

**Request for Proposal
for
Selection of Agency for Upgradation and
Operations & Maintenance of Gujarat State Wide Area
Network (GSWAN) and Gujarat State Data Centre (GSDC)
Department of Science & Technology (DST)
Government of Gujarat
Volume-I
(Commercial Terms and Bid Process)**

(RFP No. GIL/H&N/DST/GSWAN_GSDC O&M/2015)

Bid Processing fees: Rs. 25,000/-

Pre Bid Meeting: 19/09/2015

Last Date for Bid Submission: 12/10/2015

Bid Opening: 13/10/2015



Gujarat Informatics Ltd

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Abbreviations

- **GoG:** Government of Gujarat
- **DST:** Department of Science & Technology
- **GIL:** Gujarat Informatics Limited
- **GSWAN:** Gujarat State Wide Area Network
- **GSDC:** Gujarat State Data Centre
- **OEM:** Original Equipment Manufacturer
- **O&M:** Operations & Maintenance
- **EMS:** Enterprise Management Suite
- **NMS:** Network Monitoring System
- **EMD:** Earnest Money Deposit
- **PBG:** Performance Bank Guarantee
- **SLA:** Service Level Agreement
- **FAT:** Final Acceptance Test
- **TPA:** Third Party Agency
- **SoW:** Scope of Work
- **IPS:** Intrusion Prevention System
- **IMS:** Integrated Infrastructure Management System
- **CCTV:** Closed Circuit Tele Vision
- **QP:** Quarterly Payment

Section I – Invitation for Bids

The invitation to bid is for “Upgradation and Operation & Maintenance of Gujarat State Wide Area Network (GSWAN) and Gujarat State Data Centre (GSDC) Infrastructure for the State of Gujarat for a period of five years”. The bidders are advised to study the bid document carefully. Submission of bids shall be deemed to have been done after careful study and examination of the bid document with full understanding of its implications. This section provides general information about the Issuer (i.e. Gujarat Informatics Limited), important dates and addresses and the overall eligibility criteria for the bidders.

1.1 Issuer

Gujarat Informatics Limited (herein after referred to as “GIL”) on behalf of Department of Science & Technology, Govt. of Gujarat (herein after referred to as “DST/GIL”) invites proposals for “Upgradation and Operation & Maintenance of GSWAN and GSDC Infrastructure for the State of Gujarat for a period of five years. The scope of work and requirement of this project are specified in Volume II of this RFP.

1.2 About The RFP Document

The Request for Proposal (RFP) document consists of two volumes viz.

1.2.1 RFP Volume I – Commercial Terms & Bid Process

- (a) Section I – Invitation for Bids
- (b) Section II – Eligibility Criteria
- (c) Section III – Instructions to Bidders
- (d) Section IV – Terms & Conditions of the Contract
- (e) Section V – Payment Terms
- (f) Section VI – Technical Specifications
- (g) Section VII – Format for Response to Tender – Pre Qualification Bid
- (h) Section VIII – Format for Response to Tender – Technical Bid
- (i) Section IX - Format for Response to Tender – Financial Bid
- (j) Annexure 1 – RFP document acknowledgement form
- (k) Annexure 2- Instructions for furnishing Bank Guarantee
- (l) Annexure 3 – Proforma of Bank Guarantee towards Performance Security

1.2.2 RFP Volume II – Scope of work and SLAs

- (a) Section I – Introduction

- (b) Section II – Scope of Work
- (c) Section III – Service Level Agreement (SLAs)
- (d) Section IV – Penalties
- (e) Annexures “A to G”

1.3 Key Events & Dates

Event	TargetDate
Non-refundable Bid Processing Fee	Rs.25,000/- through demand draft drawn in favour of “Gujarat Informatics Limited” payable at Gandhinagar from any scheduled Bank
Bid Security (EMD)-refundable and non-interest bearing	Rs. 1,00,000,00.00 in the form of Demand Draft OR unconditional Bank Guarantee in favour of “Gujarat Informatics Limited” payable at Gandhinagar from any schedule Bank
Last date of receipt of Pre-bid Queries	On or before 18/09/2015 up to 1700 hours.
Date of Pre-bid Conference and venue	On 19/09/2015 at 1500 hours at GIL conference room
Last date for submission of bids	On or before 12/10/2015 - 1500 hours
Opening of Prequalification bids	On 13/10/2015 - 1600 hours
Opening of Technical bid of short-listed bidders	To be declared later
Opening of Financial bids	To be declared later
Implementation Timelines	For Upgradation: -120 days from Kick-off for GSWAN and -On or before 90 days from Kick-off for GSDC For O & M: -45 days from Kick-off for O&M of GSWAN and GSDC

1.4 Instruction to the bidders for online bid submission

1.5.1 Tender documents are available only in electronic format which Bidders can download free of cost from the website www.gujaratinformatics.com and <https://gil.nprocure.com>.

- 1.5.2 The bids have been invited through e-tendering route i.e. the Pre-qualification, technical and financial bids shall be submitted online on the website <https://gil.nprocure.com>.
- 1.5.3 Bidders who wish to participate in this bid will have to register on <https://gil.nprocure.com>. Further bidders who wish to participate in online bids will have to procure Digital Certificate as per Information Technology Act 2000 using which they can sign their electronic bids. Bidders can procure the same from (n) code solutions – a division of GNFC Ltd., or any other agency licensed by Controller of Certifying Authority, Govt. of India. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.

1.5 Amendment in RFP Document

At any time before the deadline for submission of bids, GIL may, for any reason, whether at its own initiative or in response to a clarification requested by a prospective Bidder, modify the RFP Document by amendment. All the amendments made in the document would be published in the website **www.gujaratinformatics.com**. All such amendments shall be binding to all the bidders. **The bidders are also advised to visit the aforementioned website on regular basis for checking necessary updates.** GIL reserves the rights to amend the dates mentioned in clause 1.4 of this volume for bidprocessing.

1.6 Address for submission of Bid Security and Correspondence

All queries and/or correspondence regarding clarification in the bid should be addressed to:

DGM (Tech)
Gujarat Informatics Limited,
8th Floor, Block No.1, Udyog Bhavan,
Gandhinagar 382010,
Phone: (079)-23256022
E-mail: viveku@gujarat.gov.in

Section II – Eligibility Criteria

The bidder must possess the requisite experience, strength and capabilities in providing services necessary to meet the requirements as described in the RFP document. Keeping in view the complexity and volume of the work involved, following criteria are prescribed as the eligibility criteria for the bidder interested in undertaking the project. The bidder must also possess technical know-how and financial wherewithal that would be required to successfully provide System Integration, Operation and Maintenance services for GSWAN and GSDC sought by the State for the entire period of the contract. The Bids must be complete in all respect and should cover entire scope of work as stipulated in the bid document. This invitation to bid is open to all bidders who qualify the eligibility criteria as given below:

Sr. No.	Eligibility Criteria	Attachments
1.	Bidder should be a company registered/Incorporated in India and should be in existence for at least five years as on 31 st Mar 2015	Certificate of Registration/Incorporation
2.	Bidder should be an established IT System Integrator and should have been engaged in Operations & Maintenance Services of Network and Data Centres for a period of at least five years as on 31.03.2015	Work Orders / Client Certificates confirming year and area of activity should be enclosed.
3.	The bidder must have annual turnover of at least Rs. 2000 Crores for each of the last three financial years as on 31st March, 2015. Annual Turnover of the bidder generated solely from Networking (setting up or O&M) and Data Centre (setting up or O&M) during each of the last three financial years, should be at least Rs. 500 crores	Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years should be enclosed. CA certificate mentioning turnover of the bidder should be enclosed.
4.	The bidder must have positive net worth and should be Profit making in each of the last three financial years as on 31st March, 2015	Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years should be enclosed. CA certificate mentioning net profit of the bidder should be enclosed.
5.	The bidder should have demonstrable expertise and experience in executing at least ONE project of Network Integration / Systems Integration/Data Centre Operation anytime during last five years, having a minimum value of Rs. 100 crores or TWO projects having a minimum	Details of such projects undertaken along with clients' on-going/completion certification/ letter should be enclosed.

Sr. No.	Eligibility Criteria	Attachments
	<p>value of Rs. 50 crores each.</p> <p>Note: In case Bidder is a wholly owned subsidiary, the experience of Parent company would be considered for eligibility</p>	<p>Undertaking from the Parent company to support its wholly owned subsidiary.</p>
6.	<p>The bidder should have demonstrable expertise and experience of setting up WAN project and carrying out O&M during last five years ending 31st Mar 2015</p> <ul style="list-style-type: none"> - One WAN Project of 5000 WAN/LAN nodes Or - Two WAN Projects of 3000 WAN/LAN nodes <p>Note: In-house projects for their own corporations executed by the bidder shall not be considered for above purpose.</p> <p>Note: WAN (Wide Area Network) is defined as an intercity network. Any network involving setting up a campus network or MAN (Metropolitan Area Network) would NOT be considered a WAN project</p> <p>Note: LAN Projects (Campus LAN/Switches in a campus location) executed by the bidder shall not be considered for above purpose.</p> <p>Note: In case Bidder is a wholly owned subsidiary, the experience of Parent company would be considered for eligibility</p>	<p>Copies of work order and the client certificates for satisfactory completion of project and showing order value and cost.</p> <p>Undertaking from the Parent company to support its wholly owned subsidiary</p>
7.	<p>Bidder must have experience of Operations & Maintenance of the following during last 5 years ending 31 March 2015:</p> <ul style="list-style-type: none"> - One Data Centre Project of Rs. 25 Crores <p>OR</p> <ul style="list-style-type: none"> - Two Data Centre/ DR Projects of Rs 10 Crores each <p>Note: In-house projects executed by the bidder shall not be considered for above purpose.</p> <p>Note: (Projects covering only AMC of equipment would not be considered)</p> <p>Note: The work order/purchase order should be from the end-customer only. Sub-contracted works will not be considered as valid customer reference.</p>	<p>Work Order + Work Completion Certificates from the client showing order value and cost</p> <p>OR</p> <p>Copies of work order and the client certificates for satisfactory completion of project and showing order value and cost</p>

Sr. No.	Eligibility Criteria	Attachments
	Note: In case Bidder is wholly owned subsidiary, the experience of Parent company would be considered for eligibility	Undertaking from the Parent company to support its wholly owned subsidiary
8.	<p>The bidder should be authorized by its OEM (or multiple OEMs) to quote in the bid. The bidder should have a back-to-back support agreement/arrangement for services including supply of spare parts etc. with the Original Equipment Manufacturer (OEMs) of Networking devices, which includes the post-sales support activities for the entire project period.</p> <p>In case, the bidder proposes the solution with network components from more than one OEM, then bidder shall furnish Undertaking confirming compliance to technical specifications and complete functional requirements as stated in the bid document, interoperability and performance guarantee for the complete solution (not just part of the overall network solution) comprising of all proposed network components taking complete ownership and responsibility of the complete solution and all network equipments proposed from multiple OEMs.</p> <p>All the proposed equipments should not be declared End-of-Support by the OEMs for next 5years from the date of bid submission.</p>	<p>The authorization certificate of OEM specific to this bid should be enclosed.</p> <p>Undertaking from Bidder if multiple OEM network components being supplied as part of overall solution</p> <p>The OEM undertaking letter should be enclosed</p>
9.	No Consortium will be allowed. The bidder must meet all the eligibility criteria by itself	
10.	Bidder or OEM should not be blacklisted by any Ministry of Government of India or by Government of any other State in India or by Government of Gujarat or any of the Government PSUs at the time of bidding.	Certificate / affidavit mentioning that the Bidder is not blacklisted by any Ministry of Government of India or by Government of any State in India or by Government of Gujarat or any of the Government PSUs. Self-Declaration Form must be submitted
11.	OEMs of proposed equipments/components should have existence in India for last five years as on 31 st Mar 2015. OEMs for Routers and Switches should be in the Leadership quadrant in the latest available Gartner Magic Quadrant Or in the top three positions in terms of market share in India as per latest available IDC report.	Undertaking from the Bidder confirming the compliance.

Section III - Instruction to Bidders

3.1 Cost of bidding

- 3.1.1 The Bidder shall bear all costs associated with the preparation and submission of the Bid and DST/GIL will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
- 3.1.2 Bidder is expected to pay Rs.25,000/- as a bid processing fee (Non-refundable) in the form of demand draft in favour of "Gujarat Informatics Ltd." payable at Ahmedabad/Gandhinagar along with the EMD cover. In case of non-receipt of bid processing fees and EMD the bid will be rejected by DST/GIL as non-responsive.

3.2 Bidding Documents

- 3.2.1 Bidder can download the bid document and further amendment if any freely available on <https://gujaratinformatics.com> and <https://gil.nprocure.com> and upload their response/proposal on <https://gil.nprocure.com> on or before due date of the tender.
- 3.2.2 Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents thoroughly. Failure to furnish all information required as per RFP or submission of a Bid not substantially responsive to the RFP in every respect may result in the rejection of the Bid.
- 3.2.3 Under no circumstances physical bid will be accepted.

3.3 Clarification on Bidding Documents

- 3.3.1 A prospective Bidder requiring any clarification of the bidding documents may seek clarifications by submitting queries on email Id: viveku@gujarat.gov.in prior to the date of Pre Bid Meeting.
- 3.3.2 DST/GIL will discuss the queries received from the interested bidders in the Pre Bid Meeting and respond the clarifications by uploading on the website <https://gujaratinformatics.com>.
- 3.3.3 No further or new clarification what so ever shall be entertained after the Pre Bid Meeting.
- 3.3.4 The interested bidder should send the queries as per the following format:

Bidder's Request For Clarification			
Name of Organization submitting request		Name & position of person submitting request:	Address of organization including phone, fax, email points of contact
S.No.	Bidding Document Reference (Clause /page)	Content of RFP requiring clarification	Points of Clarification required
1			
2			
3			
4			

3.4 Amendments to RFP

- 3.4.1 At any time prior to the deadline for submission of bids, DST/GIL, for any reason, whether on its own initiative or in response to the clarifications requested by prospective bidders, may modify the bidding documents by amendment and publish corrigendum on the websites <https://gujaratinformatics.com> and <https://gil.nprocure.com>.
- 3.4.2 All prospective bidders are requested to check above mentioned websites, any amendments/corrigendum/modification will be notified on these websites and such modification will be binding on them.
- 3.4.3 In order to allow prospective bidders a reasonable time to take the amendment into account in preparing their bids, DST/GIL, at its discretion, may extend the deadline for the submission of bids.

3.5 Language of Bid

- 3.5.1 The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and DST/GIL shall be in English.
- 3.5.2 In case, supporting documents and printed literature furnished by the bidder is in some other language, accurate translation of the relevant pages in English would be required. For the purpose of interpretation of the bid, the translation in English shall govern.

3.6 Documents Comprising the Bid

- 3.6.1 The Bid prepared by the Bidder shall comprise of the following documents:
- (a) **Bid Security/EMD and Bid Processing Fee:** The bid security of **Rs. 1,00,00,000/- (Rupees One Crore Only)** in the form of Demand Draft or unconditional Bank Guarantee and bid processing fee of **Rs. 25,000/- (Rupees Twenty Five Thousands Only)** in the form of Demand Draft in favour of **Gujarat Informatics Ltd, Gandhinagar** are to be submitted physically in sealed envelope clearly mentioning that “EMD and Bid Processing Fee of the Upgradation and O&M of GSWAN and GSDC” at GIL on the address mentioned in Section 1.6
 - (b) **Pre-qualification Bid:** In support of eligibility, a bidder must submit the following documents:
 - (i) Volume I, Section VII – Format 1: Pre-qualification Bid Letter.
 - (ii) Volume I, Section VII – Format 2: General information about the Bidder.
 - (iii) Detailed checklist for Eligibility duly filled in along with the supporting documents as defined in Volume I, Section VII – Format 3
 - (iv) Declaration that the bidder has not been blacklisted by any Ministry of Government of India or by Government of any State in India or by Government of Gujarat or any of the Government PSUs as per Volume I, Section VII – Format 4. – Declaration Regarding Blacklisting

- (v) Undertaking by the bidder for acceptance to the Terms & Conditions mentioned in this RFP, Section VII- Format 5: Undertaking for Acceptance of Terms and Conditions in RFP.
- (vi) Annual turnover as per Eligibility criteria Sr. no. 3 and 4, Section VII – Format 6: Annual Sales Turnover Statement
- (vii) Experience of projects of prescribed nature and size as per Eligibility Criteria Sr. no. 5,6 and 7 - Format 7: Completion of Projects of Prescribed Nature and Size
- (c) **Technical Bid:** The Technical Bid besides the other requirements of the RFP, shall comprise:
 - (i) Volume I, Section VIII– Format 1: Technical Bid Letter
 - (ii) Volume I, Section VIII – Format 2: Technical Compliance Sheet
 - (iii) Volume I, Section VIII – Format 3: Relationship with OEM
 - (iv) Volume I, Section VIII – Format 4: Proposed Technical Solution
 - (v) Volume I, Section VIII – Format 5: Project Management Plan
 - (vi) Volume I, Section VIII – Format 6: Core Project Team
- (d) **Financial Bid:** The Financial Bid, besides the other requirements of the RFP, shall comprise of the following:
 - (i) Volume I, Section IX – Format 1: Financial Bid Letter
 - (ii) Volume I, Section IX –Format-2: Price Bid

3.6.2 The Pre-qualification Bid, Technical Bid and Financial Bid must be submitted online through the e-tendering website of <http://gil.nprocure.com> using digital signature.

3.7 Bid Forms

- 3.7.1 Wherever a specific form is prescribed in the Bid document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be used to convey the said information. Failing to upload the information in the prescribed format, the bid is liable for rejection.
- 3.7.2 For all other cases, the Bidder shall design a form to hold the required information.
- 3.7.3 DST/GIL shall not be bound by any printed conditions or provisions in the Bidder's Bid Forms.

3.8 Fraudulent and Corrupt Practice

- 3.8.1 Fraudulent practice means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the DST/GIL of the benefits of free and

open competition.

- 3.8.2 “Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of Contract execution.
- 3.8.3 DST/GIL will reject a proposal for award and may forfeit the EMD and/or Performance Bank Guarantee if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, contract(s).

3.9 Local / Site Conditions

- 3.9.1 It will be incumbent upon each Bidder to fully acquaint itself with the local conditions and other relevant factors of GSWAN and GSDC which would have any effect on the performance of the contract and / or the cost. The Bidders are advised to visit the GSWAN and GSDC locations (at their own cost) and due-diligence should be conducted before the pre-bid meeting/ bid-submission.
- 3.9.2 The Bidder is expected to make a site visit to obtain for itself all information that may be necessary for preparing the bid and entering into contract.
- 3.9.3 Failure to obtain the information necessary for preparing the bid and/or failure to perform activities that may be necessary for providing the services before entering into contract will in no way relieve the Successful Bidder from performing any work in accordance with the RFP documents.
- 3.9.4 It will be imperative for each Bidder to fully inform themselves of all legal conditions and factors which may have any effect on the execution of the contract as described in the RFP Documents. DST/GIL shall not entertain any request for clarification from the Bidder regarding such conditions.
- 3.9.5 It is the responsibility of the Bidder that such factors have properly been investigated and considered while submitting the bid proposals and that no claim whatsoever including those for financial adjustment to the contract awarded under the RFP Documents will be entertained by DST/GIL and that neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by DST/GIL on account of failure of the Bidder to appraise themselves of local laws and site conditions.

3.10 Lack of Information to Bidder

The Bidder shall be deemed to have carefully examined all RFP documents to its entire satisfaction. Any lack of information shall not in any way relieve the Bidder of its responsibility to fulfil its obligation under the Contract.

3.11 Contract Obligations

If after the award of the contract the Bidder does not sign the contract or fails to furnish the Performance Bank Guarantee (PBG) within fifteen working days from the date of award and if the operations are not started within fifteen working days after submission of PBG, DST/GIL reserves the right to cancel the contract and apply all remedies available under the terms and conditions of this contract.

3.12 Bid Price

- 3.12.1 The Price/Financial bid should indicate the prices in the format/price schedule only.
- 3.12.2 Offered prices should be exclusive of VAT/Sales Tax/Service Tax and inclusive of levies such as Excise, Insurance, FOR destination (anywhere in the Gujarat state).
- 3.12.3 Discount if offered, should not be mentioned separately. It should be included in offered price.
- 3.12.4 Prices shall be written in both words and figures. In the event of difference, the price in words shall be valid and binding.
- 3.12.5 Unit rates should be quoted separately for each item. Quantities can be increased or decreased by DST/GIL and bidder has to supply deviated quantities at the rates prescribed and approved by DST/GIL in the tender document.
- 3.12.6 If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected. If the Bidder does not accept the correction of the errors, its bid will be rejected.
- 3.12.7 Any discrepancy relating to prices quoted in the offer across different sections of the bid, only prices given in the prescribed format given at Price Schedule of this RFP shall prevail.
- 3.12.8 The quoted prices shall be valid for 365 days from the date of opening of Financial bid.

3.13 Bid Currency

Prices shall be quoted in Indian rupees only.

3.14 Bid Security / EMD

- 3.14.1 The Bidder shall furnish, as part of the Bid, a Bid security for the amount of Rs. 1,00,000,00/- (Rupees One Crore only) in the form of Demand Draft or unconditional

Bank Guarantee, in favour of Gujarat Informatics Ltd., payable at Gandhinagar/Ahmedabad in India in a sealed envelope. The un-priced bid will be opened subject to the confirmation of valid Bid security.

3.14.2 Unsuccessful Bidder's Bid security will be refunded within thirty (30) days from the award of work to the successful bidder.

3.14.3 The successful Bidder's Bid security will be discharged upon the Bidder signing the Contract/Agreement, and furnishing the Performance Bank Guarantee.

3.14.4 The Bid security may be forfeited at the discretion of GoG/GIL, on account of one or more of the following reasons if:

- (a) The Bidder withdraws their Bid during the period of Bid validity specified on the Bid letter form.
- (b) Bidder does not respond to requests for clarification of their Bid.
- (c) Bidder fails to co-operate in the Bid evaluation process, and
- (d) In case successful Bidder fails to:
 - (i) To sign the Agreement in time
 - (ii) To furnish Performance Bank Guarantee

3.15 Period of Validity of Bids

3.15.1 Bids shall remain valid for 180 days from the date of Financial Bid opening. A Bid valid for a shorter period shall be rejected as non-responsive.

3.15.2 In exceptional circumstances, DST/GIL may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security shall also be suitably extended. A Bidder's request to modify the Bid will not be permitted.

3.16 Bid Due Date

3.16.1 Bid must be submitted on the e-tendering website <https://gil.nprocure.com> not later than the date/time specified in the RFP.

3.16.2 The DST/GIL may, at its discretion, extend the bid due date, in which case all rights and obligations of the DST/GIL and the bidders, previously subject to the bid due date, shall thereafter be subject to the new bid due date as extended.

3.17 Late Bid

Bidders would not be able to upload or submit the bid after the bid due date/time.

3.18 Modification and Withdrawal of Bid

- 3.18.1 The Bidder may modify or withdraw its Bid before the due date of bid submission on e-tendering website <https://gil.nprocure.com>.
- 3.18.2 No Bid may be modified subsequent to the deadline for submission of bids.
- 3.18.3 No Bid may be withdrawn after due date for submission of bids. Withdrawal of a Bid after Bid submission due date may result in the forfeiture of bidder's Bid security.

3.19 Opening of Bids by DST/GIL

- 3.19.1 Bids will be opened in the presence of Bidder's representatives, who choose to attend. The Bidder's representatives who are present shall sign a register evidencing their attendance.
- 3.19.2 The Bidder's names, Bid modifications or withdrawals, discounts and the presence or absence of relevant Bid security and such other details as the DST/GIL at its discretion, may consider appropriate, will be announced at the opening.
- 3.19.3 Immediately after the closing time, the DST/GIL shall open the Pre-qualification Bids and list them for further evaluation.

3.20 Contacting DST/GIL

- 3.20.1 Bidder shall not approach DST/GIL officers outside of office hours and/ or outside DST/GIL office premises, from the time of the Bid opening to the time the Contract is awarded.
- 3.20.2 Any effort by a bidder to influence DST/GIL officers in the decisions on Bid evaluation, bid comparison or contract award may result in rejection of the Bidder's offer. If the Bidder wishes to bring additional information to the notice of the DST, it should do so in writing.

3.21 Rejection Criteria

- 3.21.1 Besides other conditions and terms highlighted in the RFP document, bids may be rejected under the following circumstances:
- (a) **Pre-qualification Rejection Criteria**
 - (i) Bids submitted without or with improper Bid Security (EMD) and Bid Processing fee.
 - (ii) Bids which do not conform to unconditional validity of the bid as prescribed in the bid.

- (iii) If the information provided by the Bidder is found to be incorrect / misleading at any stage / time during the Tendering Process.
 - (iv) Any effort on the part of a Bidder to influence the bid evaluation, bid comparison or contract award decisions.
 - (v) Bids without proper documents/evidences as asked for in the pre-qualification bid as mentioned in the RFP Document.
- (b) **Technical Rejection Criteria**
- (i) Technical Bid containing Financial details.
 - (ii) Revelation of Prices in any form or by any reason before opening the Financial Bid.
 - (iii) Failure to furnish all information required by the RFP Document or submission of a bid not substantially responsive to the Bid Document in every respect.
 - (iv) Bidders not quoting for the complete scope of Work as indicated in the Bid documents, addendum (if any) and any subsequent information given to the Bidder.
 - (v) Bidders not complying with the Technical and General Terms and conditions as stated in the RFP Documents.
 - (vi) Bidders not conforming to unconditional acceptance of full responsibility of providing services in accordance with the Scope of work and Service Level Agreements of this RFP.
 - (vii) If the bid does not confirm to the timelines indicated in the RFP Document.
- (c) **Financial Rejection Criteria**
- (i) Incomplete Price Bid
 - (ii) Price Bids that do not conform to the Bid's price bid format.

3.22 Rejection of Bids

DST/GIL reserves the right to reject any Bid, and to annul the bidding process and reject all bids at any time prior to award of Contract, without thereby incurring any liability to the affected Bidders or any obligation to inform the affected Bidders of the grounds for such decision.

3.23 Evaluation Methodology

3.23.1 DST/GIL will form a Committee which will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, DST/GIL, may, at its discretion, ask the bidders for clarification of their Proposals.

3.23.2 The Pre-qualification Bids will be evaluated first to ascertain the eligibility of the Bidders.

3.23.3 The technical bids of the bidders who comply with the eligibility criteria in the Pre-qualification Bids will be opened. The technical evaluation would be based on the

proposal of Bidder meeting the Specifications mentioned in the RFP document and other compliance to the terms and conditions. In case of conditional bid or major deviations from the RFP requirements, DST/GIL may seek the clarification in writing from the bidder, if required. If bidder fails to submit the required clarifications in due time, the technical evaluation will be done based on the information submitted in the technical bid.

3.23.4 The Financial Bids of Technically qualified bidders only would be opened and evaluated to determine the L1 bidder.

3.24 Award of Contract

3.24.1 Award Criteria: The Criteria for selection will be the lowest cost to DST/GIL amongst the technically qualified bids.

3.24.2 DST/GIL's right to vary requirements at time of award: DST/GIL reserves the right at the time of award to increase or decrease quantity for the requirements originally specified in the document without any change in Bid rate or other terms and conditions.

3.24.3 In case, if lowest bidder does not accept the award of contract or found to be involved in corrupt and/or fraudulent practices, the next lowest bidder will be awarded the contract. In such scenario, the lowest bidder has to born the difference between lowest prices and next lowest prices.

3.25 Notification of Award and Signing of Contract

3.25.1 Prior to expiration of the period of Bid validity, DST/GIL will notify the successful Bidders and issue Lol.

3.25.2 Within ten (10) working days of receipt of the Contract Form, the successful Bidder shall sign and date the Contract and return it to the DST/GIL. The Performance Bank Guarantee (PBG) has to be submitted within fifteen (15) working days from date of award. The PBG shall comprise two parts; 5% of the value of Schedule-I of Price Bid (Upgradation component) valid for one year which would be discharged and returned after completion of FAT, and second part as 5% of the value of Schedule – II of Price Bid (O&M component) valid up to 180 days beyond the expiry of contract.

3.26 Contract Obligations and Amendment to Contract

3.26.1 Once a contract is confirmed and signed, the terms and conditions contained therein shall take precedence over the Bidder's bid and all previous correspondence.

3.26.2 Amendments to the Contract may be made by mutual agreement by both the Parties. No variation in or modification in the terms of the contract shall be made except by

written amendment signed by both the parties. All alterations and changes in the contract will take into account prevailing rules, regulations and laws applicable in the State of Gujarat.

3.27 Use of Contract Documents and Information

- 3.27.1 The Vendor shall not without prior written consent from DST/GIL disclose the Contract or any provision thereof or any specification, plans, drawings, pattern, samples or information furnished by or on behalf of GoG in connection therewith to any person other than the person employed by the Vendor in the performance of the Agreement. Disclosure to any such employee shall be made in confidence and shall extend only as far as may be necessary for such performance.
- 3.27.2 The Vendor shall not without prior written consent of DST/GIL make use of any document or information made available for the project except for purposes of performing the Contract.
- 3.27.3 All project related documents issued by DST/GIL other than the Contract itself shall remain the property of DST/GIL and Originals and all copies shall be returned to DST/GIL on completion of the Vendor's performance under the Contract, if so required by the DST/GIL.

3.28 Confidentiality of the Document

- 3.28.1 This Bid Document as submitted by the bidder would be treated as confidential and DST/GIL shall ensure that anything contained in this Bid Document shall not be disclosed in any manner, whatsoever to any party/unrelated person to the Bid process.

Section IV - General Conditions of the Contract

4.1 Application

These general conditions shall apply to the extent that they are not superseded by provisions in other parts of the contract. For interpretation of any clause in the RFP or Contract Agreement, the interpretation of the DST/GIL shall be final and binding on the O&M agency.

4.2 Standard

The O&M agency shall give the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted professional standards and practices. The O&M agency shall always act in respect of any matter relating to this contract as faithful advisor to DST/GIL. The O&M agency shall abide by all the provisions/Acts/Rules etc. of Information Technology prevalent in the country as on the date of the requirements and design submissions. The equipments and services supplied under this contract shall conform to the standards mentioned in the requirement specifications.

4.3 Patent Rights

The O&M agency shall indemnify DST/GIL against all third party claims of infringement of patent, trademark or industrial design rights arising from the use of the equipments and services or any part thereof.

4.4 Incidental Services

The O&M agency may be required to provide any or all of the following services:

- 4.4.1 Furnish detailed manuals for each appropriate unit of the supplied equipment and services.
- 4.4.2 Perform or supervise or maintain and/ or repair the supplied equipment and services, for a period of time agreed by DST/GIL and the O&M agency, provided this service shall not relieve the O&M agency of any warranty obligations under this contract.

4.5 Delivery and Documents

The O&M agency shall submit all the deliverables on due date as per the delivery schedule agreed between parties. No party shall, without the other party's prior written consent, disclose contract, drawings, specifications, plan or other documents to any person other than an entity employed by the affected party for the performance of the contract. In case of the termination of the contact, all the documents prepared by the O&M agency under this contract shall become the exclusive property of DST/GIL. The O&M agency may retain a copy of such

documents, but shall not use anywhere, without taking permission, in writing, from DST/GIL. DST/GIL reserves right to grant or deny such permission. Delivery of the equipments and services and associated documents shall be made by the O&M agency in accordance with the terms specified by DST/GIL in RFP.

4.6 Change Orders

4.6.1 DST/GIL may at any time, by a written order given to the O&M agency make changes within the general scope of the contract in any one or more of the following:

- (a) Configuration or specifications of the equipment.
- (b) Change in pop address for delivery of equipment.

4.6.2 DST/GIL may at any time, by a written order given to the O&M agency make changes within the general scope of the contract in any one or more of the following during the contract period:

- (a) Change in pop address for providing services.
- (b) The service to be provided by the O&M agency.
- (c) Change in bandwidth required at any office location or across all office locations.
- (d) Change in QoS parameters at any office location or across all office locations.

4.7 Assignment

The O&M agency shall not assign, in whole or in part, his obligations to perform under the contract, to any other party or persons, except with DST/GIL's prior written consent. The permission, if any, of DST/GIL has to be taken before award of the contract.

4.8 Sub Contract

The O&M agency would provide the services on its own and no back-to-back sub-contracting shall be allowed. However if sub-contracting for specialized work is required, the O&M agency will take prior permission from DST/GIL.

4.9 Take Over

DST/GIL or any agency authorized by DST/GIL has the right to take over the operations and management even before the expiry of 5 years in case the successful bidder fails to perform any obligations under the contract.

4.10 Inappropriate use of Network

The O&M agency shall not use the network facilities/ equipment installed for any other purpose/ use than that of the functions assigned by the DST/GIL.

4.11 Termination for Default

DST/ GoG may, without prejudice to any other remedy for breach of contract can terminate the contract, in whole or in part after giving 30 days prior written notice of default sent to the O&M agency:

4.11.1 If the O&M agency fails to deliver any or all of the equipments and services within the time periods specified in the contract, or any extension thereof granted by DST/ GIL OR

4.11.2 If the O&M agency fails to perform any obligations under the contract

4.12 Termination for Insolvency

4.12.1 DST/GIL may at any time terminate the contract by giving written notice to the O&M agency, without compensation to the O&M agency, if the O&M agency becomes bankrupt or otherwise insolvent, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to DST/GIL.

4.12.2 In the event of termination as per clause above (4.11 & 4.12), DST/GIL reserves the right to take suitable action against successful bidder against their default including revoking the PBG and risk purchase clause etc.

4.13 Force Majeure

4.13.1 The O&M agency shall not be liable for forfeiture of his performance security, liquidated damages or termination for default, if and to the extent that, his delay in performance or other failure to perform his obligations under the contract is the result of an event of Force Majeure.

4.13.2 For purposes of this clause, "Force Majeure" means an event beyond the control of the O&M agency and not involving the O&M agency and not involving the O&M agency's fault or negligence and not foreseeable. Such events may include, but are not restricted to, acts of DST/ GoG either in its sovereign or contractual capacity, wars or revolutions, fires, floods, epidemics, quarantine restrictions and freight embargoes.

4.13.3 If a Force Majeure situation arises, the O&M agency shall promptly notify DST/ GoG in writing of such conditions and the cause thereof. Unless otherwise directed by DST/ GoG, the O&M agency shall seek all reasonable alternative means for performance not

prevented by the Force Majeure event.

4.13.4 **Force Majeure Events:** The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the definition as stated above.

4.13.5 Without limitation to the generality of the foregoing, Force Majeure Event shall include following events and circumstances and their effects to the extent that they, or their effects, satisfy the above requirements:

(a) **Natural events** ("Natural Events") to the extent they satisfy the foregoing requirements including:

- (i) Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
- (ii) Explosion or chemical contamination (other than resulting from an act of war);
- (iii) Epidemic such as plague;
- (iv) Any event or circumstance of a nature analogous to any of the foregoing.

(b) **Political Events** which occur inside or Outside the State of Gujarat or involve directly the State Government and the Central Government ("Direct Political Event"), including:

- (i) Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;
- (ii) Strikes, work to rules, go-slows which are either widespread, nation-wide, or state-wide or are of political nature;
- (iii) Any event or circumstance of a nature analogous to any of the foregoing

4.13.6 **Force Majeure Exclusions**

(a) Force Majeure shall not include the following event(s) and/or circumstances, except to the extent that they are consequences of an event of Force Majeure:

- (i) Unavailability, late delivery
- (ii) Delay in the performance of any contractor, sub-contractors or their agents;

4.13.7 **Procedure for Calling Force Majeure:** The Affected Party shall notify to the other Party

in writing of the occurrence of the Force Majeure as soon as reasonably practicable, and in any event within five days after the affected Party came to know or ought reasonably to have known, of its occurrence and that the Force Majeure would be likely to have a material impact on the performance of its obligations under the contract.

4.13.8 **Payments in case of Force Majeure:** During the period of their inability of services as a result of an event of Force Majeure, the O&M agency shall be entitled to continue to be paid under the terms of this contract, as well as to be reimbursed for costs additional costs reasonably and necessarily incurred by them during such period purposes for the purpose of the services and in reactivating the service after the end of such period.

4.14 Resolution of Disputes

4.14.1 If any dispute arises between parties, then there would be two ways for resolution of the dispute under the Contract.

(a) **Amicable Settlement:** Performance of the contract is governed by the terms the conditions of the contract, however at times dispute may arise about any interpretation of any term or condition of contract including the Schedule of Requirement, the clauses of payments etc. In such a situation disputes arising between parties are out of contract, either party of the contract may send a written notice of dispute to the other party. The party receiving the notice of dispute will consider the notice and respond to it in writing within 30 days after receipt. If that party fails to respond within 30 days, or the dispute cannot be amicably settled within 60 days following the response of that party, then clause 4.12 shall become applicable. Amicable settlement clause shall be only applicable in case of dispute is arising out of contract. The said clause shall not be applicable in the case of cyber-crimes and any other type of security breach carried out by either bidder organization itself or its employees.

(b) **Arbitration:** In the case dispute arising between the parties in the contract, which has not been settled amicably, any party can refer the dispute for Arbitration under (Indian) Arbitration and Conciliation Act, 1996. Such disputes shall be referred to Arbitral Tribunal as prescribed by Ministry of Law, Government of India. The Indian Arbitration and Conciliation Act, 1996 and any statutory modification or reenactment thereof, shall apply to these arbitration proceedings.

4.14.2 Arbitration proceedings will be held in India at Gandhinagar and the language of the arbitration proceeding and that of all documents and communications between the parties shall be in English.

4.14.3 The decision of the majority of arbitrators shall be final and binding upon both the parties.

- 4.14.4 All arbitration awards shall be in writing and shall state the reasons for the award.
- 4.14.5 The expenses of the arbitration as determined by the arbitrators shall be shared equally between the two parties. However, the expenses incurred by each party in connection with the preparation, presentation shall be borne by the party itself.
- 4.14.6 Arbitration clause shall be only applicable in case of dispute is arising out of contract. The said clause shall not be applicable in the case of cyber-crimes and any other type of confidentiality/security breach carried out by either bidder organization itself or its employees.
- 4.14.7 Both the parties agree the jurisdiction of Adjudicating Authority, Gujarat state and Cyber Appellate Tribunal, New Delhi under Information Technology Act, 2000 (including any amendments therein) in case of any contraventions, security and confidentiality breaches.

4.15 Governing Language

The contract shall be written in English. All correspondence and other documents pertaining to the contract, which are exchanged by the parties, shall be written in the same language.

4.16 Applicable Law

Applicable Law means the laws and any other instruments having the force of law in India as they may be issued and in force from time to time. The contracts shall be interpreted in accordance with the laws of the Union of India and that of the State of Gujarat.

4.17 Notices

Any notice by one party to the other pursuant to the contract shall be sent in writing by registered post only to the addresses as defined under this contract. A notice shall be effective when delivered or on the notice's effective date, whichever is later.

4.18 Back up support

O&M agency shall furnish details of the back-up engineering and network support that will be available to DST/GIL. If the maintenance of the equipment, after expiry of the contract period, is taken over either by DST/GIL or any other person/ agency to be nominated by DST/GIL, the O&M agency shall be responsible for provisioning of spare parts and back-up maintenance support required by DST/GIL or that agency, and shall continue to make available the spare parts.

4.19 Statutory Deductions and Payment

- 4.19.1 Payments shall be subject to any deductions (such as TDS, penalty as per SLAs, etc.) of any amount, for which the O&M agency is liable under the agreement against this RFP.
- 4.19.2 The payments to the O&M agency will be made quarterly at the end of each quarter on acceptance of the invoice by the DST/GIL or its designated agency. The invoice would be processed for release of payment within 45 days after due verification of the invoice and other supporting documents by DST/GIL or its designated agency. However, in case the processing of the invoice gets delayed beyond 45 days from the date of acceptance of invoice, the O & M agency would be paid an adhoc amount of 50% of invoice value and the remaining amount would be released after getting clarifications, due verification and imposition of penalty, if any.

4.20 Taxes and Duties

The O&M agency shall fully familiarize itself about the applicable Domestic taxes (such as VAT, Sales Tax, Service Tax, Income Tax, duties, fees, levies, etc.) on amount payable by DST/GIL under the contract. The O&M agency shall pay such domestic tax, duties, fees and other impositions (wherever applicable) levied under the applicable law. The billing should be done in Gujarat only.

4.21 Insurance

The equipments supplied under this contract shall be fully insured by the O&M agency against loss or damage incidental to manufacture or acquisition, transportation, storage, delivery and installation. The O&M agency will have to procure insurance for all the assets under GSWAN and GSDC on behalf of DST/GIL within six months from the date of kick-off meeting. DST/GIL shall provide authorization to the O&M agency to procure insurance.

4.22 Manuals, Data and Information

Complete information relating to installation, maintenance, service, support, and troubleshooting of equipments and services should be supplied by the O&M agency.

4.24 Inspection and Testing

- 4.24.1 The bidder will have to offer the inspection after delivering and installing the equipments at the locations specified in the RFP.
- 4.24.2 Any deviation found in the specification of the delivered equipments after inspection from the tender specifications will lead to the cancellation of the order, forfeiture of PBG and prohibition in the participation in the future purchases of Government of Gujarat.
- 4.24.3 The DST/GIL's right to inspect, test and, where necessary, reject the Goods after the Goods arrival at Customer Sites shall in no way be limited or waived by reason of the

Goods having previously been inspected, tested and passed by the Purchaser or its representative prior to the Goods shipment.

4.25 Limitation of Liability

O&M agency's cumulative liability for its obligations under the contract shall not exceed the contract value and the O&M agency shall not be liable for incidental, consequential, or indirect damages including loss of profit or saving.

4.26 Confidentiality

4.26.1 O&M agency understands and agrees that all materials and information marked and identified by DST/GIL as 'Confidential' are valuable assets of DST/GIL and are to be considered DST/GIL's proprietary information and property. O&M agency will treat all confidential materials and information provided by DST/GIL with the highest degree of care necessary to ensure that unauthorized disclosure does not occur. O&M agency will not use or disclose any materials or information provided by DST/GIL without DST/GIL's prior written approval.

4.26.2 O&M agency shall not be liable for disclosure or use of any materials or information provided by DST/GIL or developed by O&M agency which is:

- (a) possessed by O&M agency prior to receipt from DST/GIL, other than through prior disclosure by DST/GIL, as documented by O&M agency's written records;
- (b) published or available to the general public otherwise than through a breach of Confidentiality; or
- (c) Obtained by O&M agency from a third party with a valid right to make such disclosure, provided that said third party is not under a confidentiality obligation to DST/GIL; or
- (d) Developed independently by the O&M agency.

4.26.3 In the event that O&M agency is required by judicial or administrative process to disclose any information or materials required to be held confidential hereunder, O&M agency shall promptly notify DST/GIL and allow DST/GIL a reasonable time to oppose such process before making disclosure.

4.26.4 O&M agency understands and agrees that any use or dissemination of information in violation of this Confidentiality Clause will cause DST , GoG irreparable harm, may leave DST/GIL with no adequate remedy at law and DST/GIL is entitled to seek to injunctive relief.

4.26.5 DST/GIL does not wish to receive the Confidential Information of O&M agency, and O&M agency agrees that it will first provide or disclose information which is not confidential. Only to the extent that DST/GIL requests Confidential Information from O&M agency, then O&M agency will furnish or disclose Confidential Information.

4.26.6 Nothing herein shall be construed as granting to either party any right or license under any copyrights, inventions, or patents now or hereafter owned or controlled by the other party. The requirements of use and confidentiality set forth herein shall survive

the expiration, termination or cancellation of this RFP. Confidential Information disclosed under this contract shall be subject to confidentiality obligations for a period of two years following the initial date of disclosure. Nothing contained in this contract shall limit the O&M agency from providing similar services to any third parties or reusing the skills, know-how, and experience gained by the employees in providing the services contemplated under this contract.

4.27 Use of Contract document and Information

4.27.1 The O&M agency shall not, without DST/GIL's prior written consent, disclose the contract or any provision thereof, or any specification, design, drawing, pattern, sample or information furnished by or on behalf of DST/GIL in connection therewith, to any person other than a person employed by the O&M agency in the performance of the contract. Disclosure to any such employed person shall be made in confidence and shall extend only as far as may be necessary for purposes of such performance.

4.27.2 The O&M agency shall not without DST/GIL's prior written consent, make use of any document or information forming a part of this RFP except for purpose of performing the contract. Any document forming a part of this RFP, other than the contract itself, shall remain the property of DST/GIL

4.28 Severability

If any term, clause or provision of the agreement shall be judged to be invalid for any reason whatsoever such invalidity shall not affect the validity or operation of any other term, clause or provision of the agreement and such invalid term clause or provision shall be deemed to have been deleted from the agreement and if the invalid portion is such that the remainder cannot be sustained without it, both parties shall enter into discussions to find a suitable replacement to the clause that shall be legally valid.

4.29 Contract Period

The O&M contract shall remain valid for a period of five years from the date of taking over of O&M operations (within 45 days of kick-off meeting) and end with the date of completion of five years of service. However, DST/GIL reserves a right to terminate the contract by sending a notice to the bidder in the events of non-performance, security violations and non-compliance.

4.30 Performance Bank Guarantee of the Contract

4.30.1 The Performance Bank Guarantee (PBG) has to be submitted within fifteen (15) working days of receipt of award. The PBG shall comprise two parts; 5% of the value of Schedule-I of Price Bid (Upgradation component) valid for one year which would be discharged and returned after completion of FAT and second part as 5% of the value of Schedule – II of Financial Bid (O&M component) valid up to 180 days beyond the expiry of contract.

- 4.30.2 The PBG shall be denominated in Indian Rupees and shall be in the form of a Bank Guarantee Bond from of all Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad/ Gandhinagar) as per the [G.R. no. EMD/10/2013/107/DMO Dated 06.04.2013 issued by Finance Department](#) and further GR issued by FD time to time in the Proforma given at Volume I, Annexure 3 – Proforma
- 4.30.3 The Performance Guarantee shall be discharged by GoG and returned to the Service Provider within 30 days from the date of expiry of the Performance Bank Guarantee.

4.31 Successful bidder (O&M agency's) Obligations

The O&M agency would be required to Upgrade, maintain and manage the GSWAN and GSDC facilities. It will be the O&M agency's responsibility to ensure compliance to the requirements of the GSWAN and GSDC and continued operations of the GSWAN and GSDC in accordance with and in strict adherence to the terms of the RFP and the Contract.

4.31.1 In addition to the aforementioned, the O&M agency shall:

- (a) Perform the Services specified by DST/GIL and make available the necessary equipment / facilities / services as may be necessary and 'Scope of work' requirements as specified in the bid and changes thereof.
- (b) The O&M agency shall ensure that its team is competent, professional and possesses the requisite qualifications and experience appropriate to the task they are required to perform under this Contract. The O&M agency shall ensure that the Services are performed in accordance with the terms hereof and to the satisfaction of DST/GIL. Nothing in this Contract relieves the O&M agency from its liabilities or obligations under this Contract to provide the Services in accordance with DST/GIL directions and requirements as stated in the Contract and the Bid to the extent accepted by DST/GIL and the O&M agency shall be liable for any non-performance, non-compliance, breach or other loss and damage resulting either directly or indirectly by or on account of its team.
- (c) The O&M agency's representatives shall have all the powers requisite for the performance of services under this contract. The O&M agency's representatives shall liaise with DST/GIL's representatives for the proper coordination and timely completion of the works and on any other matters pertaining to the works. The O&M agency will extend full co-operation to DST/GIL's representatives in the manner required by them for supervision / inspection / observation of the GSWAN and GSDC facilities, equipment / material, procedures, performance, reports and records pertaining to the works. O&M agency shall also have complete charge of the O&M agency's personnel engaged in the performance of the works and to ensure internal discipline, compliance of rules, regulations and safety practices. O&M agency shall also co-ordinate and co-operate with the other Service Providers / Vendors of DST/GIL working at the site/offsite for

activities related to planning, execution of scope of work and providing services under this contract.

4.31.2 Reporting Progress:

- (a) The O&M agency shall monitor progress of all the activities specified in the contract and submit monthly progress report about various aspects of the work to DST/GIL as per Scope of Work. DST/GIL on mutual agreement between both parties may change the periodicity of such reports. Extracts of the progress report to be termed, as "Executive Summary" shall be submitted in 3 copies, along with 3 copies of monthly progress report. The same is required to be submitted in soft copy as well. Formats for such reporting shall be discussed at the Kick-off meeting.
- (b) The GSWAN and GSDC facilities / services and / or Labour to be provided by the O&M agency under the Contract and the manner and speed of execution and maintenance of the work are to be conducted in a manner to the satisfaction of DST/GIL in accordance with the Contract. Should the rate of progress of the work compliance to the requirements of the GSWAN and GSDC or their facilities or any part of them at any time fall behind the stipulated time for completion or is found to be too slow to ensure completion of the works or insufficient for satisfactory operations of the GSWAN and GSDC, DST/GIL shall so notify the O&M agency in writing.
- (c) The O&M agency shall reply to the written notice giving details of the measures they propose to take to expedite the progress so as to complete the works by the prescribed time. The O&M agency shall not be entitled to any additional payment for taking such steps. If at any time it should appear to DST/GIL that the actual progress of work does not conform to the approved plan the O&M agency shall produce at the request of DST/GIL a revised plan showing the modification to the approved plan necessary to ensure completion of the works within the time for completion or steps initiated to ensure compliance/improvement to the stipulated requirements.

4.31.3 Knowledge of Site Conditions:

- (a) The O&M agency's undertaking of this Contract shall be deemed to mean that the O&M agency possesses the knowledge of GSWAN and GSDC and O&M related requirements as stipulated in the RFP.
- (b) The O&M agency shall be deemed to have understood the requirements and have satisfied itself with the data contained in the RFP Document, the quantities and nature of the works and materials necessary for the completion of the works, etc. and in-general to have obtained itself all necessary information of all risks, contingencies and circumstances affecting its obligations and responsibilities therewith under the Contract and its ability to perform it.
- (c) O&M agency shall be deemed to have satisfied itself as to the correctness and sufficiency of the Contract Price for the works. The consideration provided in the

Contract for the O&M agency undertaking the works shall cover all the O&M agency's obligation and all matters and things necessary for proper execution and maintenance of the works in accordance with the Contract and for complying with any instructions which DST/GIL may issue in accordance with the connection therewith and of any proper and reasonable measures which the O&M agency takes in the absence of specific instructions from DST/GIL.

4.32 O&M agency's Team

- 4.32.1 The O&M agency shall supply to DST/GIL an organization chart showing the proposed organization / manpower not less than the proposal made in the proposed technical solution of the RFP, to be established by the O&M agency for execution of the work / facilities including the identities and Curriculum-Vitae of the key personnel to be deployed during Kick-off meeting. The O&M agency shall promptly inform DST/GIL in writing of any revision or alteration in such organization chart.
- 4.32.2 The O&M agency shall be responsible for the deployment, transportation, accommodation and other requirements of all its employees required for the execution of the work and for all costs / charges in connection thereof.
- 4.32.3 The O&M agency shall provide and deploy manpower on the Site for carrying out the work, only those manpower resources who are skilled and experienced in their respective trades and who are competent to execute or manage / supervise the work in a proper and timely manner as per the RFP.
- 4.32.4 DST/GIL may at any time object to and require the O&M agency to remove forthwith from the site an employee of the O&M agency or any persons deployed by O&M agency or its sub-contracted agency, if in the opinion of DST/GIL, the person in question has misconducted himself or his deployment is otherwise considered undesirable by DST/GIL, the O&M agency shall forthwith remove and shall not again deploy the person in question of the work site without the written consent of DST/GIL.
- 4.32.5 DST/GIL may at any time request the O&M agency to remove from the work / Site the O&M agency's supervisor or any other authorized representative including any employee of the O&M agency or its sub-contracting agency or any person(s) deployed by O&M agency or its sub-contracting agency for professional incompetence or negligence or for being deployed for work for which he is not suited. The O&M agency shall consider the request and may accede to or disregard it. DST/GIL having made a request as aforesaid in the case of any person which the O&M agency has disregarded, may in the case of the same person at any time but on a different occasion and for a different instance of one of the reasons referred to above in this Clause object to and require the O&M agency to remove that person from deployment on the work which the O&M agency shall then forthwith do and shall not again deploy any person so objected to on the work or on the sort of work in question (as the case may be) without the written consent of DST/GIL.
- 4.32.6 DST/GIL shall state to the O&M agency in writing its reasons for any request or requirement pursuant to this clause.

- 4.32.7 The O&M agency shall maintain backup personnel and shall promptly provide replacement of every person removed pursuant to this section with an equally competent substitute from the pool of backup personnel.
- 4.32.8 In case of change in its team composition owing to attrition the O&M agency shall ensure a reasonable amount of time-overlap in activities to ensure proper knowledge transfer and handover/takeover of documents and other relevant materials between the outgoing and the new member.

4.33 Statutory Requirements

- 4.33.1 During the tenure of this Contract nothing shall be done by the O&M agency in contravention of any law, act and / or rules / regulations, there under or any amendment thereof governing inter-alia customs, stowaways, foreign exchange etc. and shall keep DST/GIL indemnified in this regard.
- 4.33.2 The O&M agency and their personnel/representative shall not alter / change / replace any hardware component proprietary to DST/GIL and / or under warranty or AMC of third party without prior consent of DST/GIL.
- 4.33.3 The O&M agency and their personnel/representative shall not without consent of DST/GIL install any hardware or software not purchased / owned by DST/GIL.

4.34 Contract Administration

- 4.34.1 Either party may appoint any individual / organization as their authorized representative through a written notice to the other party. Each representative shall have the authority to:
- 4.34.2 Exercise all of the powers and functions of his / her Party under this Contract other than the power to amend this Contract and ensure the proper administration and performance of the terms hereof and
- 4.34.3 Bind his or her Party in relation to any matter arising out of or in connection with this Contract.
- 4.34.4 The O&M agency along with the members of sub-contracted agency / third party shall be bound by all undertakings and representations made by the authorized representative of the O&M agency and any covenants stipulated hereunder with respect to this Contract for and on their behalf.
- 4.34.5 For the purpose of execution or performance of the obligations under this Contract DST/GIL's Representative would act as an interface with the nominated representative of the O&M agency. O&M agency shall comply with any instructions that are given by DST/GIL's Representative during the course of this Contract in relation to the performance of its obligations under the terms of this Contract and the RFP.
- 4.34.6 A Committee comprising of representatives from DST/GIL and the O&M agency shall meet on a mutually agreed time or quarterly basis to discuss any issues / bottlenecks being encountered. The O&M agency shall draw the minutes of these meetings and circulate to DST/GIL.

4.35 Right of Monitoring, Inspection and Periodic Audit

- 4.35.1 DST/GIL reserves the right to inspect and monitor / assess the progress / performance / maintenance of the GSWAN and GSDC facilities at any time during the course of the Contract, after providing due notice to the O&M agency. DST/GIL may demand and upon such demand being made DST/GIL shall be provided with any document, data, material or any other information which it may require to assess the progress of the project/delivery of services.
- 4.35.2 DST/GIL shall also have the right to conduct, either itself or through another third party as it may deem fit, an audit to monitor the performance of the O&M agency of its obligations / functions in accordance with the standards committed to or required by DST/GIL and the O&M agency undertakes to cooperate with and provide to DST/GIL / any other third party appointed by DST/GIL, all documents and other details as may be required by them for this purpose. Any deviations or contravention identified as a result of such audit/assessment would need to be rectified by the O&M agency failing which DST/GIL may without prejudice to any other rights that it may have issued a notice of default.

4.36 Information Security

- 4.36.1 The O&M agency shall not carry and / or transmit any material, information, layouts, diagrams, storage media or any other goods / material in physical or electronic form, which are proprietary to or owned by DST/GIL , without prior written permission from DST/GIL.
- 4.36.2 The O&M agency shall adhere to the Information Security policy developed by DST/GIL.
- 4.36.3 O&M agency acknowledges that DST/GIL business data and other DST/GIL proprietary information or materials, whether developed by DST/GIL or being used by DST/GIL pursuant to a license agreement with a third party (the foregoing collectively referred to herein as “proprietary information”) are confidential and proprietary to DST/GIL and O&M agency agrees to use reasonable care to safeguard the proprietary information and to prevent the unauthorized use or disclosure thereof, which care shall not be less than that used by O&M agency to protect its own proprietary information. O&M agency recognizes that the goodwill of DST/GIL depends, among other things, upon O&M agency keeping such proprietary information confidential and that unauthorized disclosure of the same by O&M agency could damage DST/GIL and that by reason of Implementation Agency’s duties hereunder. O&M agency may come into possession of such proprietary information even though O&M agency does not take any direct part in or furnish the services performed for the creation of said proprietary information and shall limit access thereto to employees with a need to such access to perform the services required by this agreement. O&M agency shall use such information only for the purpose of performing the said services.

4.36.4 O&M agency shall, upon termination of this agreement for any reason or upon demand by DST/GIL, whichever is earlier return any and all information provided to O&M agency by DST/GIL including any copies or reproductions, both hard copy and electronic.

4.37 Relationship between the Parties

4.37.1 Nothing in this Contract constitutes any fiduciary relationship between DST/GIL and O&M agency's Team or any relationship of employer employee, principal and agent, or partnership, between DST/GIL and O&M agency.

4.37.2 No Party has any authority to bind the other Party in any manner whatsoever except as agreed under the terms of this Contract.

4.37.3 DST/GIL has no obligations to the O&M agency's Team except as agreed under the terms of this Contract.

4.38 Special Terms and Conditions

4.38.1 Second hand Equipment: Any proposed equipments shall be new and no second hand equipment shall be accepted. Occurrence of such an event, will amount to mischief and fraudulence and the Bidder shall be liable for penal action.

4.38.2 Acceptance Test: A Testing Committee shall be constituted comprising of officers duly authorized by DST/GIL and/or any third party agency appointed by it. The acceptance tests shall be carried at each site by the committee.

4.39 Final Acceptance Test (FAT)

4.39.1 The Equipment shall be deemed to be commissioned, subject to successful FAT. Availability of all the defined services shall be verified. The O&M agency shall be required to demonstrate all the features/facilities/functionalities as mentioned in the RFP for each site.

4.39.2 The discovery of the equipment on EMS/NMS tool would be part of FAT.

4.39.3 All documentation as defined should be completed before the final acceptance test.

4.39.4 On successful completion of the final acceptance and DST/GIL are satisfied with the working of the system, the acceptance certificate signed by DST/GIL will be issued to the O&M agency.

4.39.5 The date on which final acceptance certificate is issued shall be deemed to be date of successful commission of the equipment. Any delay by the O&M agency in commissioning of equipments shall render the O&M agency liable to the imposition of appropriate liquidated damages.

4.40 Delay in Implementation

4.40.1 The timeline for implementation of Upgradation is 120 days from the date of kick-off meeting for GSWAN and 'on or before 90 days' from the date of kick-off meeting for GSDC. The O&M agency is expected to convene kick-off meeting within 15 working days of award of contract.

- 4.40.2 The time for takeover of entire O&M Operations shall be 45 working days from the date of Kick-off Meeting.
- 4.40.3 Successful Implementation of Up-gradation of GSWAN and GSDC shall be certified by the DST/GIL after carrying out Final acceptance test as mentioned earlier.
- 4.40.4 If the O&M agency fails to comply with the time schedule, the O&M agency shall be liable to pay penalty as mentioned in Volume II of RFP/Bid.
- 4.40.5 The delay due to force majeure situation shall be excluded from the calculation of delay.

4.41 SLA Monitoring

- 4.41.1 DST/GIL may engage third party audit agency or designate any agency/team for SLA management and monitoring. This third party audit agency shall monitor the SLA parameters and generate reports on regular basis. DST/GIL reserves the right to periodically change the measurement points and methodologies used.
- 4.41.2 The O&M agency shall establish an Enterprise/Network Management System for monitoring and measurement of the SLA parameters prescribed for GSWAN and GSDC.

4.42 Exit Management

4.42.1 Purpose

- (a) This clause sets out the provisions which will apply upon completion of the contract period or upon termination of the agreement for any reasons. The Parties shall ensure that their respective associated entities, in case of DST/GIL, any third party appointed by DST/GIL and in case of the O&M agency, the sub-contractors, carry out their respective obligations set out in this Exit Management Clause.
- (b) The exit management period starts 3 months before the expiry of contract or in case of termination of contract, the date on which the notice of termination is sent to the O&M Agency.
- (c) The exit management period ends on the date agreed upon by DST/GIL or one year after the beginning of the exit management period, whichever is earlier.
- (d) The Parties shall ensure that their respective associated entities, authorized representative of or its nominated agencies and the vendor carry out their respective obligations set out in this Exit Management Clause.
- (e) Before the expiry of the exit management period, the O&M agency shall deliver to DST/GIL or its nominated agencies all new or up-dated materials from the categories set out in point 4.5 above, and shall not retain any copies thereof, except that the O&M agency shall be permitted to retain one copy of such materials for archival purposes only.

4.42.2 Cooperation and Provision of Information

- (a) During the exit management period:
 - (i) The O&M agency will allow DST/GIL or any third party appointed by DST/GIL, access to information reasonably required to define the then

current mode of operation associated with the provision of the services to enable DST/GIL or any third party appointed by DST/GIL to assess the existing services being delivered;

- (ii) Promptly on reasonable request by DST/GIL or any third party appointed by DST/GIL, the O&M agency shall provide access to and copies of all information held or controlled by them which they have prepared or maintained in accordance with the "Contract", the Project Plan, SLA and Scope of Work, relating to any material aspect of the services. DST/GIL or any third party appointed by DST/GIL shall be entitled to copy all such information. Such information shall include details pertaining to the services rendered and other performance data. The GSWAN operator shall permit DST/GIL or any third party appointed by DST/GIL to have reasonable access to its employees and facilities as reasonably required by DST/GIL or any third party appointed by DST/GIL to understand the methods of delivery of the services employed by the O&M agency and to assist appropriate knowledge transfer.
- (iii) Before the end of exit management period, the O&M agency will ensure a successful trial run of Network administration, Facility management including helpdesk management etc. by DST/GIL or by any third party appointed by DST/GIL.

(b) Confidential Information, Security and Data

- (i) The O&M agency will promptly, on the commencement of the exit management period, supply to DST/GIL or any third party appointed by DST/GIL the following:
 - a. Information relating to the current services rendered and performance data relating to the performance of sub-contractors/ bandwidth providers in relation to the services.
 - b. Documentation related to Intellectual Property Rights.
 - c. All confidential information related to DST/GIL.
 - d. Documentation relating to sub-contractors.
 - e. All current and updated DST/GIL data as is reasonably required by DST/GIL or any third party appointed by DST/GIL for purposes of transitioning the services to DST/GIL or any third party appointed by DST/GIL, in a format prescribed by DST/GIL or any third party appointed by DST/GIL.
 - f. All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable DST/GIL or any third party appointed by DST/GIL, to carry out due diligence in order to transition the provision of the Services to DST/GIL or any third party appointed by DST/GIL, (as the case may be).

- (ii) Before the expiry of the exit management period, the O&M agency shall deliver to DST/GIL or any third party appointed by DST/GIL all new or updated materials from the categories set out above and shall not retain any copies thereof.
 - (iii) Before the expiry of the exit management period, unless otherwise provided under the "Contract", DST/GIL or any third party appointed by DST/GIL shall deliver to the O&M agency all forms of "O&M agency's" confidential information which is in the possession or control of DST/GIL or any third party appointed by DST/GIL.
- (c) Right of Access to Premises
 - (i) At any time during the exit management period, where Assets are located at the O&M agency's premises, the O&M agency will be obliged to give reasonable rights of access to (or, in the case of Assets located on a third party's premises, procure reasonable rights of access to) DST/GIL or any third party appointed by DST/GIL in order to take stock of the Assets.
 - (ii) The O&M agency shall also give DST/GIL or any third party appointed by DST/GIL, right of reasonable access to its premises and shall procure DST/GIL or any third party appointed by DST/GIL, rights of access to relevant third party premises during the exit management period and for such period of time following termination or expiry of the "Contract" as is reasonably necessary to migrate the services to DST/GIL or any third party appointed by DST/GIL.
- (d) General Obligations of the O&M agency
 - (i) The O&M agency shall provide all such information as may reasonably be necessary to bring into effect seamless handover as practicable in the circumstances to DST/GIL or any third party appointed by DST/GIL and which the O&M agency has in its possession or control at any time during the exit management period.
 - (ii) For the purposes of this Clause, anything in the possession or control of any O&M agency, associated entity, or sub-contractor is deemed to be in the possession or control of the O&M agency.
 - (iii) The O&M agency shall commit adequate resources to comply with its obligations under this Exit Management Clause.

4.42.3 Exit Management Plan

- (a) The O&M agency shall provide DST/GIL or any third party appointed by DST/GIL with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the "Contract" as a whole and in relation to the Project Plan, SLA and Scope of Work.
- (b) A detailed programme of the transfer process that could be used in conjunction with DST/GIL or any third party appointed by DST/GIL including details of the

means to be used to ensure continuing provision of the services throughout the transfer process and of the management structure to be used during the transfer.

- (c) Plans for the communication with such of the O&M agency's sub-contractors, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on DST/GIL's operations as a result of undertaking the transfer.
- (d) Identification of specific security tasks necessary at termination.
- (e) Plans for provision of contingent support to DST/GIL or any third party appointed by DST/GIL for a reasonable period after transfer for the purposes of seamlessly replacing the Services.

4.42.4 The O&M agency shall re-draft the Exit Management Plan annually to ensure that it is kept relevant and up to date.

4.42.5 Each Exit Management Plan shall be presented by the O&M agency to and approved by DST/GIL or any third party appointed by DST/GIL.

4.42.6 In case of expiry or termination of contract, each Party shall comply with the Exit Management Plan.

4.42.7 During the exit management period, the O&M agency shall use its best efforts to deliver the services.

4.42.8 Payments during the Exit Management period shall be made in accordance with the Terms of Payment Clause.

4.42.9 This Exit Management plan shall be furnished in writing to DST/GIL or any third party appointed by DST/GIL within 90 days from the Effective Date of "Contract".

4.43 Representations and warranties

4.43.1 Representations and Warranties by the O&M agency

- (a) It is a company/ organization under any statute of India duly organized and validly existing under the laws of India and has all requisite legal power and authority and corporate authorizations to execute the Agreement and carry out the terms, conditions and provisions hereof;
- (b) It has in full force and effect all requisite clearances, approvals and permits necessary to enter into the Agreement and perform its obligations hereof;
- (c) It will have the legally valid and enforceable title to all Equipment as may be necessary for proper functioning and it will be free from all encumbrances, liens, charges, any security interest and adverse claims of any description;
- (d) The Agreement and the transactions and obligations hereof do not contravene its constitutional documents or any law, regulation or government directive and will not contravene any provisions of, or constitute a default under, any other Agreement or instrument to which it is a party or by which it or its property may be bound or any of its obligations or undertakings by which it or any of its assets are bound or cause a limitation on its powers or cause it to exceed its authorized powers;

- (e) There is no pending or threatened actions, suits or proceedings affecting the O&M agency or its affiliates or any of their respective assets before a court, governmental agency, commission or arbitrator or administrative tribunal which affects the O&M agency's ability to perform its obligations under the Agreement; and neither O&M agency nor any of its affiliates have immunity from the jurisdiction of a court or from legal process (whether through service of notice, attachment prior to judgment, attachment in aid of execution or otherwise);
- (f) The O&M agency confirms that all representations and warranties of the O&M agency set forth in the Agreement are true, complete and correct in all respects;
- (g) No information given by the O&M agency in relation to the Agreement, project documents or any document comprising security contains any material misstatement of fact or omits to state as fact which would be materially adverse to the enforcement of the rights and remedies of DST/GIL or which would be necessary to make any statement, representation or warranty contained herein or therein true and correct;
- (h) All equipment including material to be installed by the O&M agency in the GSWAN shall be new. All equipment shall conform to the codes, standards and regulations applicable to networking facilities and benefit from the usual manufacturer's guarantees.

4.43.2 Representations and Warranties by DST/GIL

- (a) It has full legal right; power and authority to execute the GSWAN O&M project and to enter into and perform its obligations under the Agreement and there are no proceedings pending.
- (b) The Agreement has been duly authorized, executed and delivered by DST/GIL and constitutes valid, legal and binding obligation of DST/GIL.
- (c) The execution and delivery of the Agreement with the O&M agency does not violate any statutory judgment, order, decree, regulation, right, obligation or rule of any court, government authority or arbitrator of competent jurisdiction applicable in relation to DST/GIL, its assets or its administration.

4.44 Each Day during the Agreement

The Parties agree that these representations and warranties are taken to be made on each Day during the term of the Agreement.

4.45 Indemnity

Successful Bidder will defend and/or settle any claims against DST/GIL that allege that Bidder branded product or service as supplied under this contract infringes the intellectual property rights of a third party. Successful Bidder will rely on Customer's prompt notification of the claim and cooperation with our defense. Bidder may modify the product or service so as to be non-infringing and materially equivalent, or we may procure a license. If these options are not

available, we will refund to Customer the amount paid for the affected product in the first year or the depreciated value thereafter or, for support services, the balance of any pre-paid amount or, for professional services, the amount paid. Bidder is not responsible for claims resulting from any unauthorized use of the products or services. This section shall also apply to deliverables identified as such in the relevant Support Material except that Bidder is not responsible for claims resulting from deliverables content or design provided by Customer.

4.46 Risk Purchase

DST/GIL on identifying any material breach of contract by Bidder, shall give Bidder a cure period of 90 days to correct the breach. If Bidder fails to cure the breach in the said time duration and accept its inability to correct, DST/GIL may terminate the part of the contract that is breached and employ a third party to do the work on behalf of DST/GIL. Bidder shall not be liable for any compensation for the work executed this way. Bidder shall execute the balance part of work as agreed under the contract.

Section V – Payment Terms

5.1 Payment Schedule

Sl. No.	Activity	Payment (%)
1	Upgradation of GSWAN and GSDC as per Schedule I of financial bid	
	Delivery of Equipments at respective locations	30% of the sum total of schedule I of financial bid
	Successful Installation of Equipments	30% of the sum total of schedule I of financial bid
	Successful Commissioning and FAT of Equipments	30% of the sum total of schedule I of financial bid
	Balance 10% as part of Quarterly Payments for O&M	10% to be divided and paid as 20 equated quarterly installments along with O&M Payment
2	Operations & Maintenance as per Schedule II of financial bid	
	Operational & Maintenance support during the contract period of 5 years	20 equal Quarterly Installments after the end of each quarter.

5.2 Payment Procedure

5.2.1 Upgradation Component

- The O&M agency shall raise the component wise invoice as per the milestones achieved as mentioned above in the payment schedule and submit the invoice to DST/GIL.
- DST/GIL shall verify the Invoices raised against the milestone achieved and shall make the payment.
- The O&M agency's request(s) for payment shall be made to DST/GIL along with the 2 original copies of invoices and necessary documents. The invoice should be in English.

5.2.2 O&M Component

- The payments to the O&M agency will be made quarterly at the end of each quarter on acceptance of the invoice by the DST/GIL or its designated agency.
- The invoice would be processed for release of payment within 45 days after due verification of the invoice and other supporting documents by DST/GIL or its designated agency.
- In case the processing of the invoice gets delayed beyond 45 days from the date of acceptance of invoice, the O & M agency would be paid an adhoc amount of 50% of invoice value and the remaining amount would be released after getting clarifications, due verification and imposition of penalty, if any.

- 5.2.3** Payment shall be made in Indian Rupees. While making payment, necessary income tax and service tax deductions will be made.

Section VI – Technical Specifications

6.1 Type 1 Core Router for SDC

Sr No	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	Router should have redundant controller cards and should support stateful switch over, Nonstop forwarding and Nonstop routing.		
2	In case of failure of any single route processor, none of the line card traffic should be impacted.		
3	Router should support capacity of minimum 56 Gbps.		
4	Router should support 4000 MAC addresses or more.		
5	Router should support Redundant Power Supply and should also support On line insertion and removal of the same from day one.		
6	Router should support MPLS-TE with FRR for sub 50msec protection.		
7	Router should support Traffic Engineering for node and link protection.		
8	Router should have IPV4 and IPV6, IGMP V2/V3, MLD, IGMP and PIM, 6PE and 6VPE mode for IPV6 transport over IPV4, IPv4 Multicast, VPN V4 multicast ECMP, LDP, BGP Prefix independent control(EDGE and Core) for IPV4 and IPV6, BGP (MBGP, route reflector), IS-IS, OSPF v2 and v3, RSVP, VRRP, Loop free alternate FRR (IPFRR) and Traffic Engineering.		
9	Router should have high availability for all BFD, BGP, OSPF and IS-IS and no packet loss during controller switch over.		
10	The router along with respective line cards should be supplied with timing protocol support such as 1588v2 (with boundary clock as well as ordinary clock (master and slave) and syncE).		
11	Router should support Layer 3 and Layer 2 MPLS VPN.		
12	Router shall support HQOS/QoS on all kind of interface in both ingress and egress direction. Similar QOS shall be supported for all type of interface including Bundled interfaces.		
13	The Router support Ingress classification, marking and policing on physical Interfaces and logical Interfaces using source/destination IP subnet, protocol types (IP/TCP/UDP), source/destination ports, IP Precedence, MPLS EXP, DSCP, 802.1p.		
14	The router should be supplied with the following :- 16x1G Interfaces loaded with 1G single mode optical transceivers & 4x10G interfaces loaded with 10G multi-mode transceivers.		
15	The router should support following type of interface scalability:-10G WAN and 10G.		
16	The Router should be NDPP or EAL3 certified at the time of Bidding		
17	The Router should be 19" Rack mountable.		

18	The Router should be supplied with Indian Standard 15A power cables.		
19	The Router should be supplied with all applicable Licenses from day one.		

6.2 Type 2 Aggregate Router for District Centres

Sr No	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	Router should have redundant controller cards and should support stateful switch over, Nonstop forwarding and Nonstop routing.		
2	In case of failure of any single route processor, none of the line card traffic should be impacted.		
3	The Router should have minimum two free slots for future expansion.		
4	Router should support capacity of minimum 32 Gbps.		
5	Router should support Redundant Power Supply and should also support On line insertion and removal of the same from day one.		
6	All Line cards should be provided in redundancy and distributed on different slots.		
7	Router should support MPLS-TE with FRR for sub 50msec protection.		
8	Router should support Traffic Engineering for node and link protection.		
9	Router should have IPV4 and IPV6, IGMP V2/V3, MLD, IGMP and PIM, 6PE and 6VPE mode for IPV6 transport over IPV4, IPv4 Multicast, VPN V4 multicast ECMP, LDP, BGP Prefix independent control(EDGE and Core) for IPV4 and IPV6, BGP (MBGP, route reflector), IS-IS, OSPF v2 and v3, RSVP, VRRP, Loop free alternate FRR (IPFRR) and Traffic Engineering.		
10	Router should have high availability for all BFD, BGP, OSPF and IS-IS and no packet loss during controller switch over.		
11	The router along with respective line cards should be supplied with timing protocol support such as 1588v2 (with boundary clock as well as ordinary clock (master and slave) and syncE).		
12	Router should support Layer 3 and Layer 2 MPLS VPN.		
13	Router shall support HQOS/QoS on all kind of interface in both ingress and egress direction. Similar QOS shall be supported for all type of interface including Bundled interfaces.		
14	The Router support Ingress classification, marking and policing on physical Interfaces and logical Interfaces using source/destination IP subnet, protocol types (IP/TCP/UDP), source/destination ports, IP Precedence, MPLS EXP, DSCP, 802.1p.		
15	The router should be supplied with the following: - 16x1G Interfaces loaded with Electrical ports & 16x 1G Interface loaded with Optical ports. All these ports should be spread across multiple line cards.		
16	The router should support following type of interface scalability:-10G, 1G E, 10G		

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	WAN and 10G.		
17	The Router should be NDPP or EAL3 certified at the time of Bidding		
18	The Router should be 19" Rack mountable.		
19	The Router should be supplied with Indian Standard 15A power cables.		
21	The Router should be supplied with all applicable Licenses from day one.		

6.3 Type 3 Router for Taluka Centres

Sr No	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	The router should support IP routing, IP multicast, QoS, IP mobility, multiprotocol label switching (MPLS), VPNs and redundant power supply.		
2	Routers should have at least 1 or more free slots for LAN or WAN modules after populating all interfaces. Router should have minimum 4 GB of DRAM/RAM & should support increasing of flash/compact flash size to hold multiple image, data etc.		
3	Router should have minimum 4 or more 1GE SFP ports populated with 1G single mode SFP & 16x1G electrical ports. Router should have support for E1, Chn E1, Serial V.35, G.703.		
4	The router should have a minimum performance of 2 Gbps or more		
5	The router shall support adaptive routing adjustments by doing routing path selection based upon advanced criteria like Response time, packet loss, delay, jitter and traffic load to intelligently control the traffic to maximise the quality of the user experience.		
6	Routers should support marking, policing and shaping		
7	IPv4 and IPv6 enabled from day one		
8	HSRP/VRRP, Static Routes, RIPv1, RIPv2, RIPv6, OSPFv2, OSPFv3, BGP4, MBGP, BGP route reflector, BFD, Policy based routing IGMP V1/V2/V3, PIM-DM, PIM-SM enabled from day one		
9	Should support extensive support for SLA monitoring for metrics like delay, latency, jitter, packet loss		
10	Support for accounting of traffic flows for Network planning and Security purposes		
11	Should support extensive support for SLA monitoring for metrics like delay, latency, jitter, packet loss,		
12	Routers should support SNMPv2 and SNMPv3		
13	Routers should support Software upgrades		
14	Extensive debugs on all protocols		
15	Shall support Secure Shell for secure connectivity		
16	Should have to support Out of band management through Console and an external modem for remote management		

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17	Pre-planned scheduled Reboot Facility		
18	Real Time Performance Monitor – service-level agreement verification probes/alerts		
19	The Router should be NDPP or EAL3 certified at the time of Bidding		
20	All necessary SFP's, interfaces, connectors, patch cords (if any) & licenses must be delivered along with the Router from day one.		
21	The Router should be 19" Rack mountable & should be supplied with Indian standard AC (5Amp) power cord.		

6.4 Type 4 Router for PoPs

Sr No	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	The router should support IP routing, IP multicast, QoS, IP mobility, multiprotocol label switching (MPLS), VPNs and redundant power supply.		
2	Routers should have at least 1 or more free slots for LAN or WAN modules after populating all interfaces. Router should have minimum 1 GB of of DRAM/RAM & should support increasing of flash/compact flash size to hold multiple image, data etc.		
3	Router should have minimum 2 or more 1GE SFP ports & 4x1G electrical ports. Router should have support for E1, Chn E1, Serial V.35, G.703.		
4	The router should have a minimum performance of 200 Mbps or more		
5	The router shall support adaptive routing adjustments by doing routing path selection based upon advanced criteria like Response time, packet loss, delay, jitter and traffic load to intelligently control the traffic to maximise the quality of the user experience.		
6	Routers should support marking, policing and shaping		
7	IPv4 and IPv6 tunneling enabled from day one		
8	HSRP/VRRP, Static Routes, RIPv1, RIPv2, RIPv3, OSPFv2, OSPFv3, BGP4, MBGP, BFD, Policy based routing IGMP V1/V2/V3, PIM-DM, PIM-SM enabled from day one.		
9	Should extensively support SLA monitoring for metrics like delay, latency, jitter, packet loss.		
10	Support for accounting of traffic flows for Network planning.		
11	Routers should support SNMPv2 and SNMPv3		
12	Routers should support Software upgrades		
13	Extensive debugs on all protocols		
14	Shall support Secure Shell for secure connectivity		
15	Should have to support Out of band management through Console and an external modem for remote management		
16	Pre-planned scheduled Reboot Facility		

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17	Real Time Performance Monitor – service-level agreement verification probes/alerts		
18	The Router should be NDPP or EAL3 certified at the time of Bidding		
19	All necessary SFP's, interfaces, connectors, patch cords (if any) & licenses must be delivered along with the Router from day one.		
20	The Router should be 19" Rack mountable & should be supplied with Indian standard AC (5Amp) power cord.		

6.5 Type 5 Router for Horizontal Offices (HO)

Sr No	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	Router should have Minimum 1 x 2Mbps serial port + 2 x 10/100/1000 GE WAN port + 4 x 10/100 LAN ports with required accessories, cables and licenses		
2	Packet forwarding rate -> Minimum 200 Kbps or more		
3	Should be IPv4 and IPv6 enabled from day one		
4	HSRP/VRRP, Static Routes, RIPv2, OSPFv2, OSPFv3, BGP, BGP4, MBGP, BFD, Policy based routing, IPv4 and IPv6 tunnelling enabled from day one		
5	IGMP v1/v2/v3, PIM-DM, PIM-SM, Source Specific Multicast (SSM) enabled from day one		
6	Class-based queuing, marking, policing and shaping		
7	Should have provision of network performance monitoring features like delay, latency, jitter, packet loss etc.		
8	Should have SNMPv1, v2 and v3, NTP, FTP/TFTP, SSH, TELNET		
9	Should have AAA using RADIUS or TACACS /TACACS+		
10	Should have Packet Filtering mechanism using access control lists.		
11	should have DES, 3DES, AES encryption & MD5 authentication		
12	Should have other IP Services like GRE tunnelling, Standard ACL/Extended ACL, IPSec VPN, NAT features enabled from day one		
13	Should have secure shell for secure connectivity		
14	Should have console port and an external modem for remote management		
15	Pre-planned scheduled Reboot Facility, Configuration rollback		
16	Real Time Performance Monitor – service-level agreement verification probes/alerts		
17	Should be 220V AC powered with 5A power cord bundled		

6.6 Type 1 Layer - 3 Switch for District Centres

S. No.	Minimum Required Specifications	Complied (Yes/no)	Deviations /Remarks (If Any)
1	Modular switch in nature with IPv6 readiness from day one.		
2	Should have required accessories for rack mounting. Switch should support minimum 4 slots to accommodate line cards and 2 slots for controller/management module. Switch should also have minimum 2 free slots for future expansion.		
3	Should have redundant routing engine/supervisor engine & power supplies with readiness to meet the fully populated chassis requirement incase one routing engine or power supply fails. Should have redundant hot swappable fan trays & power supplies.		
4	Switch should support Transparent failover, Graceful Routing Engine switchover or equivalent feature, Nonstop active routing or equivalent feature and In-service software upgrade.		
5	Should have minimum switching capacity of 32 Gbps. All ports on the switch should work on line rate.		
6	Should support virtual switching or equivalent for achieving active-active HA using 2 or more physical switches together into a single logical managed switch/fabric. This functionality should be achieved without using any additional/external hardware, built-in capabilities must be available for this feature from day one with necessary licenses.		
7	Should support dynamic routing protocols like OSPF, RIP, BGP from day one for both IPv4 and IPv6. Switch should also support MPLS with minimum 32 VRF.		
8	Should support L2, L3 and L4 access control filters and should have complete IPv6 routing and management from day one.		
9	Should support MSTP, per-port QoS, minimum eight hardware queues per port, SP queuing or equivalent, cross-module link aggregation.		
10	Switch should support automated image installation, configuration & automatic configuration of per port QoS to reduce switch provisioning time & effort.		
11	Should support management over GUI, CLI, RMON (minimum 4 groups), SNMP, and sflow/equivalent.		
12	Should have minimum 4x 1G L3 uplink interfaces populated with single mode transceivers , 16x 1GE (Electrical) ports & 16x1G SFP based ports with 1G single mode transceiver. All ports should be spread across multiple line cards/modules.		
13	The switch should support IPv6 Guard, IPv6 RA-Guard, IPv6 DHCP-Guard, Source-Guard features.		
14	The Router should be NDPP or EAL3 certified at the time of Bidding		
15	All necessary SFP's, interfaces, connectors, patch cords (if any) & licenses must be delivered along with the switch from day one.		

16	The Switch should be 19" Rack mountable & the switch should be supplied with Indian standard AC (15Amp) power cord.		
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6.7 Type 2 Layer-3 Switch for Taluka Centres

S. No	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	Switch with min 8 Nos. 10/100/1000BaseT ports and additional 2 no's of free combo ports so that Fiber based SFP or Gigabit Ethernet transceiver can be used for uplink purpose.		
2	Should have minimum switching capacity of 10 Gbps. All ports on the switch should work on line rate.		
3	The switch should have IPV4 & IPV6 support from day one		
4	It shall support IEEE 802.1s Multiple Spanning Tree Protocol and provide legacy support for IEEE 802.1d STP and IEEE 802.1w RSTP or equivalent technology and static routes.		
5	Switch should support queuing as per IEEE 802.1P standard on all ports with mechanism for traffic shaping and rate limiting.		
6	Should support dynamic routing protocols like OSPF, RIP, BGP from day one.		
7	Switch should support automated image installation, configuration & automatic configuration of per port QoS to reduce switch provisioning time & effort.		
8	The switch should support IPv6 Guard, IPv6 RA-Guard, IPv6 DHCP-Guard, Source-Guard features		
9	The Router should be NDPP or EAL3 certified at the time of Bidding		
10	All necessary SFP's, interfaces, connectors, patch cords (if any) & licenses must be delivered along with the switch from day one.		
11	The Switch should be 19" Rack mountable & the switch should be supplied with Indian standard AC (5Amp) power cord.		

6.8 Type 3 Layer -2 Gig Switch

S. No	Minimum Required Specifications	Complied (Yes/no)	Deviation s / Remarks (If Any)
1	Switch should have minimum 48 No's of 10/100/1000 Base-TxPoE ports (Duplex, Full, Half) and 4 x 1GE Uplink port. Switch PoE power rating should be 375W or more.		
2	Should have minimum switching capacity of 52 Gbps. All ports on the switch should work on line rate.		
3	Should be IPv4 and IPv6 ready from day one		
4	The switch should support dedicated stacking port separate from uplink ports with 48 Gbps of stacking bandwidth.		
5	It shall support IEEE 802.1s Multiple Spanning Tree Protocol and provide legacy support for IEEE 802.1d STP and IEEE 802.1w RSTP or equivalent technology and static routes.		
6	Port Security to secure the access to a port based on the MAC address of a user's device. The aging feature to remove the MAC address from the switch after a specific time to allow another device to connect to the same port.		
7	Switch should support Port-based and 802.1Q tag-based VLANs, MAC-based VLAN, Guest VLAN, Private VLAN Edge, also known as protected ports, with multiple uplinks		
8	All ports should have features of auto- negotiate, flow control (802.3x), port based network access control (802.1x), port security, MAC filtering etc.		
9	The switch should support IPv6 Guard, IPv6 RA-Guard, IPv6 DHCP-Guard, Source-Guard features		
10	The Router should be NDPP or EAL3 certified at the time of Bidding		
11	All necessary SFP's, interfaces, connectors, patch cords (if any) & licenses must be delivered along with the switch from day one.		
12	The Switch should be 19" Rack mountable & the switch should be supplied with Indian standard AC (5Amp) power cord.		

6.9 Internet Router

S. No	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	Router should support capacity of minimum 60 Gbps .		
2	Router should support Redundant Power Supply and should also support On line insertion and removal of the same from day one.		
3	Router should have IPV4 and IPV6, IGMP V2/V3, MLD, IGMP and PIM, 6PE and 6VPE mode for IPV6 transport over IPV4, IPv4 Multicast, VPN V4 multicast ECMP, LDP, BGP Prefix independent control(EDGE and Core) for IPV4 and IPV6, BGP, IS-IS, OSPF v2 and v3.		
4	Router should have high availability for all BFD, BGP, OSPF and IS-IS and no packet loss during controller switch over.		
5	Router shall support HQOS/QoS on all kind of interface in both ingress and egress direction. Similar QOS shall be supported for all type of interface including Bundled interfaces.		
6	The Router support Ingress classification, marking and policing on physical Interfaces and logical Interfaces using source/destination IP subnet, protocol types (IP/TCP/UDP), source/destination ports, IP Precedence, MPLS EXP, DSCP, 802.1p.		
7	The router should be supplied with the following :- 6x10G Interfaces loaded with 10G single mode optical transceivers with scalability to provide upto 12x10G ports in future.		
8	The router should support following type of interface scalability:-10G WAN and 10G.		
9	The Router should be NDPP or EAL3 certified at the time of Bidding		
10	The Router should be 19" Rack mountable.		
11	The Router should be supplied with Indian Standard 15A power cables.		
12	The Router should be supplied with all applicable Licenses from day one.		

6.10 SDC Chasis Switch

S. No	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	Modular switch in nature with IPv6 readiness from day one.		
2	Should support minimum 2000 MAC address entries and minimum 248 active VLANs & 400 VLAN ID.		
3	Should have required accessories for rack mounting. Switch should support minimum 8 slots to accommodate line cards and 2 slots for controller/management module. Minimum 2 slots should be kept free for future use.		
4	Should have redundant routing engine/supervisor engine & power supplies with readiness to meet the fully populated chassis requirement incase one routing engine or power supply fails. Should have redundant hot swappable fan trays & power supplies.		
5	Switch should support Nonstop routing or equivalent feature and In-service software upgrade.		
6	Should have minimum switching capacity of 500 Gbps. All ports on the switch should work on line rate.		
7	Should support virtual switching or equivalent for achieving active-active HA using 2 or more physical switches together into a single managed switch/fabric. Virtual Port Channel architecture is required from day one.		
8	Should support dynamic routing protocols like OSPF, RIP, BGP from day one for both IPv4 and IPv6.		
9	Should support L2, L3 and L4 access control filters and should have complete IPv6 routing and management from day one.		
10	Should support MSTP, per-port QoS, minimum eight hardware queues per port, SP queuing or equivalent, cross-module link aggregation.		
11	Should have minimum 2x 48 Port 10G L3 interfaces populated with 48 single mode & 48 multimode transceivers , 5x 48 10/100/1000 Electrical ports & 1x48 port SFP based port with 24x1G single-mode transceiver & 24x1G multimode transceivers.		
12	Switch should support data center interconnect for connecting data center & disaster recovery center via Layer 2 link over MPLS link without introducing complex VPLS technology, Fiber Channel over Ethernet (FCoE), Data Center Bridging (DCB) feature for zero data loss architecture within the DC.		
13	The Router should be NDPP or EAL3 certified at the time of Bidding		
14	All necessary SFP's, interfaces, connectors, patch cords (if any) & licenses must be delivered along with the switch from day one.		
15	The Switch should be 19inch Rack mountable & the switch should be supplied with Indian standard AC (15Amp) power cord.		

6.11 SDC Failover Switch

S. No	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	Switch should have minimum 16 No's of 1G SFP based ports and 8 Nos of 1G (Electrical) ports populated with respective modules.		
2	Should have minimum switching capacity of 24 Gbps. All ports on the switch should work on line rate.		
3	The switch should have dedicated stacking port separate from uplink ports with 24 Gbps of stacking bandwidth to put minimum 8 switches into a single stack group.		
4	It shall support IEEE 802.1s Multiple Spanning Tree Protocol and provide legacy support for IEEE 802.1d STP and IEEE 802.1w RSTP or equivalent technology and static routes.		
5	Switch should support queuing as per IEEE 802.1P standard on all ports with mechanism for traffic shaping and rate limiting.		
6	Switch should support automated image installation, configuration & automatic configuration of per port QoS to reduce switch provisioning time & error.		
7	The switch should support IPv6 Guard, IPv6 RA-Guard, IPv6 DHCP-Guard, Source-Guard features		
8	The Router should be NDPP or EAL3 certified at the time of Bidding		
9	All necessary SFP's, interfaces, connectors, patch cords (if any) & licenses must be delivered along with the switch from day one.		
10	The Switch should be 19" Rack mountable & the switch should be supplied with Indian standard AC (5Amp) power cord.		

6.12 WiFi Access Point (Indoor)

S. No	Minimum Required Specifications	Complied (Yes/No)	Deviation / Remarks
1	Access Point must include radios for both 2.4 GHz and 5 GHz. Must include dual band antennas to support both the 2.4 GHz and 5 GHz operations simultaneously from a single antenna.		
2	Must support 3X3 multiple-input multiple-output (MIMO) with TWO spatial streams.		
3	Must support simultaneous 802.11n on both the 2.4 GHz and 5 GHz radios.		
4	Must support data rates of 300 Mbps or more.		
5	Must support 40 MHz wide channels in 5 GHz.		
6	Must support up to 22 dbm of transmit power in both 2.4Ghz and 5Ghz radios.		
7	Must support AP enforce load-balance between 2.4 Ghz and 5Ghz band.		
8	Must incorporate radio resource management for power, channel, coverage hole detection and performance optimization.		
9	Should support Off-Channel Rogue Detection and Containment for both radio.		
10	Access Point must support a distributed encryption/decryption model.		
11	Must support the ability to serve clients and monitor the RF environment concurrently.		
12	Must support Power over Ethernet, local power, and power injectors.		
13	Must comply with EIRP as per WPC Guidelines		

6.13 Firewall

S. No	Minimum Required Specifications	Complied (Yes/No)	Deviation / Remarks
1	It must allow administrators to create Firewall/IPS policy by application, active directory users/groups and content.		
2	It must be appliance based, have at least 10, 10G interfaces and capable of clustering with seamless failover.		
3	It must support a minimum bandwidth of 10 Gbps (per interface) with no latency or performance impact with all protection capabilities enabled.		
4	Should support atleast 3,00,00,000 concurrent sessions		
5	Should Support atleast 100,000 new connections per second		
6	It must support custom threat prevention and application signatures.		
7	It must be able to apply QOS/bandwidth management/traffic shaping at the application level.		
8	It must support multiple logical firewalls on the same hardware platform.		
9	It must support off the box logging in addition to having integrated reporting and monitoring capabilities.		
10	It must have integrated troubleshooting tools and utilities. (i.e. packet capture, traceroute, ping, etc.)		
11	It must be able to perform automated updates of signature, content matching and/or classification data.		
12	It must provide zero down time software upgrades.		
13	It must support site to site VPN using IPSEC.		
14	It must support client based VPN using SSL/TLS for remote users.		
15	It must support the authentication of users via different Active Directory domains.		
16	It must be capable of identifying and controlling both UDP and TCP based applications.		
17	It must provide granular access controls within web applications to control access within the application where possible.		
18	It must provide a configuration audit capability.		
19	The supplier must provide 7x24x365 technical support.		
20	It should perform all of the scanning and identification processes in a single pass		
21	The licensing model should be appliance based		
22	It should contain role/discretionary based administration function to provide for separation of duties for administrative access and control		
23	It should provide vertical and horizontal delegation of access control of virtual firewalls/systems and policies		
24	It should provide a captive portal capability		
25	It should provide compliance reporting as per industry standards like ISO 27001:2013, PCI, FIPPA, etc.		
26	It should provide for VoIP management and control.		
27	It should provide IPv6 support.		

28	Its hardware should contain separate data and control planes.		
29	It should provide the capability to support web caching.		

6.14 Intrusion Prevention System (IPS)

S. No	Minimum Required Specifications	Complied (Yes/No)	Deviation / Remarks
1	Proposed Intrusion Prevention System should have at least 6x10 Gigabit SFP interfaces.		
2	IPS device should have console port and USB Ports		
3	The appliance should be rack mountable and support side rails if required		
4	Appliance should have option of redundant power supplies		
5	The proposed device should have Intrusion prevention sensors delivering a minimum of 10 Gbps (per interface) of context-aware , real-world traffic inspection		
6	IPS device should perform stateful pattern recognition to identify & block vulnerability-based attacks through the use of multi-packet inspection across all protocols.		
7	The proposed IPS must perform protocol decoding and validation for network traffic including: IP, TCP, UDP, and ICMP.		
8	IPS should provide anomaly identification for attacks that may cover multiple sessions and connections, using techniques for identifying changes in normal network traffic patterns.		
9	Should support creation of baseline of normal network traffic and then uses baseline to detect worm-infected hosts		
10	Should identify attacks based on observed deviations in the normal RFC behaviour of a protocol or service.		
11	Must be able to identify L2 Address Resolution Protocol (ARP) attacks and man-in-the-middle attacks.		
12	The sensors should be able to detect attacks running inside of these tunneling protocols such as GRE, IP-in-IP, MPLS, and IPv4/IPv6.		
13	IPS should be able to inspect SSL/https traffic, support for exceptions to be setup to filter out, fine-tune or adjust the actions for specific attacker or destination IP on a per signature basis		
14	The proposed product should be resistant to IPS evasion and protection from anti-NIPS (Network Intrusion Prevention System) techniques.		
15	IPS should support a minimum of average inspection throughput of 10 Gbps (per interface)		
16	The average latency of the proposed IPS should be less than 150 microseconds		
17	Should support atleast 3,00,00,000 concurrent sessions		
18	Should Support atleast 100,000 new connections per second		
20	Proposed solution should have automatic bypass for IPS in case of performance suffer beyond defined administrative threshold or IPS function/engine fails		
21	IPS should have the functionality of Software Fail Open.		

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22	IPS Software Fail Open functionality can be defined in terms Gateway Threshold of Memory or CPU and should have an option to trigger the mail if required.		
23	The IPS should support Active/Active and Active/Standby High Availability feature.		
24	Proposed IPS solution must be capable to detect device failure, link and path failure		
25	IPS should have the functionality of Software Fail Open.		
26	IPS Software Fail Open functionality can be defined in terms Gateway Threshold of Memory or CPU and should have an option to trigger the mail if required.		
27	The IPS should support Active/Active and Active/Standby High Availability feature.		
28	IPS solution must be capable to detect device failure, link and path failure		

6.15 Appliance Based Proxy and Content Filtering

S. No	Minimum Required Specifications	Complied (Yes/No)	Deviation / Remarks
1	Min. Users: 1,00,000 support		
2	Concurrent Users: Min. 50,000		
3	NICs: Minimum 4 NIC cards with 10 Gbps.		
4	Minimum 3 months log can be store into the server		
5	All proxy mode required. (Ex: User Authentication Proxy, Open Proxy, Transparent Proxy, Reverse Proxy, etc.)		
6	Log Monitoring Reporting tool with Graphical User Interface		
7	Web, Application & Content Filtering		
8	Bandwidth Management		
9	Gateway level Anti-Spam filtering		
10	Firewall Enabled		
11	Secure data transmission prevention. (Ex.: DDOS attack / Flooding).		
12	Load Balancing / High Availability with Active-Active connections between devices.		
13	Secured access for device.		
14	User Licenses = Unlimited		
15	Rack Mount Device.		
16	Social networking Control		
17	File type control		
18	Protocol based controls		
19	Proxy avoidance control		
20	Support Custom Rules		
21	Protection against ZERO Day attacks		

6.16 Application Load Balancer

S. No	Minimum Required Specifications	Complied (Yes/No)	Deviation / Remarks
1	It should provide minimum 10 Gbps throughput scalable up to 20 Gbps		
2	It should support minimum 10000 SSL (https) connections per second.		
3	It should support Min. 4 X 10 Gigabit Fiber Ports + 4 X 1 Gigabit Ethernet Ports.		
4	It should support load balancing algorithms based on load, users, hits, etc.		
5	It should support Client availability (Heartbeat) monitoring.		
6	It should be configurable in failover mode		
7	It should support web based remote manageability to allow monitoring and managing		
8	It should support SNMP for device monitoring, IPv6.		
9	HTTPS and SSL Certificate configurable		
10	Web based interface should give - Device health, configuration and operations, traffic reporting, error and status logs, firmware upgrade capabilities.		
11	It should support SIEM integration		

6.17 Tape Library

S. No	Minimum Required Specifications	Complied (Yes/No)	Deviation / Remarks
1	It should support Drive types - LTO-4, LTO-5, and LTO-6 with Minimum 8 drives		
2	It should support In-box capacity scaling of minimum 60 cartridge slots.		
3	It should have capability for multi-unit scalability		
4	It should drive interface support - 8 Gb Fibre Channel.		
5	It should support tape based data encryption with the longest and most secure keys - 256 bits.		
6	It should support web based remote manageability to allow monitoring and managing of the library		
7	Web based interface should give - Status information, health, configuration and operations, reporting, error and status logs, Library and drive firmware upgrade capabilities, Diagnostic tests and information, Cartridge movement for maintenance and management purposes, Security and access control.		
8	It should support SNMP for device monitoring, HTTPS web console, IPv6.		
9	Device should have link path failover features, power and cooling fans redundancy.		

6.18 Network Management and Monitoring Tool (NMS/EMS)

S. No	Minimum Required Specifications	Complied (Yes/No)	Deviation / Remarks
1	The System NMS/EMS system should deliver following functionalities:		
	1. Network Fault Monitoring & Performance		
	2. Server Fault Monitoring & Performance		
	3. Application Performance Management		
	4. IT Helpdesk – ITIL v3 Aligned		
	5. Business Services Dashboard		
	6. Service Level Management		
	7. Capacity Management		
	8. IT Asset Inventory Management & License Management		
	9. Network Configuration Automation.		
2	The Centralized EMS solution needs to have a standalone system and has to be technology / vendor agnostic that shall enable GoG/DST to introduce any additional technology / vendor in the network. Such a network as and when introduced should seamlessly integrate with the solution proposed and continue to provide the services right since the day one of its introduction.		
3	The proposed EMS solution should seamlessly integrate with the existing NMS/EMS solution in GSWAN/GSDC.		
4	The EMS should also support single pane visibility across multiple areas of monitoring		
5	The system shall support integration with third party tools in GSDC/GSWAN using standard protocols.		
6	The system must allow for push or pull methods to send/collect or receive the information to and from various 3rd party systems.		
7	The system should have the ability to provide performance/service data to external systems.		
8	The system shall be able to interface with fault management system via standard protocol.		
9	The modules/products should be from a single product family/suite so as to ensure the integration and high level of data exchange between various layers.		
10	The EMS Solution should be modular and should not be framework dependent so that required modules can be added in future to meet the growing /changing needs		
11	It should have a WEB Based user Interface through which Administrator can access all administrative tasks and operational status monitoring. Similarly it should produce a WEB based interface to the users also for accessing the SLA reports		
12	Should be able integrate with Helpdesk System for automated incidents.		

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13	The Enterprise Management tools must have Service Level Management function to allow building various service levels and track the performance of Infrastructure and operational service levels in real time.		
14	Solution should have a consolidated alarm view in order to consolidate and correlate the independent alarms from various monitoring tools.		
15	Solution should be highly scalable to support monitoring of very large networks exceeding 10000+ Network nodes in future.		

6.19 UPS

S. No.	Parameter	Minimum Required Specifications	Compliance (Yes/No)	Deviations / Remarks (If Any)
1	Technology	True On-line High-Frequency Design UPS with Double Conversion technology		
		Rectifier & Inverter both be IGBT based PWM		
2	Certifications	ISO 9001:2000 and 14001 Certified OEM (certificate to be submitted)		
		UPS should meet CE and ROHS standards (Compliance to be submitted)		
3	Input Voltage Range	160-280 VAC @ 100% load, Single Phase		
4	Input Freq. Range	40-70 Hz (auto sensing)		
5	Input Power Factor	0.99 (100% Load)		
6	Input Protection	Thermal Circuit Breaker		
7	Output Voltage	220/230/240 VAC +/- 1%		
8	Output Frequency	50Hz \pm 0.2Hz		
9	Output Power Capacity	2KVA: 1600W		
		5KVA: 4000W		
		10KVA: 8000W		
10	Output Waveform	Pure Sinewave		
11	O/P Voltage Distortion	<3% for Linear, <6% for Non Linear Load		
12	Output Connections	Output Connections : (1) Hard Wire 3-wire (H N + G), (2) IEC 320 C13		
13	Efficiency (Overall)	> 85%		
14	Efficiency (Inverter)	> 90%		
15	Battery Type	SMF-VRLA (Sealed maintenance free valve regulated lead acid)		

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16	Battery Make	Exide, Quanta, Panasonic, CSB, Yuasa, Relicell		
17	Battery Backup	2KVA: 1296VAH for 15min backup		
		5KVA: 17400VAH for 120min backup		
		10KVA: 32000VAH for 120min backup		
18	Battery/DC Voltage	2KVA - 72VDC		
		5KVA - 192VDC		
		10 KVA - 240VDC		
19	Noise level	<50 dB		
20	Communication	Full-Functional SNMP Card should be present; RS 232 & USB port with software for UPS status monitoring		
21	Protection	Inherent protection should be provided for Output Short-circuit and Overload, Input Fault, Cold Start, Low battery, Battery Over and Under charge, Battery Disconnect, Battery self-test feature, Over Temperature, OVCD, External Transient Voltage Surge Suppressor, etc		
22	LCD Display	Input Voltage, Input Frequency, Output voltage, Output Current, Output Frequency, Battery Voltage, UPS Status, Load Level, Battery Level, Discharge Timer, Battery Disconnect and Fault Conditions		
23	By Pass	Manual and Automatic (Built-in) Bypass switch should be provided		
24	Environment	Noise Level – less than 60 dB at a distance of 1 meter		
25	Programmable Outlets	UPS should have programmable outlets for control of load segment		
26	Operating Temperature	0-45 degC		
27	Relative Humidity	20-90%RH @0-400 C (Non-condensing)		
28	Miscellaneous	ECO Mode Operation with Enable/Disable function		
		Emergency Power Off (EPO)		
		BYPASS Mode Operation with Enable/Disable function		
		Cables : With all necessary cables and plug and Battery links		
		Rack: Suitable Metallic Rack for housing of SMF Batteries to be provided		
29	Earthing	Vendor has to create the earth pit for each UPS. Connectivity from earth Pit to UPS system will be done by Vendor and required civil work will be taken care by vendor. Requirement of earthing value: Below 0.5 ohm-meter		
30	Battery Replacement	Vendor has to replace the UPS battery every 2 years for uninterrupted and smooth operations. OEM should confirm battery replacement in UPS at the end of 2nd year and 4th year respectively.		

6.20 42U 600 (W) X 1200 (D) Network Rack with Inbuilt Air Conditioning

S. No.	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	Black color Air Sealed Rack with All Steel Bolted Construction		
2	Front and Rear Door should open up to 180 degrees to facilitate the loading inside the rack. Doors should be easily removable type.		
3	Front door to be provided with Glass Window of 36U and Rear door should be steel type. Both doors should be provided by compression locking with center handle lock.		
4	All Doors and Panels to be provided with sealing gaskets		
5	AC Unit to be Rack-mounted in the bottom most position in side rack.		
6	AC Unit should be Split type with Evaporator unit inside the rack and Compressor / Condenser Unit Outdoor and both being connected with appropriate copper piping. This arrangement should ensure that there is no hot air expelled out from the air conditioner inside the room where rack is kept.		
7	36U Equipment Mounting Space should be available in side the rack.		
8	AC Should be operating on 230V AC.		
9	Rack should be provided with cable entry provisions on top and bottom side with appropriate brush panels for sealing.		
10	Vertical PDUs to be provided with 8 to 12 sockets of IEC C13 and 4 to 6 sockets of IEC C19 with overall PDU rating of 32A. Glands should be provided with sealing for the power cable entry in to the rack.		
11	Other standard accessories line cable managers, mounting hardware and fixed shelves should be provided with at least 20 Nos. of Blanking Panels. (Snap Type : 1U and 2U Combination)		
12	Rack should be floor mountable and should be supplied with the stand. Rack stand should have grouting provision for M10 / M12.		

6.21 42U 800 (W) X 1000 (D) Network Rack

S. No.	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	Black color 42 U x 800 mm x 1000 mm Rack skeleton + Ventilated Roof + F/R 19" Multi-fold Mounting Rails + 100mm Reducing Channels for 19" Mounting Configuration		
2	42U x 800 Front Perforated Hex Mesh Steel Door with conventional locks		
3	42U x 800 Rear Steel Door Split type with HEX Mesh and Centre handle Lock having Multi-point locking.		
4	42U X 1000D Side Panels with Locks & Latch		
5	Set of Castors (2 with Brake + 2 without Brake)		
6	Fix Shelf		
7	Roof Mounted Fan Tray with 2 Fans of 90 CFM / 230V AC		
8	1U Metal Type Cable Manager		
9	Extra Front Panel Mounting Hardware (pack of 20 Sets)		
10	Earthing Continuity Kit		
11	Power Distribution Unit - Vertically Mounted, with 12 Power Outputs of 5/15Amp Sockets having 32 AMP MCB with 3M Input Cable Pdu Rating : 32 Amp		
12	Rack should be floor mountable and should be supplied with the stand. Rack stand should have grouting provision for M10 / M12.		

6.22 33U 800 (W) X 800 (D) Network Rack for Taluka

S. No.	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	Black color 33U x 800 mm x 800 mm Rack skeleton + Ventilated Roof + F/R 19" Multi-fold Mounting Rails + 100mm Reducing Channels for 19" Mounting Configuration		
2	33U x 800 Front Perforated Hex Mesh Steel Door with conventional locks		
3	33U x 800 Rear Steel Door Split type with HEX Mesh and Centre handle Lock having Multi-point locking.		
4	33U X 800D Side Panels with Locks & Latch		
5	Set of Castors (2 with Brake + 2 without Brake)		
6	Fix Shelf		
7	Roof Mounted Fan Tray with 2 Fans of 90 CFM / 230V AC		
8	1U Metal Type Cable Manager		
9	Extra Front Panel Mounting Hardware (pack of 20 Sets)		
10	Earthing Continuity Kit		
11	Power Distribution Unit - Vertically Mounted, with 12 Power Outputs of 5/15Amp Sockets having 32 AMP MCB with 3M Input Cable Pdu Rating : 32 Amp		

12	Rack should be floor mountable and should be supplied with the stand. Rack stand should have grouting provision for M10 / M12.		
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6.23 12U 600 (D) X 800 (W) Outdoor IP55 Network Rack

S. No.	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	Black color 12U Height x 600mm Overall Width x 800mm Overall Depth with IP55 Level of Protection: Complete with Canopy		
2	Front MS Door with Compression lock		
3	Cantilever Shelf 1Ux300mm Depth (for modems, routers, etc)		
4	Extra Front Panel Mounting Hardware (pack of 20 Sets)		
5	Horizontal Cable Manager, 1U PVC type		
6	IP 65 rated cable Gland for cable entry (PG29)		
7	Earthing kit + Earthing Stud		
8	Roof Mounted Fan Tray with 2 Fans of 90 CFM / 230V AC		
9	Horizontal Power Distribution Unit with 6 nosof 5/15Amp Indian Type Sockets + S.P 16Amp MCB + 3 mtr.long Input Cable Free ended. Total Rating of the PDU is 16Amps.		
10	Rack should be floor mountable and should be supplied with the stand. Rack stand should have grouting provision for M10 / M12.		

6.24 Work Station for Contact Centre

S. No	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	Intel® Core™ i5-4690 (6M cache, 4 Cores, 4 Threads, 3.50 GHz, 22nm) processor or better		
2	21 inches LED Backlit color display. Display resolution 1920x1080p or higher.		
3	Should support display on minimum TWO independent monitors		
4	4GB 1600MHz DDR3 memory		
5	500 GB 7200 RPM SATA or above		
6	Intel H97 chipset on OEM motherboard		
7	Windows 8.1 Professional 64 bit or Higher		
8	Integrated Intel HD Graphics		
9	IEEE802.11 b/g/n, 10/100/1000 LAN, 2.4 GHz WiFi		
10	Standard 104 keys USB interface keyboard of same OEM make		
11	Two button USB Optical scroll mouse of same OEM make		
13	1. Headphone jack 2. Microphone jack 3. Two external USB3.0 (minimum two in front)& Two external USB2.0 4. Two display ports		
14	UL/CUL Certified, ROHS Certified, Energy Star 5.2 Certified		

6.25 Infrastructure Management System (IMS)

S. No	Minimum Required Specification	Compliance (yes/no)	Deviations / Remarks (If Any)
1	Infrastructure Management System (IMS) - This should be a single Unified system capable of providing with a pre-integrated, centralized and consolidated platform for an end to end management of the infrastructure, which includes essential components like, UPS, Air-conditioning units, DG, CCTV, PDU, Electrical panel, Fire alarm system, Access control system, (WLD) Water leakage detection system, etc. irrespective of (Make / Model). The Proposed system should be highly fault tolerant to ensure high uptimes It could either be software based or appliance based solution.		
2	Solution should provide a pre-integrated, centralized and consolidated platform for end to end management of the building, which would include: Air-conditioning units, D.G.sets, HT Panel, LT panel, UPS Systems, Fire Alarm system, Surveillance System, Access Control, Water leakage detection, Rodent repellent, Temperature and Humidity, Fire, etc.		
3	Shall provide centralized dashboard for all the independent systems implemented in the 33 District Headquarters.		
4	The solution should be open to integrations with present and future disparate systems with minimal change in the existing system setup. It should have capability to be extended upto 350 remote infrastructure locations.		
5	The IMS supplier will have the entire responsibility of the hardware, operating system and the applications for the system supplied by them for this solution.		
7	The IMS system should be capable of enabling Notifications through Web Portal, SMS and email.		
8	The IMS solution must be highly secure and must support HTTPS, SSH protocols with SHA 512 encryption level		
9	Future Ready for Integration with IP / SNMP based systems at the remote infrastructure end.		
10	The IMS Tool should have following functionalities		
A	The Monitoring and Management of Energy parameters at different levels of the remote location.		
B	The Monitoring and Management of DG set and Fuel tank for Diesel Supply.		
C	Monitoring and Management of Surveillance and Access control system		
D	Monitoring and Management of Fire Alarm System		
E	Monitoring and Management of Environmental Cooling system and Environmental Monitoring		
F	Customized Fault, Performance and availability reporting Mechanism.		
G	Integration with ITIL based Helpdesk tools for SLA and Vendor Management		
11	Energy Supply and Distribution Monitoring and Fault Management		
A	The IMS system should be capable of integrating energy monitoring from the HT/LT section of the input supply to the data communication infrastructure.		

B	The IMS system should be able to do continuous monitoring of the quality of power supplied by the Electricity board and by the Generators.		
C	The IMS system should be capable to monitor the UPS through Modbus Rs485 / IP SNMP protocol irrespective of the Make/ Model.		
D	The IMS tool should have the feature to setup thresholds on each of the monitored energy parameter.		
E	The Polling interval of each and every monitored parameter should be configurable.		
F	The IMS tool should have the capacity to store monitored performance data of each and every parameter upto 1 year.		
G	The IMS tool should have the inbuilt feature to enable data backup of the performance data at customer definable time intervals.		
H	The IMS tool should be able to integrate with a Dashboard and Reporting tool to enable generation of different kinds of standard and customized reports.		
I	The IMS tool should be able to get alarm information of electrical systems and should be able to generate SMS to the designated team and also trigger generation of trouble tickets with defined SLAs.		
13	Surveillance and Access Control System		
A	The IMS tool should be capable of integrating with the access control and surveillance system of data communication infrastructure.		
B	The IMS tool should have the built-in feature to provide alarms generated by the access control systems on the centralized management console and also provide reports of access details to the users.		
C	The IMS tool should have the feature to monitor the services availability of the cameras installed for the surveillance and also map it on the actual map of the Data communication infrastructure area as per the location of its actual installation.		
D	The IMS tool should also be able to monitor the health of the servers or encoders installed for the collection of video feed from the cameras installed in the building premises.		
E	The IMS tools should be open to integration with any make and model of cameras and access control system on standard interfaces irrespective of make or model		
14	Fire Alarm System Monitoring and Management		
A	The IMS tool should have the capability to integrate with the fire alarm system of the building and provide the alarms generated by the system on the centralized Dashboard of the Fire Alarm System		
B	The IMS tool should have the capability to be configured to setup control mechanism for the buildings incase of fire alarm is detected. Some of the actions which might have to be enabled by the IMS tool are referred below:		
C	Co-relation with the nearest camera to enable validation of the fire alarm.		
D	Activation of audio alarm at the centralized command centre.		
E	SMS notification to the concerned teams		
F	Any other actions like the shutdown of the main supply should also be possible through the system if required to be configured in future.		

15	Environmental Management System		
A	Incase of standard Split Air-conditioning devices, the IMS system should be able to monitor the operational status of the air-condition devices and also should be able to configure and schedule the operations of the air-conditioning devices based on the environmental temperature thresholds.		
B	The system should be capable of configuring time based schedule or temperature status based conditional schedule.		
C	It should be possible for the central team to carry out changes of thresholds and schedules etc. from the central monitoring site.		
16	Reporting Mechanism		
A	The IMS tool should have availability and performance reporting mechanism built-in for fault and trend analysis.		
B	The IMS tool should have its own BI tool to help enable the customer get pre-defined business reports and should also be customizable for specific reports on request.		
C	Monthly device availability report for all sub-systems		
D	Monthly SLA report for the sub-systems		
E	Weekly report of CPH 'consumption per hour' of the Gensets in use.		
F	Weekly report on the CPU 'cost per unit' of electricity generated by the Gensets.		
G	Weekly and Monthly temperature and Humidity trend of the building.		
17	Integrated Helpdesk System for SLA and Vendor Management		
A	The IMS tool should be fully integratable with ITIL compliant Helpdesk tool		
B	Some of the alarms generated from the different systems in the IMS tool should generate trouble tickets and address it to the relevant teams with pre-defined SLAs.		
C	The integrated Helpdesk tool of the IMS should be able to handle change requests as per the workflow defined by the customer.		
D	The Helpdesk tool should be able to generate of different types of SLA reports to help the customer understand specific issues or calls handled by independent vendors and level of SLA adherence by the vendors etc.		
18	The Helpdesk tool should have the below processes		
A	Incident Management		
B	Problem Management		
C	Request Management		
D	Change Management		
E	Service Level Management		
F	Configuration Management Database (CMDB)		
18	Special Features desired for the IMS Tool		
A	The centralized dashboard of the IMS tool should provide a monitoring and management window using the actual views of the data communication infrastructure where the different devices of IMS tool are placed. This will help immensely in the visual monitoring of the infrastructure health and quick identification of the fault area in case of alarm generation.		

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B	The IMS tool should have the capability to integrate systems with following interfaces,		
C	NO/NC contacts		
D	Analog signals - 0-20 mA, 0-5 V DC, 0-10 V DC.		
E	Digital Outputs - Ref voltage 12 V DC		
F	Modbus RTU		
G	Modbus TCP		
H	IP SNMP V1/v2/v3 support		

6.26 CCTV

S.No	Item	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
Type-1 Camera: DOME Camera				
1	Image sensor	1/2.7" Progressive Scan CMOS		
2	Lens	3 to 9 mm or better, DC-iris		
3	Field of View	37.5°~103.7°(horizontal), 21.6° ~ 71.2° (vertical)		
		42.6°~111.21° (diagonal)		
5	Day and Night	Automatic/manual/scheduled		
6	Minimum Illumination / Light Sensitivity	Color mode: F1.2 @ 0.5 lux Black and white mode: F1.2@ 0.05 lux		
7	Light sensor	Senses the level of ambient light to determine when to switch day/night mode.		
8	Video Compression	H.264 and Motion JPEG		
9	Audio Compression	G.711 A-Law, G.711 U-Law, G.726		
10	Resolutions and frame rates (H.264)	30 fps at 1920x1080 (1080p)		
11	PoE	802.3af compliant (Class 3)		
12	External Power - D.C / A.C	12V DC, 24V AC		
13	Environmental Certification and Housing	IP66 and IK10 rated camera enclosure		
14	Remote, Auto Focus support	Camera Should remote Zoom and Auto focus		
15	Motorized Lens	Yes		
16	Digital I/O (Audio I/O, Alarms	Audio in x 1 (Φ3.5 miniature jack)		
		A/V out x 1 (Φ3.5 miniature jack)		
		DI x 1		
		DO x 1		
20	Audio/Video out port	Camera should allow the connection of an optional Y cable or mini cable with BNC connector. Camera should allow connecting a video monitor to the mini cable with BNC connector.		
		Camera should have option to connect an external microphone.		
22	Local storage (S.D or Micro SD)	Camera should support Micro SD/SDHC (up to 32GB) and other preceding standard SD cards		

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23	Supported Protocol	DHCP, HTTP, HTTPS, NTP, RTP, Real-Time Streaming Protocol (RTSP), SMTP, Secure Sockets Layer/Transport Layer Security (SSL/TLS), TCP/IP, Bonjour, SNMP, and SSH Protocol. Differentiated-services-code-point (DSCP) marking and class-of-service (CoS) marking		
24	ONVIF	ONVIF 2.0 Support		
25	Certification/Approval/Approval for Safety	UL60950-1 2nd edition, CSA22.2-No.60950-1, IEC/EN60950-1 2nd edition, IEC/EN60825		
26	Certification/Approval/Approval for EMC-Requirements	CISPR22 Class B, ICES-003,		
		EN55022,		
		EN55024, EN61000-3-2/-3-3 Class A, VCCI Class B,		
		KN22 Class B, KN24		
30	Operating Temperature	-40 to 131°F (-40 to 55°C), Cold startup: -40°C		
31	Auto Detection & Configuration	The camera should be automatically discovered and configured when connected to VMS or Network Switch, to set the right network parameters for the video stream on the network		
Type-2 Camera: PTZ Camera				
1	Image sensor	1/2.8" CMOS Sensor		
2	Lens	f= 4.7 - 94.0 mm F1.6 (wide) F 3.5 (tele)		
3	Field of View	H: 55.4 (W) ~ 2.9 (T)°		
4	Day and Night	Automatic/manual/scheduled		
5	Minimum Illumination / Light Sensitivity	0.02 Lux / F1.6 0.15 lux @ 1/30 sec, 50IRE color 0.001 @ 1sec, 50IRE color and BW		
6	Video Compression	H.264, MPEG-4, Motion JPEG		
7	Resolutions and frame rates (H.264)	30 fps at 1920x1080		
8	PoE	PoE+		
9	External Power - D.C / A.C	24V AC		
10	Env Certification (IP6x - Salt Spray/corrosion, IK10)	IP66		
11	PTZ	Yes		
12	Camera Adjustment Angle	Pan speed: 0.05° ~ 450°/sec, Tilt speed: 0.05° ~ 450°/sec Pan: Continuous 360°, Tilt: 220°, Zoom: 20x Optical, 100 Presets		
13	Remote, Auto Focus support	Auto Focus		
14	Motorized Lens	Yes		
15	Digital I/O (Audio I/O, Alarms,	Audio in x 1 (Φ3.5 miniature jack)		
		Audio out x 1 (Φ3.5 miniature jack)		

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		Dlx4 DO x 2		
18	Local storage (S.D or Micro SD)	Mirco SD/SDHC		
19	Supported Protocol	TCP/IP, UDP/IP (Unicast, Multicast IGMP), UPnP, DNS, DHCP, RTP, RTSP, NTP, IPv4, SNMP, QoS, HTTP, HTTPS, LDAP (client), SSH, SSL, SMTP, FTP, mDNS (Bonjour)		
21	ONVIF	ONVIF 2.0 Support		
22	Certification/Approval/Approval	CE, Class A		
		FCC, Class A UL/cUL Listed, C-Tick		
24	Operating Temp	-5 to 55 °C		
25	Auto Detection & Configuration	The camera should be automatically discovered and configured when connected to VMS or Network Switch, to set the right network parameters for the video stream on the network		
CCTV Video Management Software				
1	General	Both Type of Cameras and VMS Solution software must be from the same OEM		
2		The system shall support integration of ONVIF compliant cameras.		
3		The system shall support digital pan-tilt-zoom on live video.		
4		The system should have inbuilt storage feature to record and store video feeds coming from all cameras on 24X7 basis for 30 days period		
5		VMS Review Player should support stand-alone Windows utility that plays video archive clips without a browser.		
6		The Review Player should also support MP4 files into a tamper-proof MPX (tamper proof MP4 file formats) formats.MPX file should include a password that is entered when the file is created. Application should ask the password to open and view the video file.		
7		VMS application should support mobile application for Android & Apple devices such as the iPad and iPhone. App features should include recorded video playback, thumbnail video preview and user profiles that allow multiple users to share a single device.		
8		Video Management system shall be expandable to 500 Cameras (either type or both).		
9		The system shall have capability to stream video at remote sites by optimizing the		

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		bandwidth on WAN.		
10		The system shall provide for integration with other software applications through an open and published Application Programming Interface (API). Such applications shall include, but not be limited to, access control, video analytics, and other alarm and sensor inputs.		
11		The system shall supports Bulk Action to allow to search and perform administration activities on multiple camera.		
12		The system shall support Bulk import of cameras from file such as excel/.csv, or other standard file format. The files shall include camera name, IP address, server, template, location, camera username and password		
13		The System should support LDAP (Lightweight Directory Access Protocol) server		
14		VMS Server Management Console should use by system administrators to perform infrequent administration tasks on a single physical or virtual machine.		
15		VMS Server Management systems should support network time protocol (NTP) on server, which automatically sets the server time and date.		
16		VMS Server Management Console should support configurable in a high availability (HA) arrangement that should allow a primary server to be paired with additional Failover, Redundant, or Long Term Storage Media Server. These HA servers should support the primary server with hot standby, redundant stream storage and playback, and long term recording storage to help ensure that functionality and recordings are not lost if the primary server goes offline.		
17		VMS Operations Management Console should have browser-based configuration and administration tool used to manage the devices, video streams, archives, and policies for Video Management System deployment.		
18		VMS Operations Management Console should have below features:		
19		(1) Manage physical devices - Add, configure and monitor the cameras, servers, and		

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		encoders that provide live and recorded video.		
20		(2) Manage server services - Configure, enable or disable server services, such as the recording servers that manage video playback and recording.		
21		(3) Monitor video - View live and recorded video, save video clips, search thumbnail summaries of recorded video, use the camera, Pan, Tilt and Zoom (PTZ) controls, or configure pre-defined video Views and Video Walls.		
22		(4) Define recording and event policies - Create recording schedules, define event-triggered actions, configure motion detection, and other features.		
23		(5) Monitor system and device health - View a summary of system health for all devices, or device status, alerts and events.		
24		(6) Backup and restore - Backup the system configuration, and optionally include historical data (such as alerts).		
25		(7) VMS Operations Management Console should be configurable as a redundant pair for high availability (HA) and system should ensure uninterrupted system access for users and administrators.		
VMS Monitoring Console must have following features:				
1	Feature	Desktop Monitoring Application which allows simultaneous viewing of up to 24 cameras per workspace and up to 48 cameras per workstation.		
2		Web-based Configuration & Management Tool which allows simultaneous viewing of multiple video panes		
3		Desktop Video Clip Player		
4		Web-based Server Console		

6.27 Biometric Access Control

S. No	Feature	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
Biometric Finger Scan Reader				
1	Transmission Frequency	13.56 MHz		

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2	Technology	iClass		
3	Security	64 bit authentication keys. The data flow between card & Reader should be encrypted		
4	Graphical Display	LCD display		
5	Function	Should be configured as a Reader – Enroller, Enroller Only & Reader Only (All three are mandatory)		
6	Enrollment of fingerprint templates iClass Smart Cards	Yes		
7	Read Range	A		
8	Operating Voltage	10 – 12V DC		
9	Operation	Indoor use		
10	Housing	Polycarbonate		
11	Fingerprint Sensor	Optical		
12	Sensor Resolution	500 dpi		
13	Timing	Fingerprint Capture: Less than 2 Sec		
14		Verification of captured finger: Less than 1 Sec		
15	False Acceptance Rate	Less than 0.01%		
16	False Rejection Rate	Less than 0.01%		
17	Fingerprint Enrollment Software	Yes		
18	Technology Compliance	iClass 15693 & 14443B		
19	Certifications	UL		
20	Operating Temperature	0° to 50°C or 32° to 122°F		
21	Operating Humidity	10% to 90% relative humidity (Non-Condensing)		
Smart Card Reader				
1	Transmission Frequency	13.56 MHz		
2	Technology	iClass		
3	Security	64 bit authentication keys. The data flow between card & Reader should be encrypted		
4	Audio Visual Indication	Yes		
5	Card Compatibility	iClass 15693 & 14443B		
6	Operating Voltage	10 – 12V DC		
7	Operation	Indoor use		
8	Cable Distance	150 meters (Wiegand)		
9	Read Range	Minimum 3"		

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10	Certifications	UL		
11	Operating Temperature	0° to 45°C		
12	Operating Humidity	10% to 90% relative humidity (Non-Condensing)		
Controller				
1	Reader Inputs	Two		
2	Universal Inputs	Two		
3	Tamper Input	One		
4	Digital Lock Inputs	Two		
5	Processor	50 MHz with 32 MB RAM		
6	Processor For Reader Inputs	Yes (Dedicated Processor for each Reader)		
7	Communication	10/100 Ethernet Port		
8	Memory	Minimum 500 personnel Records		
9	Area Lockdown Support	Yes		
10	Real Time Clock	Yes		
11	Encryption	64 bit		
12	Visual Indicator	Yes		
13	Mounting	Wall / Ceiling Mount		
14	Battery Backup	5 hours or more		
15	Technology Compatibility	Wiegand		
16	Card Reader Power	5V DC		
17	Wiring Distance	150 meters (Wiegand)		
18	Indicator LED	Yes		
19	Push Button Switches	Yes (For clearing the memory & Resetting the IP Address)		
20	Enclosure	Yes		
21	Certifications	CE Approved		
22	Operating Temperature	0° to 45°C		
23	Operating Humidity	10% to 80% relative humidity (Non-Condensing)		
Access Control Software				
1	General	Compatibility with any Windows Operating System		
2		Compatibility with MYSQL / SQL / ORACLE		
3		Support for TCP/IP Communication		
4		Provision for Alarm Monitoring for Battery, Mains Supply, Door Opened too Long, Door Forced Opened, Unauthorized Swipe & Controller Tampering		

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5	Support for unlimited number of Card Database & Transactions		
6	Specify Card Activation & Expiry Date		
7	Support for Biometric, Pin & Smart Card Applications		
8	Management of Dual Access Levels to a single Card		
9	Remote Locking & Unlocking of Doors		
10	Remote management of Controllers		
11	Customization of Door User time for every card holder		
12	One Client License		
13	Two Stages of Alarm Management (Acknowledgement on Receipt & Closure on Investigation)		
14	Access Privileges on the basis of Time & Date		
15	Creation of holiday schedules to cover maintenance & Vacations / Holidays		
16	Permission to activate any control output for a specific event such as alarm		
17	Programmable Shunt time to control the door opening time		
18	Area Control by using Hard Anti Pass back, Soft Anti Pass back, Timed Anti Pass back, Occupancy Limit, Multi man principle, Area Lock down, Threat level conditioning.		
19	Alarm Management		
20	Automatic User Log off		
21	Cardholder Management & Enrollment		
22	Creation & Maintenance of User Database		
23	Assignment of Access Privileges		
24	Basic Time & attendance Feature such as Login report.		

6.28 Contact Centre Solution (Helpdesk)

S. No	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
ACD (Automatic Call distribution)			
1	ACD should support routing of incoming calls based upon caller input to menus, real-time queue statistics, time of day, day of week, ANI, dialed number etc.		
2	ACD solution should be highly available with hot standby and seamless failover in case of Main server failure. There should not be any downtime of CC in case of single server failure		
3	ACD shall support Site distribution for site redundancy purpose with database replication.		
4	The ACD hardware and software should be from a single OEM and should support Virtualization for Hardware Optimization.		
5	The ACD should support active and standby server mode. In case of Main server in the Data centre fail the standby server in DR should take over seamlessly. ACD solution should support placing of Main and Stand by server in DC and DR respectively.		
6	The solution should support 15 Agent in one location to start with and expandable up to 50.		
7	System should support skill based routing.		
8	ACD should support routing based on longest available agent, Circular agent selection algorithms. Up to 10 levels of customer contacts should be prioritized based upon call or customer data, and calls may be moved within or among queues under workflow control using priority information.		
9	ACD should support the playing of customizable queuing announcements based upon the skill group that the call is being queued to, including announcements related to position in queue and expected delay.		
10	ACD should support Data driven routing , ACD should have the ability to use data obtained from backend database to make routing decisions. The database can have parameters like a list of holidays, hours of operations, a short list of hot customer accounts, and so on.		
11	Agents should be able to login/logout make ready or not ready from the desktop application, Agent desktop should display ANI or DNIS or any customer related data.		
12	Agents should be able to communicate with other Agents or supervisor from the Agent desktop software		
13	Agent desktop should support integrated desktop for browser based application.		
14	Supervisor should be able to see the real-time status of agents, supervisors should be able to make agent ready or logout from the supervisor desktop		
15	Supervisors should be able to send messages to one or all agents and also send broadcast messages that will scroll on the agent desktop.		

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16	Supervisors should be able to barge in a agents call and also if required take a call from an agent and attend it.		
17	Should support Queuing of calls and playing different prompts depending on the type of call and time in the queue.		
18	ACD should support Web based administration for addition new agents, assigning skills etc.		
Reporting			
1	Users of the Historical Reports should be able to perform the following functions View, print, and save reports. Sort and filter reports Send scheduled reports to a file or to a printer. Export reports in a variety of formats, including PDF, RTF, XML, and CSV.		
2	Should be able to prepare custom reports using a variety of generally available 3rd party applications that are designed to create reports from databases. Third party applications to have access to reporting database.		
3	System to provide report of IVR Application Performance Analysis, Call by Call details for all the calls, Traffic analysis reports etc.		
4	Reporting platform to support Agent level reports, Agent log-in, log-out report, report on agent state changes,		
5	Queue reports, Abandon call reports all the reports should be summary, tabular and detailed report format to be available for the agents.		
IVR			
1	IVR should Play welcome messages to callers Prompting to press and collect DTMF digits		
2	IVR should be able to integrate with backend database for self service.		
3	GUI based tool to be provided for designing the IVR and ACD call flow.		
4	IVR should support VoiceXML for ASR, TTS, and DTMF call flows		
5	IVR should be able to Read data from HTTP and XML Pages		
6	IVR ports should be twice number of agents.		
Telephony			
1	The ACD and the telephony hardware and software should be from a single OEM		
2	Call control in case of one server failure should have the capacity to handle the entire soft and hard client connected on the other server. Call control should have the option to place one server in Datacenter and another in the DR over WAN.		
3	Should integrate with LDAP directories like Active Directory, Netscape, and Open LDAP. For synchronization and user authentication.		
4	All the agents should have either an IP hardphone or IP softphone option for the agent.		
5	IP Phone should be SIP based, support speaker phone, two lines, with in built ethernet switch.		
6	Separate headset jack and XML support is required. Phones to also support logging of agents if required.		
7	The telephony, ACD and IVR should support Virtualization to reduce the rack space and save power in the Data Centre.		
8	IP Phone should support encryption of Media and signalling		

6.29 Structured Cabling and Patch Cords

S. No	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	OEM should be ISO Certified for 9001:2008 & 14001:2004 for Manufacturing		
2	All products should be RoHS complied		
3	CAT6 Copper cable should be of 23 AWG with FR-PVC jacketing		
4	Patch cords should be factory made and of 24-26 AWG stranded copper		
5	Entire CAT-6 cabling channel (Cable, Jack, Patch panel & 2-ends Patch cords) should be tested for 600 MHz performance with 3rd party testing report		
6	All channel components should be of single OEM		
7	Fiber Patch cords & Pigtails should comply ITU-G657.B - Bend Incensitive Fiber		
8	3 Channel UL/ETL certifications mandatory to ensure 25 year warranty from OEM		

6.30 Invertor Split AC

S. No	Minimum Required Specifications	Complied (Yes/no)	Deviations / Remarks (If Any)
1	Cooling Capacity - 2 Ton Split AC		
2	Compressor Technology - Inverter		
3	Compressor Type - Rotary		
4	Air Circulation - Minimum 600 CFM		
5	Indoor Unit Noise Levels less than 50 db		
6	Power Consumption less than 2500 Watts		
7	Auto Restart and Timer Function		
8	Remote Control with LCD		
9	Condenser Pipes - Copper		
10	Should have Automatic Humidity Control functionality or Moisture Removal functionality more than 3 Ltr /Hr.		
11	EER Ratio - 3.25 or Higher		
12	Should be supplied with ISI Make voltage stabilizer unit		
13	5 years comprehensive on-site OEM warranty		

Section VII– Formats to Response to the RFP: Pre-qualification Bid**7.1 Format 1 – Pre-Qualification Bid Letter**

To,

DGM (Technical)

Gujarat Informatics Limited

8th Floor, Block -1, Udyog Bhavan, Sector - 11,

Gandhinagar 382010, Gujarat, India

Sir/Madam,

Sub: Appointment of an Agency for Upgradation and Operations and Maintenance of the GSWAN and GSDC for the State of Gujarat

Reference: RFP No: <Bid REFERENCE NUMBER> Dated <DD/MM/YYYY>

We, the undersigned Bidder, having read and examined in detail the entire Bid documents do hereby propose to provide the services as specified in the above referred Bid document number along with the following:

1. **Earnest Money Deposit (EMD):** We have enclosed an EMD in the form of a Demand Draft/ Bank Guarantee no. _____ dated xx/xx/xxxx for Rs. 1,00,000,00/- (Rupees One Crore only) drawn on _____. This EMD is liable to be forfeited in accordance with the provisions of this RFP.
2. **Contract Performance Bank Guarantee:** We hereby declare that in case the contract is awarded to us, we shall submit the contract performance bank guarantee in the form prescribed in Volume I, Annexure 3 - Proforma and as per Section IV - General Conditions of Contract.
3. We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.
4. We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)
Printed Name Designation
Seal Date:
Business Address:

7.2 Format 2 - General Information about the Bidder

Details of the Bidder				
1.	Name of the Bidder & Address of the Bidder			
2.	Status of the Company (Public Ltd/ Pvt. Ltd)			
3.	Details of Incorporation of the Company		Date:	
Ref. #				
4.	Details of Commencement of Business		Date:	
Ref. #				
5.	Company Identification Number (CIN)			
6.	Registered Office of the Company :			
7.	Composition of the Board of Directors of the Company. Please furnish Name, Designation and their DIN.			
8.	Name of Company Secretary of the Company and his/her Membership No.			
9.	Name and address of the Statutory Auditors of Company for the Financial years 2012-13, 2013-14, 2014-15			
10.	Valid Value Added Tax registration No. & Date			
11.	Valid Service Tax registration No. & Date			
12.	Permanent Account Number (PAN)			
13.	Name & Designation of the contact person to whom all references shall be made regarding this tender			
14.	Telephone No. (with STD Code)			
15.	E-Mail of the contact person:			
16.	Fax No. (with STD Code)			
17.	Website			
18.	Financial Details (as per audited Balance Sheets) (in Cr)			
	Year	2012-2013	2013-2014	2014-2015
	Net Worth			
	Total Turnover			
	PAT			

7.3 Format 3 – Pre-qualification Checklist

Sr. No.	Eligibility Criteria	Attachments	Supporting Document Uploaded Yes/No
1.	Bidder should be a company registered/Incorporated in India and should be in existence for at least five years as on 31 st Mar 2015	Certificate of Registration/Incorporation	
2.	Bidder should be an established IT System Integrator and should have been engaged in Operations & Maintenance Services of Network and Data Centres for a period of at least five years as on 31.03.2015	Work Orders / Client Certificates confirming year and area of activity should be enclosed.	
3.	The bidder must have annual turnover of at least Rs. 2000 Crores for each of the last three financial years as on 31st March, 2015. Annual Turnover of the bidder generated solely from Networking (setting up or O&M) and Data Centre (setting up or O&M) during each of the last three financial years, should be at least Rs. 500 crores	Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years should be enclosed. CA certificate mentioning turnover of the bidder should be enclosed.	
4.	The bidder must have positive net worth and should be Profit making in each of the last three financial years as on 31st March, 2015	Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years should be enclosed. CA certificate mentioning net profit of the bidder should be enclosed.	
5.	The bidder should have demonstrable expertise and experience in executing at least ONE project of Network Integration / Systems Integration/Data Centre Operation anytime during last five years, having a minimum value of Rs. 100 crores or TWO projects having a minimum value of Rs. 50 crores each. Note: In case Bidder is a wholly owned subsidiary, the experience of Parent company would be considered for eligibility	Details of such projects undertaken along with clients' on-going/completion certification/ letter should be enclosed. Undertaking from the Parent company to support its wholly owned subsidiary.	
6.	The bidder should have demonstrable expertise and experience of setting up WAN project and carrying out O&M during last five years ending 31 st Mar 2015 - One WAN Project of 5000 WAN/LAN nodes Or - Two WAN Projects of 3000 WAN/LAN nodes Note: In-house projects for their own corporations executed by	Copies of work order and the client certificates for satisfactory completion of project and showing order value and cost.	

Sr. No.	Eligibility Criteria	Attachments	Supporting Document Uploaded Yes/No
	<p>the bidder shall not be considered for above purpose.</p> <p>Note: WAN (Wide Area Network) is defined as an intercity network. Any network involving setting up a campus network or MAN (Metropolitan Area Network) would NOT be considered a WAN project</p> <p>Note: LAN Projects (Campus LAN/Switches in a campus location) executed by the bidder shall not be considered for above purpose.</p> <p>Note: In case Bidder is a wholly owned subsidiary, the experience of Parent company would be considered for eligibility</p>	<p>Undertaking from the Parent company to support its wholly owned subsidiary</p>	
7.	<p>Bidder must have experience of Operations & Maintenance of the following during last 5 years ending 31 March 2015:</p> <ul style="list-style-type: none"> - One Data Centre Project of Rs. 25 Crores each <p>OR</p> <ul style="list-style-type: none"> - Two Data Centre/ DR Projects of Rs 10 Crores each <p>Note: In-house projects executed by the bidder shall not be considered for above purpose.</p> <p>Note: (Projects covering only AMC of equipment would not be considered)</p> <p>Note: The work order/purchase order should be from the end-customer only. Sub-contracted works will not be considered as valid customer reference.</p> <p>Note: In case Bidder is wholly owned subsidiary, the experience of Parent company would be considered for eligibility</p>	<p>Work Order + Work Completion Certificates from the client showing order value and cost</p> <p>OR</p> <p>Copies of work order and the client certificates for satisfactory completion of project and showing order value and cost</p> <p>Undertaking from the Parent company to support its wholly owned subsidiary</p>	
8.	<p>The bidder should be authorized by its OEM (or multiple OEMs) to quote in the bid. The bidder should have a back-end support agreement/arrangement for services including supply of spare parts etc. with the Original Equipment Manufacturer (OEMs) of Networking devices, which includes the post-sales support activities for the entire project period.</p> <p>In case, the bidder proposes the solution with network components from more than one OEM, then bidder shall furnish Undertaking confirming compliance to technical specifications</p>	<p>The authorization certificate of OEM specific to this bid should be enclosed.</p> <p>Undertaking from Bidder if multiple OEM network components being supplied as part of overall solution</p> <p>The OEM undertaking letter should be enclosed</p>	

Sr. No.	Eligibility Criteria	Attachments	Supporting Document Uploaded Yes/No
	<p>and complete functional requirements as stated in the bid document, interoperability and performance guarantee for the complete solution (not just part of the overall network solution) comprising of all proposed network components taking complete ownership and responsibility of the complete solution and all network equipments proposed from multiple OEMs.</p> <p>All the proposed equipments should not be declared End-of-Support by the OEMs for next 5years from the date of bid submission.</p>		
9.	No Consortium will be allowed. The bidder must meet all the eligibility criteria by itself		
10.	Bidder or OEM should not be blacklisted by any Ministry of Government of India or by Government of any other State in India or by Government of Gujarat or any of the Government PSUs at the time of bidding.	Certificate / affidavit mentioning that the Bidder is not blacklisted by any Ministry of Government of India or by Government of any State in India or by Government of Gujarat or any of the Government PSUs. Self-Declaration Form must be submitted	
11.	Proposed OEM for Routers and Switches should be in the Leadership quadrant in the latest available Gartner Magic Quadrant Or in the top three positions in terms of market share in India as per latest available IDC report.		

7.4 Format 4: Declaration Regarding Blacklisting

To,

DGM(Technical)

Gujarat Informatics Limited
8th Floor, Block -1, Udyog Bhavan, Sector - 11,
Gandhinagar 382010, Gujarat, India

Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No _____] regarding Appointment of an Agency for Upgradation and Operations and Maintenance of GSWAN and GSDC for the State of Gujarat for a period of five years. I hereby declare that my company has not been blacklisted by any Ministry of Government of India or by Government of any State in India or by Government of Gujarat or any of the Government PSUs. I further certify that I am the Director/Company Secretary and am therefore, competent in my Company to make this declaration.

Yours faithfully,

(Signature of the Bidder) Printed Name

Designation

Seal DIN/Membership No. Date:

Business Address:

7.5 Format 5: Undertaking for Acceptance of Terms and Conditions in RFP

To,

DGM(Technical)

Gujarat Informatics Limited
8th Floor, Block -1, Udyog Bhavan, Sector - 11,
Gandhinagar 382010, Gujarat, India

Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No _____] regarding Appointment of an Agency for Upgradation and Operations and Maintenance of GSWAN and GSDC for the State of Gujarat for a period of five years. I declare that all the terms and conditions and provisions of this RFP Document including SoW and SLAs are acceptable to my company. I further certify that I am the Director/Company Secretary and am therefore, competent in my Company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Printed Name Designation

Seal DIN/Membership No. Date:

Business Address:

7.6 Format 6: Annual Sales Turnover Statement

(On Applicant's Statutory Auditor's letterhead)

Date:

This is to certify that we M/s _____ are the statutory Auditors of M/s _____ and that the below mentioned calculations are true as per the Audited Financial Statements of M/s _____ for the below mentioned years.

Sr. No.	Turnover	2012-2013	2013-2014	2014-2015
1	Annual Turnover as per Profit and Loss Account			
2	Networth as per Audited Balance Sheet			
3	Turnover generated solely from Networking (setting up or O&M) and Data Centre (setting up or O&M)			
4	Net Profit as per Profit & Loss Account			

Note: Please upload the Copy of the audited Annual Accounts of the company for the last three years including Balance sheet, Profit & Loss A/c, Directors' Report and Statuary Auditor's Report.

7.7 Format 7: Completion of Projects of Prescribed Nature and Size

(Please fill one separate form for each project according to pre-qualification criteria.)

S.No.	Criteria	Project
1	Implementer Company	
2	Customer's Name	
3	Scope of the Project	Please provide scope of the project, highlight Key Result Areas expected and achieved
4	Value of Project	
5	Did the project involve implementation and/or maintenance of WAN or Data Centre	Yes/No
6	Total No. of nodes	
7	Completion certificate	Yes/No
9	Customer Contact Person's detail	
A	Name	
B	Designation	
C	Email	
D	Phone	
E	Fax	
F	Mailing address	

- Note: 1. The Copies of work order and the client certificates for satisfactory completion of the project and showing the order value and cost.
2. Completion certificate of prescribed nature and size as mentioned to be uploaded

Section VIII – Format for Response to RFP: Technical Bid**8.1 Format 1: Technical Bid Letter**

To,

DGM (Technical)

Gujarat Informatics Limited
8th Floor, Block -1, Udyog Bhavan, Sector - 11,
Gandhinagar 382010, Gujarat, India

Sir/Madam,

Sub: Appointment of an Agency for Upgradation and Operations and Maintenance of the GSWAN and GSDC for the State of Gujarat

Reference: RFP No: <Bid REFERENCE NUMBER> Dated <DD/MM/YYYY>

We, the undersigned Bidder, having read and examined in detail the entire Bid documents do hereby propose to provide the services as specified in the above referred Bid document number along with the following:

1. We declare that all the services shall be performed strictly in accordance with the bid documents. Further we agree that additional conditions or assumptions, if any, found in the RFP documents shall not be given effect to.
2. We agree to abide by this bid for a period of 180 days from the date of financial bid opening or for any further period for which bid validity is extended and it shall remain binding upon us and Bid may be accepted at any time before the expiration of that period.
3. We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief.
4. We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)
Printed Name Designation
Seal Date:
Business Address:

8.2 Technical Compliance Sheet

Sr. No.	Name of Item	Make	Model	Supporting Documents (uploaded or Not)
1	Type-1 Core Router for SDC			
2	Type-2 Aggregate Router for DC			
3	Type-3 Router for TC			
4	Type-4 Router for PoPs			
5	Type-5 HO Router			
6	Internet Router			
7	Type-1 Layer 3 Switch for DC			
8	Type -2 Layer 3 Switch for TC			
9	Type-3 Layer 2 Gigabit 48 Port PoE Switch			
10	Type-4 Chasis Based Server Switch			
11	Type-5 Failover Switch			
12	WiFi Access Point			
13	IPS for SDC			
14	Firewall for SDC			
15	Proxy Server and Content Filtering			
16	Application Load Balancer			
17	Contact Centre Solution			
18	Workstation for Helpdesk			
19	33U Network Rack (800 mm Depth)			
20	42U Network Rack (1000 mm depth)			
21	42U Chill Rack			
22	12U IP-55 Rated Rack for PoP			
23	UPS 10KVA with 2 Hr backup			
24	UPS 5 KVA with 2 Hr backup			
25	UPS 2 KVA with 15 min backup			
26	Integrated Infrastructure Management System			
27	Biometric Access Control System			
28	Video Management System			
29	Fire Extinguisher			
30	Fix Dome CCTV			
31	PTZ CCTV			
32	Invertor Split AC – 2Ton			
33	NMS/EMS			
34	Tape Library			
35	Virtual Tape Library			

8.3 Format 3: Relationship with OEM

Bidder needs to enclose the authorization on OEM's letterhead for direct OEM support for major critical equipments like routers, switch network device etc. including existing assets covered in this Contract. During the contract period, if OEM declares any equipment as end of support for any reasons, OEM has to replace that equipment with better or equivalent products without any cost to GoG. OEM has to also submit on their letter head, complete details on the support available for the equipment, their end of support dates and replacement model if any. Format enclosed.

Format for Certificate of Support from OEM

DGM (Technical)
Gujarat Informatics Ltd
8th Floor, Block-1
UdyogBhavan, Sector-11
Gandhi Nagar – 382010
Gujarat.

Dated:

Subject: Support for “Name of OEM” Inventory installed and in use for GSWAN and GSDC

Reference: RFP No: <Bid Ref. NUMBER> Dated <DD/MM/YYYY>

Certified the hardware / software mentioned in Annexure A, for which our company, “Name of OEM” is the OEM, has been quoted for support in the bid of M/s. (Partner name)

Subject to existence of valid pre-purchased support contract with “Name of OEM” we undertake to provide the following:

1. TAC Support for operation, maintenance and upgrade of the quoted product on 24 x 7 basis up to 31st Dec 2020.
2. RMA replacement when required identified and approved by “Name of OEM” Technical Team (with an equivalent or upgrade model)
3. Full support towards migration to IPV6 for the GSWAN network by studying, planning, designing and recommending the migration path and methodology.

We also certify that the Bidder and “Name of OEM” have agreed to execute agreement in the above respect subject to the Bidder being selected for the Project and Bidder loading support order on “Name of OEM”, a copy of same shall be shared with you, with in 1 month of ordering of support by Bidder

For Partner

For OEM

Authorized signatory of Bidder

Authorized signatory of OEM

<<BILL OF MATERIAL>>

8.4 Format 4: Proposed Technical Solution

1. The Bidder is required to describe the proposed Technical Solution in this section. Following should be captured in the explanation:
 - Clear articulation and description of the design and technical solution and various components (including diagrams and calculations wherever applicable)
 - Extent of compliance to technical requirements specified in the scope of work
 - Technical Design and clear articulation of benefits to Govt. of various components of the solution vis-à-vis other options available.
 - Strength of the Bidder to provide services including examples or case-studies of similar solutions deployed for other clients.
2. The Bidder should provide detailed design and sizing calculation for the following listing all assumptions that have been considered:
 1. Upgradation of GSWAN and GSDC
 2. Operations & Maintenance
 - a. Help Desk Services
 - i. Escalation Plan
 - b. System Maintenance & Management
 - c. Network / Security Administration
 - d. Backup & Restoration
3. Approach & Methodology for O&M of GSWAN and GSDC and adherence to SLAs, Setting up of new POPS, Operation and Services of Horizontal links, Operation & services of LAN connected Desktop at end-user offices and supply of new last mile connectivity network equipments.
4. Bidder has to describe about their plan of dealing with all existing equipment at SDC, SC, DC, TC, POPS and classification of critical equipments and non-critical equipments and how they are going to deal with out of warranty equipment.
5. Bidder shall provide a detailed project plan with timelines, handing over and taking over process, resource allocation, milestones etc. for Upgradation and Operations & Maintenance of the GSWAN and GSDC.

8.5 Format 5: Project management Plan

Project Management Plan

The Bidder shall give a detailed description of Project Management Plan it plans to implement as part of the Upgradation of GSWAN and GSDC. Any Best practices that it would use could also be mentioned. Typical questions that would need to be answered include:

- (i) What kind of hierarchy for Project Management does the Bidder propose?
- (ii) What issues generally arise with regard to Project management of WAN and Data Centre Projects?
- (iii) How the Bidder plans to mitigate any risks with regard to project management?
- (iv) How Bidder proposes to deploy manpower for Upgradation and O&M Operations?
- (v) Take Over Plan

8.6 Format 6: Core Project Team

Bidder shall provide a detailed description of the proposed Core Project Team to be deployed for the O&M of GSWAN and GSDC. The description should include details about the Project Team hierarchy and a detailed explanation of the role to be played by each individual that would be part of the O&M team.

Section IX– Formats to Response to the RFP: Financial Bid**9.1 Format 1: Financial Bid Letter**

To,

DGM (Technical)

Gujarat Informatics Limited

8th Floor, Block -1, Udyog Bhavan,

Sector - 11, Gandhinagar 382010, Gujarat, India

Sir/Madam,

Subject: Selection of an Agency for Upgradation and Operations & Maintenance of GSWAN
and GSDC for the State of Gujarat

Reference: RFP No: <Bid REFERENCE NUMBER> Dated <DD/MM/YYYY>

We, the undersigned Bidder, having read and examined in detail all the Bid documents in respect of Appointment of an Agency for Operations and Maintenance of GSWAN for the Gujarat State do hereby propose to provide services as specified in the Tender documents number **<Bid REFERENCE NUMBER> Dated <DD/MM/YYYY>**

1. PRICE AND VALIDITY

- All the prices mentioned in our Bid are in accordance with the terms as specified in the Bid documents. All the prices and other terms and conditions of this Bid are valid for a period of 180 calendar days from the date of opening of the financial Bids.
- We hereby confirm that our Bid prices are exclusive all taxes. However, all the applicable taxes are quoted separately under relevant sections.
- We have studied the clause relating to Indian Income Tax and hereby declare that if any Income Tax, surcharge on Income Tax, Professional and any other corporate Tax is altered under the law, we shall pay the same.

2. UNIT RATES

We have indicated in the relevant schedules enclosed the unit rates for the purpose of on account of payment as well as for price adjustment in case of any increase to / decrease from the scope of work under the contract.

3. DEVIATIONS

We declare that all the services shall be performed strictly in accordance with the Bid documents. Further, we agree that additional conditions, if any, found in the bid documents, shall not be given effect to.

4. TENDER PRICING

We further confirm that the prices stated in our bid are in accordance with your Instruction to Bidders included in RFP document.

5. QUALIFYING DATA

We confirm having submitted the information as required by you in your Instruction to Bidders. In case you require any other further information/documentary proof in this regard before evaluation of our bid, we agree to furnish the same in time to your satisfaction.

6. BID PRICE

We declare that our Bid Price is for the entire scope of the work as specified in the Schedule of Requirements and RFP documents. These prices are indicated in Formats (Section 9.2) of this Section attached with our bid as part of the RFP.

7. CONTRACT PERFORMANCE GUARANTEE BOND

We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed in Volume I, Annexure 3- Proforma and as per Section VII - General Conditions of Contract.

8. We hereby declare that our Bid is made in good faith, without collusion or fraud and the

information contained in the Tender is true and correct to the best of our knowledge and belief.

9. We understand that our Bid is binding on us and that you are not bound to accept a bid you receive.
10. We confirm that no Technical deviations are attached here with this Financial offer.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Printed Name Designation

Seal Date:

Business Address:

9.2 Format 2: Price/Financial Bid

S. No.	ITEM	Make and Model	Qty (in Nos.)	Unit Price with 5 Year Warranty (in Rs.) without Taxes	Total Price (in Rs. Without Taxes)	Rate of VAT/Service Tax (%)
SCHEDULE – I						
A	B		C	D	E=C*D	F
1	Core Router for SDC (Type -1) As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Commissioning and Configuration with 5 Year Warranty and onsite Support		2			
2	Aggregation Router for District (Type -2) As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		31			
3	Taluka Router (Type -3) As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		248			
4	PoP Router (Type -4) As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		300			
5	HO Router (Type -5) As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		300			
6	Internet Router for SDC (Type -5) As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Commissioning and Configuration with 5 Year Warranty and		2			

Request for Proposal		Department of Science & Technology				
	onsite Support					
7	Layer - 3 (Type - 1) Switch for District Centers As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		33			
8	Layer - 3 (Type - 2) Switch for Taluka Centers As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		234			
9	Layer - 2 Gigabit 48 Port PoE Switch (Type - 3) for each Node As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		581			
10	Chassis based Server Switch (Type - 4) for SDC As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		2			
11	Failover Switch for SDC (Type - 5) As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		5			
12	Wi-Fi Access Point (Indoor Type) compatible with existing WLAN Controller As per Technical specifications including all applicable Controller Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		1200			
13	Intrusion Prevention System (IPS) for SDC As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		4			

Request for Proposal		Department of Science & Technology				
14	Firewall for SDC As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		2			
15	Appliance based Proxy Server + Content Filtering for SDC As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		2			
16	Application Load Balancer for SDC As per Technical specifications including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		4			
17	48 Port Line Card for CISCO MDS 9513 SAN Switch (48 port module, Part # MDS PBF ADV48 with FC Cable LC-LC 15 Mtr, Part # CTX-OM3-15M, SFP Module - Part # MDS 8G SW, Required Port Licenses) with Installation, Configuration and Commissioning with 5 Year Warranty and Onsite Support		6			
18	Helpdesk/Contact Center Infrastructure for 15 Agents with Scalability of 50 Agents as per technical specifications including all applicable Hardware, Software, Tools, Cables and accessories, Installation & Commissioning, 5 Year Warranty and Onsite Support		1			
19	Workstations for Helpdesk/Contact Center as per technical specifications including all applicable Hardware, Software, Cables and Accessories, Installation and Onsite support for 5 Years		15			
20	33U Network Rack (800 mm Depth) As per Technical specifications including all applicable Cables and Accessories, Installation & Commissioning, 5 Year Warranty and onsite Support		248			
21	42U Network Rack (1000 mm depth) As per Technical specifications including all applicable Cables and Accessories, Installation & Commissioning, 5 Year		60			

Request for Proposal		Department of Science & Technology				
	Warranty and onsite Support					
22	42U Chill Rack As per Technical specifications including all applicable Cables and Accessories, Installation & Commissioning, 5 Year Warranty and onsite Support		75			
23	12U IP-55 Rated Rack for PoP As per Technical specifications including all applicable Cables and Accessories, Installation & Commissioning, 5 Year Warranty and onsite Support		300			
24	UPS 10 KVA with 2 Hr backup As per Technical specifications including all applicable Cables and Accessories, Installation & Commissioning, 5 Year Warranty and onsite Support		29			
25	UPS 5 KVA with 2 Hr backup As per Technical specifications including all applicable Cables and Accessories, Installation & Commissioning, 5 Year Warranty and onsite Support		248			
26	UPS 2 KVA with 15 Min backup As per Technical specifications including all applicable Cables and Accessories, Installation & Commissioning, 5 Year Warranty and onsite Support		270			
27	Non IT Physical Infra Management System for Fire, Temp, Smoke, Humidity detection, Alarm management and reporting for 33 Nodes As per Technical specifications including all applicable Licenses, Servers, Cables & Accessories, Installation, Configuration & Commissioning, 5 Year Warranty and onsite Support		1			
28	4 Kg Dry Powder/Co2 based Fire Extinguisher with Installation with 5 Year Support		281			
29	Biometric Access Control Management with Time In - Time Out attendance System for District Centers As per Technical specifications including all applicable Cables and Accessories, Licenses, systems, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		33			

Request for Proposal**Department of Science & Technology**

30	Video Management System with Minimum 3 Month HD recording and monitoring at a Central NOC As per Technical specifications including all applicable Licenses, Associated OS/ Software and Storage, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		1			
31	Fix Dome HD 1080p CCTV with motion detection, Night Vision for District Centers including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		51			
32	Outdoor IP66 PTZ HD 1080p CCTV with Night Vision for Data Center including all applicable Licenses, Cables and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		4			
33	Interior Works for District Center locations including Renovation, Paint work, Electrical & IT Structured cabling, provisioning of all IT and Non IT devices, Anti-Static Flooring, Cable Management, Glass Partitioning, Earthing provisions, Anti-termite treatment, water proofing, etc.		33			
34	Split Type 2 Ton Inverter Air Conditioners with Stabilizer As per Technical specifications including all applicable Cables and Accessories, Installation & Commissioning with 5 Year Warranty and onsite Support		7			
35	Cut-off Timer Device for Split Air Conditioners including all applicable Cables and Accessories, Installation & Commissioning with 5 Year Warranty and onsite Support		66			
36	Virtual Tape Library - 60TB for SDC (EMC Data Domain 4200 - 2 TB SAS HDD, Part # DD4200 2E30)including all applicable Cables and Accessories, Installation & Commissioning with 5 Year Warranty and onsite Support		2			
37	Tape Library As per Technical specifications including all applicable Cables and Accessories, Installation & Commissioning with 5 Year Warranty and onsite Support		1			

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38	Network Management and Provisioning Tool with centralized monitoring at a Central NOC As per Technical specifications including all applicable Licenses, Upgrade Protection, Servers & associated Infrastructure and Accessories, Installation, Configuration & Commissioning with 5 Year Warranty and onsite Support		1			
39	Buyback of existing Assets which are being replaced as per Annexure "B" & "C"		1			
	Total					

SCHEDULE – II						
1	Operations and Maintenance of GSWAN and SDC for 5 Years		1			
2	Comprehensive AMC of existing Assets during the Contract Period		1			
Grand Total						

- Note:**
- L1 will be the lowest sum total of rates of all line items without taxes.**
 - Value under Item '39' of Schedule - I will be deducted from sum total for deriving L1 bid.**
 - Sum Total of Schedule - II would be paid in 20 equated Quarters.**
 - Bidder needs to upload detailed break-up of Schedule II separately.**

Annexure-1: RFP Document Acknowledgement Form

Dated:

To,

DGM (Technical)

Gujarat Informatics Limited

8th Floor, Block -1, Udyog Bhavan, Sector - 11,

Gandhinagar - 382010 Gujarat, India

Dear Sir,

We hereby acknowledge receipt of a complete set of RFP Documents consisting of Annexure (along with their Appendices) enclosed to the "Invitation for Bid" pertaining to providing of _____services against RFP no._____.

We have noted that the closing date for receipt of the RFP by GIL is_____at < > hrs. and opening at < > hrs. on the same day.

We guarantee that the contents of the above said RFP Documents will be kept confidential within our organization and text of the said documents shall remain the property of GIL and that the said documents are to be used only for the purpose intended by GIL.

Our address for further correspondence on this tender will be as under:

Telexno:.....

Fax no: Telephone no:

Personalattentionof:..... (if required)

Yours faithfully,

(Bidder) Note: this form should be returned along with offer duly signed.

Annexure– 2: Instructions for Furnishing Bank Guarantee

1. The Bank Guarantee by Bidders will be given on non-judicial stamp paper as per stamp duty applicable at the place from where the purchase CONTRACT has been placed. The non-judicial stamp paper should be in name of the issuing bank.
2. The expiry date as mentioned in clause 9 should be arrived at by adding 60 days to the CONTRACT completion date unless otherwise specified in the RFP Documents.
3. *The Bank Guarantee by the successful bidder will be given from all Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad/ Gandhinagar) as per the [G.R. no. EMD/10/2013/107/DMO Dated 06.04.2013 issued by Finance Department](#)*

Annexure – 3: Proforma of Bank Guarantee towards Performance Security**PERFORMANCE GUARANTEE**

Ref. No. _____ Bank Guarantee No. _____

Dated _____

To,

Secretary,

Department of Science & Technology, Govt. of Gujarat,

Block no.7, 5th Floor, Sardar Bhavan, Gandhinagar-

382010 Dear Sir,

1. In consideration of Department of Science & Technology, Govt. of Gujarat, having its office at 5th Floor, Block - 7, Sardar Bhavan , Sector - 10, Gandhinagar – 382 010 (hereinafter referred to as 'DST,GOG', which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and assignees) having entered into a CONTRACT No. dated _____ (hereinafter called 'the CONTRACT' which expression shall include all the amendments thereto) with M/s _____ having its registered/ head office at _____ (hereinafter referred to as the 'CONTRACTOR') which expression shall, unless repugnant to the context or meaning thereof include all its successors, administrators, executors and assignees) and having agreed that the CONTRACTOR shall furnish to DST,GOG a performance guarantee for Indian Rupees..... for the faithful performance of the entire CONTRACT.
2. We (name of the bank) registered under the laws _____ having head/registered office at (hereinafter referred to as "the Bank", which expression shall, unless repugnant to the context or meaning thereof, include all its successors, administrators, executors and permitted assignees) do hereby guarantee and undertake to pay immediately on first demand in writing any /all moneys to the extent of Indian Rs(in figures) Indian Rupees (in words) _____ without any demur, reservation, contest or protest and/or without any reference to the CONTRACTOR. Any such demand made by DST,GOG on the Bank by serving a written notice shall be conclusive and binding, without any proof, on the bank as regards the amount due and payable, notwithstanding any dispute(s) pending before any Court, Tribunal, Arbitrator or any other authority and/or

any other matter or thing whatsoever, as liability under these presents being absolute and unequivocal. We agree that the guarantee herein contained shall be irrevocable and shall continue to be enforceable until it is discharged by DST,GOG in writing. This guarantee shall not be determined, discharged or affected by the liquidation, winding up, dissolution or insolvency of the CONTRACTOR and shall remain valid, binding and operative against the bank.

3. The Bank also agrees that DST,GOG at its option shall be entitled to enforce this Guarantee against the Bank as a principal debtor, in the first instance, without proceeding against the CONTRACTOR and notwithstanding any security or other guarantee that DST,GOG may have in relation to the CONTRACTOR's liabilities.
4. The Bank further agrees that DST,GOG shall have the fullest liberty without our consent and without affecting in any manner our obligations hereunder to vary any of the terms and conditions of the said CONTRACT or to extend time of performance by the said CONTRACTOR(s) from time to time or to postpone for any time or from time to time exercise of any of the powers vested in DST,GOG against the said CONTRACTOR(s) and to forbear or enforce any of the terms and conditions relating to the said agreement and we shall not be relieved from our liability by reason of any such variation, or extension being granted to the said CONTRACTOR(s) or for any forbearance, act or omission on the part of DST,GOG or any indulgence by DST,GOG to the said CONTRACTOR(s) or any such matter or thing whatsoever which under the law relating to sureties would, but for this provision, have effect of so relieving us.
5. The Bank further agrees that the Guarantee herein contained shall remain in full force during the period that is taken for the performance of the CONTRACT and all dues of DST/GIL under or by virtue of this CONTRACT have been fully paid and its claim satisfied or discharged or till DST/GIL discharges this guarantee in writing, whichever is earlier.
6. This Guarantee shall not be discharged by any change in our constitution, in the constitution of DST/GILOG or that of the CONTRACTOR.
7. The Bank confirms that this guarantee has been issued with observance of appropriate laws of the country of issue.
8. The Bank also agrees that this guarantee shall be governed and construed in accordance with Indian Laws and subject to the exclusive jurisdiction of Indian Courts of

Gandhinagar/Ahmedabad.

9. Notwithstanding anything contained herein above, our liability under this Guarantee is limited to Indian Rs. (in figures)_____ Indian Rs. (in words)_____ and our guarantee shall remain in force until _____(indicate the date of expiry of bank guarantee)
10. Any claim under this Guarantee must be received by us before the expiry of this Bank Guarantee. If no such claim has been received by us by the said date, the rights of DST,GOG under this Guarantee will cease. However, if such a claim has been received by us within the said date, all the rights of DST/GIL under this Guarantee shall be valid and shall not cease until we have satisfied that claim.

In witness whereof, the Bank through its authorized officer has set its hand and stamp on this..... day of20 at.....

Witness No.1

(_____)

Signature

Full Name & Designation

Office Address

Witness No.2

(_____)

Signature

Full Name & Designation

Office Address

Format of Earnest Money Deposit in the form of Bank Guarantee

Ref:

Bank Guarantee No.

Date:

To,
DGM (Technical)
Gujarat Informatics Limited
8th Floor, Block -1, Udyog Bhavan,
Sector - 11, Gandhinagar - 382017
Gujarat, India

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the RFP No. <<<<>>>> for <<<<>>>> by these presents that WE -----
-- having our registered office at ----- (hereinafter called "the Bank") are bound unto the _____, Gujarat Informatics Limited in the sum of ----- for which payment well and truly to be made to Gujarat Informatics Limited , the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of -----2015.

THE CONDITIONS of this obligation are:

1. The E.M.D. may be forfeited:
 - a. if a Bidder withdraws its bid during the period of bid validity
 - b. Does not accept the correction of errors made in the tender document;
 - c. In case of a successful Bidder, if the Bidder fails:
 - (i) To sign the Contract as mentioned above within the time limit stipulated by purchaser
or
 - (ii) To furnish performance bank guarantee as mentioned above or
 - (iii) If the bidder is found to be involved in fraudulent practices.
 - (iv) If the bidder fails to submit the copy of purchase order & acceptance thereof.

We undertake to pay to the GIL/Purchaser up to the above amount upon receipt of its first written demand, without GIL/ Purchaser having to substantiate its demand, provided that in its demand GIL/ Purchaser will specify that the amount claimed by it is due to it owing to the occurrence of any of the abovementioned conditions, specifying the occurred condition or conditions.

This guarantee will remain valid up to the validity of Bids + 90 days. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee

The Bank shall not be released of its obligations under these presents by any exercise by the

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OWNER/PURCHAER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

The Bank also agree that the OWNER/PUCHASER at its option shall be entitled to enforce this Guarantee against the Bank as a Principal Debtor, in the first instance without proceeding against the SELLER and not withstanding any security or other guarantee that the OWNER/PURCHASER may have in relation to the SELLER's liabilities.

Dated at _____ on this _____ day of _____ 2015.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

Approved Bank: Any Nationalized Bank operating in India having branch at Ahmedabad/ Gandhinagar