

TENDER DOCUMENT

Tender No CDIT/12/INF/APMT/2025-26/T735 dated 12.12.2025

**Tender for Purchasing Atlassian Jira Project Management Tool for CDIT from
Authorised Atlassian Certified Partners
UNDER TWO COVER SYSTEM**

Centre for Development of Imaging Technology (C-DIT)

Chithranjali Hills, Thiruvallam.P O,
Thiruvananthapuram, Kerala - 695 027
India
Phone: +91 - 471 - 2380910, 2380912, 2380953

1 Notice Inviting Tender

Tender No.: CDIT/12/INF/APMT/2025-26/T735 dated 12.12.2025.

Tender for Purchasing of Jira project management tool for CDIT

Centre for Development of Imaging Technology (Herein after referred to as C-DIT), invites sealed tenders from suitable eligible resellers or certified partners for Purchasing Jira Project Management Tool for CDIT, under two cover system, as per the schedule of requirements given below.

1. Important Dates & Time of the Tender shall be as below:

Publication of Tender	12.12.2025
Address for communication, opening of technical & commercial bid	Centre for Development of Imaging Technology (C-DIT) Chithranjali Hills, Thiruvallam.P O, Thiruvananthapuram, Kerala - 695 027 India Phone: +91 - 471 - 2380910, 2380912, 2380953
Contact details	cdit@cdit.org procurement@cdit.org
Pre-bid queries	May be forwarded to cdit@cdit.org procurement@cdit.org
Bid submission end date and time	22.12.2025; 3.00 PM
Opening of technical bids:	22.12.2025; 3.30 PM
Opening of commercial bids	The Technically Eligible Bidders Will be intimated later through mail

- The tender document should be submitted as per formats along with all relevant documents in support of Qualifications and experience.
- CDIT reserves the right to amend or cancel the tender in part or in full without prior notice at any point of time.

2. Schedule of Requirements

Item Description	Period of contract
Purchase of Jira Project Management Tool	Initially for one year and will be extended to 2 more years on mutual consent and agreed terms and conditions.

Registrar

Centre for Development of Imaging Technology
Chitranjali Hills, thiruvallom PO
Thiruvananthapuram

3. Guidance to Bidders

3.1 Introduction – Definitions

1. "CDIT / The Buyer" means Centre for Development of Imaging Technology.
2. "The Bidder / Vendor" means the individual or firm or company who participates in this tender and submits its bid.
3. "The Contractor" means the individual or firm executing the work defined in the Notice Inviting Tender.
4. "The Work Order" means the order placed for Purchasing of Atlassian Jira Project Management Tool for the Contractor duly signed by the Buyer including all attachments and appendices thereto and all documents incorporated by reference therein.
5. "The Contract" means the agreement signed between the Buyer and the Contractor as per the terms and conditions contained in the Work Order.
6. "The Contract Price" means the price payable to the Contractor under the Work Order for the full and proper performance of its contractual obligations.
7. "Non-Responsive Bid" means a bid, which is not submitted in line with the tender requirements - Terms and Conditions of the Tender, other conditions in the tender documents, EMD etc.

3.2 General Instructions to Bidders

1. Centre for Development of Imaging Technology, is looking for Certified partners or resellers to purchase JIRA project management tool for CDIT.
2. Bidders are advised to study all Technical & Commercial aspects, instructions, forms, terms and specifications in the tender document carefully before participating. Failure to furnish all information required in the tender document or submission of a bid not substantially responsive to the tender document in every respect will be at the bidder's risk and may result in the rejection of the bid.
3. Bids shall be submitted in two parts as follows: -
Cover 1 – Pre-qualification cum technical bid
Cover 2 – Price bid
4. The bidder has to hold the basic rate of the service throughout the bid validity period. GST rate at the time of billing shall be applicable.
5. The successful Bidder has to execute an agreement in non-judicial stamp paper of value Rs. 200/- .

6. CDIT reserves the right to reject any or all tenders without assigning any reason whatsoever.
7. Initially the contract will be for one year and will be extended to 2 more years on mutual consent and agreed terms and conditions.
9. The tenders will be opened on the date and the time indicated. If the date of opening is declared to be a holiday, the tenders will be opened on the next working day.
10. If the order is not executed as per the manner mentioned, CDIT will be at liberty to get the work done through other sources, and to forfeit the security deposit amount of the Bidder.
11. Payment will be made after submission of Invoice and verification by the authorized person of CDIT.
12. Jurisdiction: The Courts situated in Thiruvananthapuram alone will have jurisdiction on the Contract.
13. Conditional bids are not acceptable and are liable for rejection.
14. The Bidder shall bear all costs associated with the preparation and submission of the bid. The Buyer, will in no case, be responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.
15. All documents submitted in the tender shall be part & parcel of the agreement, to be signed with the successful bidder.

Scope of Work

1. Procurement of JIRA Licenses

- Supply and deliver JIRA Software (Cloud or Data Center, as per requirement) for an initial count of **50 users**.
- The license should be **scalable** to support future user additions.
- Licenses must be valid for **one year**, with the option to renew annually.

2. Confluence Tool Trial

- Provide a **trial version of Confluence** for internal evaluation and collaboration purposes.
- If the trial is successful, provide cost details and plans for future procurement.

3. Authorized Reseller

- Bidder must be an **authorized Atlassian reseller** and provide supporting documentation/certification.
- Only genuine licenses directly procured through Atlassian or its authorized partner network shall be accepted.

4. **User Management & Scalability**

- Facilitate **user provisioning**, access control, and integration with authentication systems (if required).
- Ensure flexibility for **upgrading user count** during the license period.

5. **Technical Support & Issue Resolution**

- Assign a **dedicated technical support contact** to assist with troubleshooting, license issues, and updates.
- Ensure timely resolution of issues reported by CDIT (email/phone/remote) within 24 hours.

6. **License Renewal Support**

- Provide **reminders and assistance** for timely annual license renewal.
- Submit renewal quotations in advance of expiration to avoid service disruption.

7. **Compliance and Audit**

- Ensure all delivered software complies with Atlassian's terms and licensing agreements.
- Be ready to support any software license audits or verifications, if requested.

8. **Payment Terms and Invoicing**

- Submit a clear invoice
- Taxes, duties, and other charges should be itemized.

3.3 Preparation of Bids

3.3.1 Documents comprising the bid

Bids shall be submitted in two parts as follows:

Cover 1 – Pre-qualification cum technical bid

Cover 2 – Price bid

The bid (Cover 1) shall contain:

1. Company profile with full address, contact person's name and phone number.
2. Undertaking from the Bidder in Bidder's Original Letter Head in the Format listed as Annexure-1.
3. Copy of PAN card and GST registration certificate of the Bidder.
4. Compliance Statement as per Annexure 3
5. An undertaking to the effect that the bidder has not been blacklisted by any of the department/organizations of the Govt. of India/State Govt /PSUs.

The Price bid (Cover 2) shall contain:

1. Price Bid for the work quoted in prescribed format. (Annexure 2)

3.3.2 Bid Submission

1. The bidder shall submit the tender documents in sealed cover well in advance before the prescribed time.
2. The technical bid (i.e., Pre-qualification bid) shall form Part-I of the tender and shall be put in one envelope super scribing as 'Technical bid'.
3. The price bid is the Part-II of the tender & shall be put in another envelope super scribing as 'price-bid'.

The above two envelopes shall then seal and put in a big envelop, seal it properly and submit the same at the Office of Registrar, Centre for Development of Imaging Technology (CDIT), Chithranjali Hills, Thiruvallam.P O, Thiruvananthapuram, Kerala - 695 027 India Phone: +91 - 471 - 2380910 on or before the due date. The envelops shall clearly contain the name and address of the bidder and Tender number and the due date for bid submission.

3.3.3 Bid prices

1. Rates in the price bid format shall be entered in the following manner: The bidder has to submit the pricing of JIRA. The GST amount will be extra applicable at the time of billing.
2. The bidder should be ready to commence the service within 10 days from the date of issue of work order.
3. The bidder shall quote the rate in numerals. The rates shall be in whole numbers.

3.4 Period of Validity of Tender (BID)

1. The Tender (Bid) shall remain **valid for a period of 3 Months from the date of opening of the bid**. The bidder shall not be entitled to revoke or cancel the offer or to vary any term thereof, during the said period of validity without the consent in writing of the Buyer.

3.5 Bid opening and evaluation

3.5.1 Opening of Bids:

1. The Buyer shall open the Bid on the Tender Opening Time and Date as notified in the Tender Notification.
2. The Buyer shall evaluate in detail the Technical Bids (Cover 1) and determine whether the bid complies with all the Qualitative Requirements.
3. Price Bids (Cover 2) of those vendors who qualify technically shall only be opened.

4. Price bid evaluation criteria:

The evaluation of price bids shall be carried out based on the lowest price quoted by the bidders.

3.6 Award of Contract

1. The buyer shall conduct a techno-commercial discussion with the L1 bidder.
2. The Buyer shall be the sole judge in the matter of award of contract and decision of the Buyer shall be final and binding.
3. The buyer reserves the right to cancel the contract either in part or full, if the contractor fails to deliver the service at the stipulated time, and award the same to the next successful bidder.

3.7 Right to accept or reject the tenders

1. Tenders not accompanied with prescribed information or incomplete in any respect, and/or not meeting prescribed conditions, shall be considered as non-responsive and are liable to be rejected.
2. The Buyer reserves the right to accept or reject any bid or a part of the bid or 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 for the Buyer's action.
3. If the bidder gives wrong information in his tender, the Buyer reserves the right to reject such tender at any stage or to cancel the contract, if awarded, and forfeit the EMD.
4. Any correspondence after the opening of the technical bid, from the bidder, regarding the bid, unless specifically sought by the Buyer, shall not be considered.
5. Canvassing in any form in connection with the tenders is strictly prohibited and the tenders submitted by the contractors who resort to canvassing are liable for rejection.

3.8 Issue of Work Order

1. Work Order will be released to the successful bidder.
2. The contractor shall execute an Agreement with the buyer within fifteen days of issuance of Work Order.
3. The Buyer shall be the sole judge in the matter of award of contract and decision of CDIT shall be final and binding.

4. General Terms and Conditions

4.1 Payment Terms

1. No mobilization fund will be provided by CDIT
2. Payment shall be released from CDIT Office to the contractor on submission of original invoice and supporting documents.

5. Force Majeure

Neither the **contractor** nor **C-DIT** shall be considered defaulting in performance of their obligations under the terms listed in this agreement, if such performance is prevented or delayed for any cause beyond the responsible control of the party affected such as war, natural calamities, hostilities, revolution, riots, fire, flood, earthquake or because of any law or other proclamations, regulations or ordinance of any Government or sub-division thereof or any other cause beyond the control of the concerned parties which could not have been foreseen or avoided by the exercise of due diligence; provided, notices of any such cause with necessary evidence is given within a 14 day period of its occurrence or if this not possible, within a reasonable period without delay. As soon as the cause of Force Majeure has been removed, the party whose liability to perform its obligation has been affected shall notify the other party, the actual delay that might have occurred in such affected activity.

6. Settlement of Disputes

If any dispute arises regarding execution of this agreement, the same shall be settled by in a court under the Thiruvananthapuram jurisdiction.

7. Arbitration

Except where otherwise provided for in the contract, all questions and disputes relating to the provisions of this contract shall be settled under the Rules of Indian Arbitration and Conciliation Act, 1996, within thirty (30) days (or such longer period as may be mutually agreed upon from the date that either party notifies in writing that such dispute or disagreement exists. The Registrar CDIT shall appoint the single Arbitrator for settlement of any dispute with regard to this contract. The venue of Arbitration shall be Thiruvananthapuram, Kerala, India. The arbitration resolution shall be final and binding upon the parties and judgment may be entered thereon, upon the application of either party, by any court having jurisdiction.

Indian laws shall govern this contract.

8. Termination

1. CDIT may, without prejudice to any other remedy for breach of contract, by written notice of default, sent to the Contractor, terminate this Contract in whole or in part in any or the following events -
 - If the Contractor fails to deliver any or all of the service specified in the Contract or any extension thereof granted by CDIT
 - If the Contractor fails to perform any other obligation(s) under Contract.
 - If the Contractor, in either of the above circumstances, does not remedy his failure within a period of 30 days after receipt of the default notice from CDIT.In case of any service disruption or compromise in quality that causes loss to the contractor, the bidder shall be held liable and shall be subject to legal action to compensate for the loss incurred by the contractor.
2. Any sum of money due and payable to the contractor (including security deposit refundable to him) under this contract may be appropriated by the Buyer to set off the same against any claim of the Buyer.

9. Eligibility Criteria

S. No.	Clause/requirement	Documents required
1	The bidder shall be the Authorized Atlassian Certified Partner	Copy of certificate
2	GST registration and PAN	Copy of GST and PAN
3	Bidder should have a minimum of 3 years as resellers or Certified partners	Copy of experience certificate / copy of work order issued by client.
4	Registered office	Copy of certificate.
5	Bidders who are blacklisted by State or Central Government are not eligible.	Self-declaration.
6	Compliance statement with respect to all the points of the specifications duly signed should be submitted	compliance statement as per the format given in Annexure 3

6. Price bid format

Sl No	Description of work	Price in Rs.
1	Pricing for 50 users for a yearly license of Atlassian Jira.	
2.	Additional user license cost (per user)	

Annexure-1
Undertaking from bidder
(To be submitted in Letter Head)

To

Registrar
CDIT
Chithranjali Hills, Thiruvallam.P O,
Thiruvananthapuram,

Sub:

Ref: Tender No. CDIT/12/INF/APMT/2025-26/T735 dated 12.12.2025.

Sir,

I/we have downloaded tender document from the website www.cdit.org for the Tender Schedule No: dated and hereby certify that I / we have read the entire terms and clauses contained therein.

Having examined the conditions of tender contract, the receipt of which is hereby duly acknowledged, I / we, undersigned, offer provide JIRA project management tool in conformity with tender specifications referred above and also to the said terms and conditions of contract for the sum shown in the commercial bid(s) attached herewith and made part of this bid.

I / We agree to retain the quoted price for a period of 90 days.

I/We furnish the following details for your information.

My/Our address for communication (with Telephone/e-mail id.)

I/We undertake that, if our bid is accepted, we will provide JIRA as specified in the contract within 10 days from the date of issue of your order.

My /our GST Number is and PAN is

Date, Signature and Office seal

Annexure-2

Price bid format

(To be submitted in Bidder's Letter Head)

Refer Tender No. CDIT/12/INF/APMT/2025-26/T735 dated 12.12.2025.

Sl No	Description of work	Price Rs.
1	Jira Project Management tool for Annual Standard, up to 50 users	
2.	Additional user license cost (Per user)	

GST will be extra as applicable at the time of billing.

Name of the Bidder:

Address:

e-mail id :

Contact Mobile No.

Date,

Signature and Office seal

Annexure-3

Compliance Statement

(To be submitted in Bidders Letter Head)

Tender No. CDIT/12/INF/APMT/2025-26/T735 dated 12.12.2025.

Sl No	Technical Requirement	Remarks/Variation
1	Bidder must be an authorized Atlassian reseller (Attach reseller certificate or proof)	
2	Supply a JIRA license for 50 users initially (Specify edition: Cloud / Data Center)	
4	The license must be scalable to add more users (Describe scalability options)	
5	License validity must be for one year from the date of lisenace Activation	
6	Provide a trial version of the Confluence tool (State trial period and version offered)	
7	Configure JIRA based on the CDIT hierarchy and project structure (Mention customization capability)	
8	Provide technical support with a dedicated contact person (Provide name, contact number, and availability hours)	
9	Support annual license renewal and provide timely renewal reminders (Describe renewal support process)	
10	Ensure compliance with Atlassian licensing terms (Confirm and attach relevant terms)	
11	Submit clear invoice with breakup of taxes and charges (Attach sample invoice format)	
12	Support for license audits or verification by CDIT or Atlassian (if required) Confirm acceptance.	

Name of the Bidder:

Address:

e-mail id :

Contact Mobile No.

Date

Signature and Office seal