addendum which shall only be notified on RIS website.
- In the event of a bidder backing out before actual award or execution of agreement, RIS will have right to forfeit the EMD.
- In case the successful tenderer (L-1) Declines the offer of contract, for whatsoever reason(s) his EMD will be forfeited.
- The agency shall not assign, sub-contract or sub-let the whole or any part of the contract in any manner.
- In case two or more than two bidders quote the same rate, L-1 will be decided on turnover of the bidder last three financial years.
- The Buyer reserves the right to increase or decrease the quantity to be ordered up to 25 percent of bid quantity at the time of placement of contract. The buyer also reserves the right to increase the ordered

quantity by up to 25% of the contracted quantity without any change in the unit price and other terms and conditions. Bidders are bound to accept the orders accordingly.

### **Additional Terms & Conditions (ATC) :-**

1. The Annual turnover certificate should be on letter head of Chartered Accountant. Bidders shall submit necessary documentary proof.
2. All documents submitted will also be self- attested with rubber stamp by the bidder.
3. Bidder should have their own organizational escalation matrix.
4. The bidder should submit the bid with clearly mentioned the Tender No. and Date on each undertaking. Failing which bid will be rejected.
5. Bidder should undertake that no refurbished component will be used in the quoted product.
6. Substandard items shall not be accepted at any cost and the supplier shall have to take such items back the RIS shall not responsible for any financial loss.
7. Quoted price should be inclusive of all taxes, freight loading & unloading, etc.
8. Bidder's offer is liable to be rejected if they don't submit any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

- **NEAR-RELATIONSHIP CERTIFICATE:**

- a. The bidder should give a declaration that none of his/ her near relative, as defined below, is working in the units where he is going to apply for the tender. In case of proprietorship firm certificate will be given by the proprietor. For partnership firm certificate will be given by all the partners and in case of limited company by all the Directors of the company excluding Government of India/ Financial institution nominees and independent non-Official part time Directors appointed by Govt. of India or the Governor of the state and full time Directors of PSUs both state and central. Due to any breach of these conditions by the company or firm or any other person the tender will be cancelled and Bid Security will be forfeited at any stage whenever it is noticed and RIS will not pay any damage to the company or firm or the concerned person.
- b. The Company or firm or the person will also be debarred for further participation in the tenders in the concerned unit.

- c. The near relatives for this purpose are defined as:-
  - i. Members of a Hindu undivided family.
  - ii. They are husband and wife.
  - iii. The one is related to the other in the manner as father, mother, son(s) & Son's wife (daughter in law), Daughter(s) and daughter's husband (son in law), brother(s) and brother's wife, sister(s) and sister's husband (brother in law).
  - iv. The format of the certificate is given at Annexure-A.

- **VERIFICATION OF DOCUMENTS AND CERTIFICATES:**

- a. The bidder will ensure that all the documents and certificates submitted by him are correct and genuine before enclosing them in the bid. The onus of proving genuineness of the submitted documents would rest with the bidder.
- b. If any document / paper / certificate submitted by the participant bidder is found / discovered to be false / fabricated / tempered / manipulated either during bid evaluation or during award of contract or thereafter, then the buyer will take action as deemed fit.
- c. The Vendor has to indemnify RIS against loss of input tax credit to RIS on account of blacklisting of supplier during tenure of contract.

- **PAYMENTS:**

Payments will be made through RTGS (Real Time Gross Settlement) or NEFT (National Electronic Fund Transfer).

Mandate willing to receive e-payments signed by authorized signatory of vendor shall be submitted by the vendor containing following information :-

- (a) Account beneficiary's name.
- (b) Account type.
- (c) Account number.
- (d) Name of the bank.
- (e) Bank Branch's NEFT code.
- (f) IFSC code in case of Transfer through RTGS.

All the above particulars which form the essential element of this mandate may be duly verified by Banker of the vendor.

- **RIGHT TO ACCEPT ANY BID AND TO REJECT ANY OR ALL BIDS:**

RIS reserves the right to reject any or all bids or cancel/ withdraw the invitation for bid without assigning any reasons whatsoever thereof. RIS does not bind itself to accept lowest tender

- **Restrictions on procurement from a bidder of a country which shares a land border with India [Order (Public Procurement No.1) of DOE, Public Procurement Division, No. F.No.6/ 18/2019-PPD, dt.**

**23.7.2020] and amendments/ clarifications issued subsequently by DOE shall be applicable to this tender.**

- I. Any bidder from a country which shares a land border with India will be eligible to bid against this tender only if the bidder is registered with the Competent Authority [Department for Promotion of Industry and Internal Trade (DPIIT)] as specified in Annex-I of Order (Public Procurement No.1) Dated 23.07.2020.
- II. "Bidder" (including the term 'tenderer', 'consultant' or 'service provider' in certain contexts) means any person or firm or company, including any member of a consortium or joint venture (that is an association of several persons, or firms or companies), every artificial juridical person not falling in any of the descriptions of bidders stated hereinbefore, including any agency branch or office controlled by such person, participating in procurement process.
- III. "Bidder from a country which shares a land border with India" for the purpose of this order means:-
  - a. An entity incorporated, established or registered in such a country; or
  - b. A subsidiary of an entity incorporated, established or registered in such a country; or
  - c. An entity substantially controlled through entities incorporated, established or registered in such a country; or
  - d. An entity whose beneficial owner is situated in such a country; or
  - e. An Indian (or other) agent of such an entity; or
  - f. A natural person who is citizen of such a country; or
  - g. A consortium or joint venture where any member of the consortium or joint venture falls under any of the above.
- IV. The beneficial owner for the purpose of (iii) above will be as under:
  1. In case of a company or Limited Liability Partnership, the beneficial owner is the natural person(s), who, whether acting alone or together, or through one or more juridical person, has a controlling ownership interest or who exercises control through other means.

Explanation-

    - a) "Controlling ownership interest" means ownership of or entitlement to more than twenty-five percent of shares or capital or profits of the company;
    - b) "Control" shall include the right to appoint majority of the directors or to control the management or policy decisions including by virtue of their shareholding or management rights or shareholder's agreements or voting agreements.
  2. In case of a partnership firm, the beneficial owner is the natural person(s) who, whether acting alone or together, or through one or more juridical person, has ownership of entitlement to more than fifteen percent of capital or profits of the partnership;
  3. In case of an unincorporated association or body of individuals, the beneficial owner is the natural person(s) who, whether

acting alone or together, or through one or more juridical person, has ownership of or entitlement to more than fifteen percent of the property or capital or profits of such association or body of individuals.

4. Where no natural person is identified under (1) or (2) or (3) above, the beneficial owner is the relevant natural person who holds the position of senior managing official;
5. In case of a trust, the identification of beneficial owner(s) shall include identification of the author of the trust, the trustee, the beneficiaries with fifteen percent or more interest in the trust and any other natural person exercising ultimate effective control over the trust through a chain of control or ownership.

V. An agent is a person employed to do any act for another, or to represent another in dealings with third person.

VI. The successful bidder shall not be allowed to sub-contract works to any Bidder from a country which shares a land border with India unless such Bidder is registered with the Competent Authority.

- **COURT JURISDICTION:**

- a. Any dispute arising out of the tender / bid document / evaluation of bids / issue of APO shall be subject to the jurisdiction of the competent court at Delhi only.

The following details and certificates (showing fulfillment of the eligibility criteria in **Technical Evaluation**) should be submitted by the bidders :

1	Name of the Organisation /Agency /Firm	
2	Name of the Authorized Persons/Proprietor/Director/Head/ Manager/ Contact Persons of the organisation	
3	Phone No.	
4	Mobile No.	
5	Email address	
6	Website, if any	
7	Address for Communication <b>(Functional office in Delhi Only)</b>	
8	Year of Registration /Establishment of Firm/Agency (Submit the Certificate)	
9	Minimum Annual average turnover	

	of Rs.0.75 Crore for the Last three financial years i.e FY22-23, FY23-24, FY 24-25. (Submit the Certificate from Chartered Accountant mentioning Financial Turnover and Profit).	
10	Work Experience Certificate (supplied same or similar Category Products for 20% of bid quantity)	
11	Details of PAN Card (Submit the Certificate)	
12	Details of GST Registration (Submit the Certificate)	
13	Signatory details such as name, designation, address, e-mail Id and Phone No. should be mentioned on all annexure and other certificates	
14	Each and every page of the tender is to be serially numbered and duly signed by authorized bidder/ signatory	
15	The rates should be written both in words and figures, free from erasure(s) and over writing(s) and error in typing/writing. Any erasure/error/ correction must be attested by the bidder otherwise bid shall be rejected	
16	A certificate of authenticity or equivalent proof of genuine licensing must be provided	
17	MSME Certificate, If Any	
18	Bidder Certificate required : ISO 9001, 14001, 20001, 27001, CMMI Maturity Level 3,	
19	Malicious code certificate on OEM/ Bidder Letterhead	
20	All documents submitted will also be self- attested with rubber stamp by the bidder	
21	Bidder should have their own organizational escalation matrix	
22	The bidder should submit the bid with clearly mentioned the Tender No. and Date on each undertaking	
23	Bidder should undertake that no refurbished component will be used in the quoted product	
24	Near Relationship Certificate	

	(Submit the Certificate – ref. Annexure – A	
25	Certificate regarding restrictions on procurement from a bidder of a country which shares a land border with India – ref. Annexure – B	
26	A notarized Certificate declaring that the bidder is not debarred from bidding (Submit the Certificate, ref. Annexure – C)	
27	Declaration regarding acceptance of all terms and conditions towards services as mentioned in the tender document. (Submit the document – ref. Annexure-D)	
28	Commercial Bid Form (Annexure-E)	

Note 1: Non submission of any of the above document / information along with the technical bids, the bids shall be summarily rejected.

Note 2: First techno-commercial bid will be opened and evaluated. The financial bids of only technically qualified bidders shall be opened.

**NEAR RELATIONSHIP CERTIFICATE**

*(Format of the Certificate)*

"Whereas, I/we ..... (name of the agency) has submitted bid for ..... I/we hereby submit following declaration that none of my relative(s) as defined in the Tender document is / are employed in RIS as per details given in tender document. In case at any stage, it is found that the information given by me is false / incorrect, RIS shall have the absolute right to take any action as deemed fit / without any prior intimation to me."

**Date:** .....

**Signature of bidder**

**Place:** .....

**Name of bidder** .....  
**Along with date & Seal**

**Annexure – B**

**Certificate regarding restrictions on procurement from a bidder of a country which shares a land border with India**

Certificate for Tenders

“I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India I certify that this bidder is not from such a country, or if from such a country, has been registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached]

Certificate for Tenders for Works involving possibility of sub-contracting

“I have read the clause regarding restrictions on procurement from a bidder of a country which shares a land border with India and on sub-contracting to contractors from such countries; I certify that this bidder is not from such a country or, if from such a country, has been registered with the Competent Authority and will not sub-contract any work to a contractor from such countries unless such contractor is registered with the Competent Authority. I hereby certify that this bidder fulfils all requirements in this regard and is eligible to be considered. [Where applicable, evidence of valid registration by the Competent Authority shall be attached]

Date: .....

Signature of bidder

Place: .....

Name of bidder .....

Along with date & Seal

*(Format of the Certificate)*

**DECLARATION OF BLACKLISTED OR CRIMINAL CASE PENDING**

**CERTIFICATE**

**(to be provided on letterhead of the firm)**

I hereby certify that the above firm is neither blacklisted by any Central / State Government / Public Undertaking / others nor is any criminal case registered/pending against the firm or its owner/partners anywhere in India.

I also certify that the above information is true and correct in all respects and if at a later date it is found that any details provided above are incorrect, then any contract given to the above firm may be summarily terminated and the firm will be blacklisted.

Date: .....

**Signature of bidder**

Place: .....

**Name of bidder .....**

**Along with date & Seal**

**UNDERTAKING & DECLARATION**

**UNDERSTANDING THE TERMS & CONDITION OF TENDER / BID**

**Certified that:**

1. I / We ..... have read, understood and agree with all the terms and conditions, specifications included in the Tender documents.
2. If I / We fail to enter into the agreement & commence the work in time, the Bid security (EMD) / Performance guarantee deposited by us will stand forfeited to the RIS.
3. I / We are not blacklisted by GST authorities.

**The bidder hereby covenants and declares that:**

1. All the information, Documents, Photocopies of the Documents / Certificates enclosed are correct.
2. If anything is found false and/or incorrect and/or reveals any suppression of fact at any time, RIS reserves the right to reject our Tender / cancel the LOA / Purchase / work order if issued and forfeit the Bid security (EMD) / Performance guarantee / Bill amount pending with RIS. In addition, RIS may debar the contractor from participation in its future Tender / Bid.

**Date:** .....

**Place :** .....

**Signature of bidder**  
**Name of bidder** .....

**Along with date & Seal**

**Annexure – E**

(B) COMMERCIAL BID SHOULD COMPRISE THE FOLLOWING:-

<b>S.N</b>	<b>Name of the software</b>	<b>Qty (in Nos)</b>	<b>License type</b>	<b>Unit Price</b>	<b>Amount</b>	<b>Amt Inc. of Tax</b>
1	MS Office Professional LTSC Plus 2024	50	Perpetual			

**Signature of Authorized Person with Company Seal**