

## Bid Document

**Bid for Annual Maintenance Contract  
of LAN hardware and associated systems  
on behalf of Directorate of Accounts and  
Treasuries, Finance Department,  
Government of Gujarat  
(Tender No. HWT010317418)**

Pre-bid Meeting : 10-03-2017 on 1500 hours

Last Date of Submission of Bid : 23-03-2017 till 1500 hours

Date of Opening of Bid : 23-03-2017 on 1700 hours

**Bid Processing Fee: Rs. 15,000/-**

As per AMC G.R. vide no. LAN-2004-927-DST dated 30.07.2004, 22.02.2006, 24.03.2006 & 20.10.2009 of Department of Science & Technology, Govt. of Gujarat; "Gujarat Informatics Limited (herein after referred to as "GIL") on behalf of **Directorate of Accounts and Treasuries** (herein after referred to as "THE OFFICE") for their requirement of Annual Maintenance Contract for LAN Hardware & Associated systems (herein after referred to as "AMC") intend to invite your offers (technical cum commercial) through e-tendering route as specified in Annexure-A.

**Eligibility Criteria for the bidder:**

1. The bidder should have a total sum of turnover of **Rs. 15 Crore (Minimum)** in the last three financial years. The copies of Audited Annual Accounts for last three years shall be attached along with the bid. **(Form no. E-1)**
2.
  - (a) The bidder must have **one office in Gujarat**. Please attach the copies of any **two** of the following: Property tax bill for last year/Electricity Bills for last one year/Telephone Bills for last one year/VAT-C.S.T. Registration/Valid Lease Agreement. **(Form no. E-2)**
  - (b) The bidder must have **at least five service centers with one service center in Ahmedabad or Gandhinagar**. Please attach the copies of any **two** of the following: Property tax bill for last year/Electricity Bills for last one year/Telephone Bills for last one year/VAT-C.S.T. Registration/Valid Lease Agreement. In case the bidder is providing after sales support through Franchisee and/or Service Provider, then the undertaking duly signed by the bidder & the franchisee and/or Service Provider shall be attached with the bid for after sales support. In such case also, the Bidder has to submit the above mentioned supporting documents. Failing the same may lead to the rejection of the bid. **(Form no. E-3)**
3. The bidder must have **at least 25 customer reference sites** of computer hardware maintenance in Gujarat. Customer references & Purchase orders must be attached along with the bid. **(Form no. E-4)**
4. The bidder should have valid ISO 20000 certified for IT Service Management. **(Form no. E-5)**

**Note:** 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.

**The terms and conditions are as follows:**

- 1 The last date of submission of bid on the website <https://gil.nprocure.com> is up to **1500 Hrs 23.03.2017**. No physical bids will be accepted under normal circumstances. However, GIL reserves the right to ask the bidders to submit the bid and/or any other documents/ clarifications in physical form.
- 2 The bid is non-transferable.
- 3 The bidder will have to upload the scanned copy of bid document duly signed (all pages) by the authorized signatory as a part of the technical bid, complying terms & conditions of bid. Failing to submit the same or non-compliance/deviation from any bid terms and conditions or eligibility criteria may result in rejection of the bid.
- 4 The successful bidder has to carry out Comprehensive Preventive & Corrective maintenance of LAN hardware and associated systems after doing site visit as listed in **Annexure A**.
- 5 The Bidder shall bear all the costs associated with the preparation and submission of its bid, and the office will in no case will be responsible or liable for these costs, regardless of conduct or outcome of bidding process.
- 6 The bidder has to submit the **service tax no., permanent account number & copies of the income tax return for the last three years**. Non submission of the same will lead to rejection of the bid. **(Form T-1)**.
- 7
  - 7.1 The bidder must have the team of **25 qualified service engineers in Gujarat**. The bidder should produce the list of all service & resident engineers with full name, employee's technical qualification & P.F. code no. The bidder has to submit the **Copy of last deposited Challan/P.F. Return of these employees** with documentary proof. Non submission of the same will lead to rejection of the bid. **(Form T-2)**
  - 7.2 The Bidder has to depute **total 35 nos.** of skilled and dedicated resident engineers for District Treasury offices (DTO) & Ahmedabad and Gandhinagar Head Office as mention in **Annexure B**. This engineer has to attend and resolve all the issued related to hardware trouble shooting. DAT can increase/ decrease the nos. of resident engineer during AMC period.
  - 7.3 The bidder has to depute 3 nos. of help desk support Executive, they should have working knowledge of NMS software, book the ticket, push the ticket, log the calls and monitor the complain status
  - 7.4 This engineer should be present during the normal office hour. However in case of financial year ending time, the engineer should remain present till the office closed.
  - 7.5 This engineer minimum qualification should be BCA/ PGDCA/ Graduate with (IT, EC, CE) or Diploma with IT, EC, CE
- 8 The Bidder is expected to examine all instructions, forms, terms and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the biding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
- 9 Amendment of Bidding Documents
  - 9.1 At any time prior to the deadline for submission of bids, GIL/THE OFFICE may, for any reason, whether its own initiative or in response to the clarification request by a prospective bidder, modify the bidding documents.
  - 9.2 The corrigendum / amendment if any will be published on website <https://gil.nprocure.com> & [www.gil.gujarat.gov.in](http://www.gil.gujarat.gov.in).

- 9.3 In order to allow prospective bidders reasonable time to take into consideration the amendments while preparing their bids GIL/THE OFFICE, at its discretion, may extend the deadline for the submission of bids.
- 10 Bid Currency - Prices shall be quoted in Indian Rupees only.
- 11 Bidder will have to remit **Rs. 15,000/- as bid processing fees & Rs. 500,000/- as E.M.D.** on or before the date and hours of submission of bid in a sealed cover at GIL office with the heading **“Bid Processing fees and EMD for the E-tender for Annual Maintenance Contract of LAN hardware and associated systems of Directorate of Accounts and Treasuries”**. Tender No. **HWT010317418**.
- Bid processing fees must be in the form of Demand Draft in the name of “Gujarat Informatics Ltd.” payable at Gandhinagar along with the covering letter.
  - EMD as mentioned above, shall be submitted in the form of Demand Draft **OR** in the form of an unconditional Bank Guarantee (which should be valid for 6 months from the last date of bid submission) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time; in the name of “Gujarat Informatics Ltd.” payable at Gandhinagar (as per prescribed format given at Annexure A) and must be submitted along with the covering letter.
  - Please affix the stamp of your company on the overleaf of demand draft.
  - **Note:** Failing to submit physical covers of EMD and bid processing fees at GIL on or before **23.03.2017 up to 1500 Hrs** may lead to the rejection of the bid.
- 12 In case of non-receipt of Bid Processing fees and EMD as mentioned above within prescribed time, the bid will be rejected by GIL as non-responsive.
- 13 Unsuccessful bidder’s E.M.D. will be returned as promptly as possible but not later than 15 days after the expiration of the period of bid validity OR upon the successful Bidder signing the Contract, and furnishing the Performance Bank Guarantee as prescribed by GIL, whichever is earlier.
- 14 In exceptional circumstances, GIL may solicit the Bidder’s consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder may refuse the request without forfeiting its E.M.D. A Bidder granting the request will not be permitted to modify its bid.
- 15 Successful bidder has to submit **Performance Bank Guarantee @ 20% of total order value** within 15 days from the date of signing of contract for the duration of one year from **All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks (operating in India having branch at Ahmedabad/Gandhinagar) as per G.R. no. EMD/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time (The draft of Performance Bank Guarantee is attached herewith)**. The same can be further extended for further period of one year.
- 16 Successful bidders will have to sign the contract for 1 year upon receiving the confirmed order with THE OFFICE within 15 working days. (The draft is attached herewith). However, THE OFFICE will review the performance of THE BIDDER after one year and decide to extend the AMC contract for further period of 1 year. THE OFFICE will have right to terminate the contract if the performance is found not satisfactory.
- 17 The successful Bidder's E.M.D. will be discharged upon the Bidder signing the Contract, and furnishing the performance bank guarantee as mentioned above.
- 18 The E.M.D. may be forfeited:
- (a) if a Bidder withdraws its bid during the period of bid validity

- (b) In case of a successful Bidder, if the Bidder fails:
- (i) To sign the Contract as mentioned above or
  - (ii) To furnish performance bank guarantee as mentioned above or
  - (iii) If the bidder is found to be involved in fraudulent practices.

19 Termination of Contract

The OFFICE may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder, terminate the Contract in whole or part:

19.1 If the Bidder, in the judgment of the OFFICE has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

“Corrupt practice” means the offering, giving, receiving or soliciting of any thing of value of influence the action of a public official in the procurement process or in contract execution.

“fraudulent practice : a misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the purchaser, 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 purchaser of the benefits of free and open competition;”

19.2 If the bidder does not start performing the contract within stipulated time period.

19.3 If the bidder stop performing the contract or withdraw the activity to perform the contract

19.4 If the bidder breach any terms & conditions of the contract or do not perform the contract in whole or part

19.5 If the bidder do not follow the written instructions given by THE OFFICE

19.6 If the bidder do not perform the contract up to the satisfactory level even after regular feedback from THE OFFICE

19.7 In the event that the bidder shall cease conducting business in the normal course, or wind up, make a general assignment or the benefit of creditors, suffer or permit the appointment of a receiver for its business or assets or shall avail itself of, or become subject to, any proceeding under any act or statute of any country or state relating to insolvency or the protection of rights of creditors

20 The prices shall strictly be submitted in the given format. Quoted prices shall be without Service Tax. The tax components like Service Tax as applicable shall be mentioned separately in the respective columns.

21 Late Bids - The bidder will not be able to submit the bid after final submission date and time.

22 Modification and Withdrawal of Bids

22.1 No bids will be allowed to be modified subsequent to the final submission of bids.

22.2 No bid will allowed to withdrawn in the interval between the deadline for submission of bids and the expiry of the bid validity. Withdrawal of a bid during this interval will result in the forfeiture of bidder’s E.M.D.

23 Evaluation of Bids:

23.1 The EMD & Bid Processing Fee & Technical 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/attendance sheet evidencing their attendance. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process. In the absence of

the bidder(s), the tender committee may choose to open the bids as per the prescribed schedule.

- 23.2 The Bidder's names, Bid modifications or withdrawals, discounts and the presence or absence of relevant E.M.D. Bid Processing Fee and such other details as GOG officer(s) at their discretion, may consider appropriate, will be announced at the opening.
- 23.3 After the closing time of submission, GIL/GOG committee will verify the submission of Bid Processing Fees & EMD as per bid terms and conditions. The eligibility & technical criteria evaluation will be carried out of the responsive bids. After technical evaluation being carried out, the commercial bid of the technically qualified bidders will be opened in the presence of the representative of the qualified bidders. Financial evaluation will be carried out next. **L1 bidder will be decided based on the lowest sum total of rates of all line items without tax.** L1 bidder will be called for negotiation before awarding of AMC.
- 23.4 The Financial bid(s) (i.e. sum total of rates of all line items without tax) which is/are less than 40% of the average bid price will be rejected. (The average bid price is computed by adding all financial bid values of all the qualified bidders whose financial bid will be opened and dividing the same by the number of bidders whose financial bid will be opened).**
- 23.5 As per the provision in Electronics & IT/ITeS Start-up Policy Resolution No. ITS/10/2015/5284/IT dated 6th June, 2016 issued by Department of Science & Technology; in e-Governance project undertaken by Government Departments or its Boards, Corporations or parastatal bodies getting grants from the Government, the chosen solution provider or system integrator will pass on job work or will outsource part of the work of a value ranging between 5% to 10% of the contract value to the eligible start-ups and to students of shortlisted Technical Colleges in Gujarat. In such arrangements, the responsibility of meeting SLAs (Service Level Agreements) will continue to belong to the solution provider or the system integrator.
- 24 The Contract will be awarded to Overall L1 bidder. However, in case if the AMC of two or more different sub-offices then the contract may be split among more than one bidder at the discretion of THE OFFICE. The bidder with overall competitive quote will be given preference.
- 25 Price, EMD and bid terms and condition validity will be of 90 days from the due date of the tender. A bid valid for shorter period shall be rejected as non-responsive.
- 26 Bidders are required to quote item-wise rates for all inventories as mentioned in Annexure A. Incomplete bids will be treated as non-responsive and will be rejected.
- 27 Penalty Clause:**
- 27.1 If the bidder fails to perform as per Scope of work, then a sum equivalent to following shall be deducted from the payment for each calendar week of delay or part thereof for each non-responsive event:
- 27.1.1 In case of Servers: Penalty of Rs. 2,000 per event for first week of delay after resolution time
- 27.1.2 In case of desktops, printer, scanner, Network Switch and UPS: Penalty of Rs. 1,000 per event for first week of delay after resolution time
- 27.1.3 However, if the complaints not resolved within 1 week (7 days) then from 8<sup>th</sup> day to 14<sup>th</sup> day, penalty would be levied @ 150% and from 15<sup>th</sup> day onwards penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee/AMC Payment.

**Note: For SLA calculation, the days will be working days. It means that if any holiday comes then call will be extended to next working days**

- 27.2 In case the Resident engineer is absent for any reason, then the bidder has to arrange the replacement in co-ordination with concern treasury office. If for any reason the Resident engineer is absent then the penalty of Rs. 400 per day will be levied and the payment will be released accordingly. However 1 no. of CL (casual Leave) per month is allowed with prior permission of the concern office.
- 27.3 If the bidder fails to perform preventive maintenance as mentioned in the scope of work the penalty of Rs. 3000/- per quarter per office for DTO/FD/PAO/PPO/DAT/DPPF/LF/DIO and Rs. 2000/- per quarter per office for other Treasury offices.
- 27.4 The amount of such penalties shall be subject to a maximum limit of 10% of the annual contract value.
- 27.5 Delay in excess of 20 weeks will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.

## 28 Scope of Work

28.1 During the term of this Agreement THE BIDDER agrees to maintain the EQUIPMENT in good working order and for this purpose will provide the following repair and maintenance service

- a) THE BIDDER shall correct any faults and failures in the EQUIPMENT and shall repair and replace worn or defective parts of the EQUIPMENT during THE Office's normal working hours on all working days. In cases where unserviceable parts of the EQUIPMENT, including printer bands, print heads etc. need replacement THE BIDDER shall replace such parts, at no extra cost to THE OFFICE, with brand new parts or those equivalent to new parts in performance. THE BIDDER shall further ensure that the EQUIPMENT is not down at any time for want of spare parts. Each and every components including plastic parts, fuser assembly of Laser printer, printer heads, breakdown due to power conditions, rodents etc. are covers under the contract. Consumables like, CDs, DVDs or any removable storage media, Ink/Toner/Ribbon Cartridges of Inkjet/Laser/Dot Matrix printers, Batteries of UPS are excluded from the scope.

**Note: All type of Laser Printers, Scanners, DMPs and UPS shall be covered under comprehensive AMC inclusive of all type of spares including plastic parts, fuser assembly of Laser printer, printer heads. Bidder may please note that no extra payment towards this additional spares will be given.**

- b) THE BIDDER agrees that special arrangements may be made by THE OFFICE to have such maintenance service provided outside the hours specified in 28.1(a) above.
- c) THE BIDDER shall provide repair and maintenance service, in response to oral, including telephone, notice by THE OFFICE and such services should be available for a period of 09 hours from 10 a.m. to 7 p.m. on all working days. However, due to any reason if THE OFFICE will remain open on any public holiday then THE BIDDER has to provide service on the request of THE OFFICE. The necessary cost would be incurred by the bidder.
- d) THE BIDDER shall ensure 24 hours response time (i.e. total time taken by THE BIDDER between registering the complaint and attending the complaint).
- e) THE BIDDER shall ensure break down call time of 48 hours (i.e. total time taken by THE BIDDER between registering the complaint and rectifying the fault). This time includes time taken to reach the site, diagnose, repair/ replace the faulty component/module/device & network equipment that are covered under the contract.
- f) THE BIDDER shall ensure Spares availability. In case, it is not possible to repair some equipment or not possible to repair at site and has to be taken out for repairs, THE BIDDER shall provide a suitable replacement as Standby arrangement within 24 hours so

that the work is not hampered. The packing/unpacking, transportation, loading/unloading, connection/disconnection, configuration/re-configuration and any associated activity with the repair and maintenance shall be the sole responsibility of THE BIDDER. THE BIDDER shall provide ink cartridges for substitute/standby printer, till original printer is restored after repair. However, if standby arrangement has been made then it shall be replaced with original or functionally equivalent equipment within next 15 working business days. **In case if THE BIDDER is not in the position to repair the original equipment, then THE BIDDER has to provide the functionally equivalent equipment.**

- g) **Preventive Maintenance:** THE BIDDER shall conduct Preventive Maintenance (including but not limited to inspection, testing, satisfactory execution of all diagnostics, cleaning and removal of dust and dirt from the interior and exterior of the EQUIPMENT, checking and testing of UPS batteries and necessary repairing of the EQUIPMENT) once within the first fifteen days of the commencement of the maintenance period and once within every subsequent quarter, during the currency of this Agreement, on a day and at a time to be mutually agreed upon and inform the representative of THE OFFICE about any necessary steps to be taken like back up of data or purchase of consumables like Print cartridges and/or batteries of UPS etc. Notwithstanding the foregoing, THE BIDDER recognizes THE OFFICE's operational needs and agrees that THE OFFICE shall have the right to require THE BIDDER to adjourn Preventive Maintenance from any scheduled time to a date and time, not later than fifteen working days thereafter. The report of preventive maintenance shall be submitted to THE OFFICE with a copy of GIL.
- h) All engineering changes generally adopted hereafter by THE BIDDER, for equipment similar to that covered by this Agreement, shall be made to the EQUIPMENT at no cost to THE OFFICE.
- i) Qualified maintenance engineers totally familiar with the EQUIPMENT shall perform all repair and maintenance service described herein.
- j) **Deputed resident engineers should be having adequate knowledge regarding troubleshooting of computer C.P.U., computer monitor, printer repairs, scanner repairs and related peripherals.**
- k) **Resident engineers should be equipped with all necessary tools and accessories [like blowers, screw openers etc.] required for hardware troubleshooting at site location.**
- l) **Appropriate call register and ticket handling status system should be in place to log and track troubleshooting activity.**
- m) THE BIDDER shall maintain at THE OFFICE's site, a written maintenance and repair log; and shall record therein each incident of EQUIPMENT malfunction, date and time of commencement and successful completion of repair work and nature of repair work performed on the EQUIPMENT together with a description of the cause for work, either by description of the malfunction or as regularly scheduled Preventive Maintenance. THE OFFICE shall use the same log for recording the nature of faults and failures observed in the EQUIPMENT, the date and time of their occurrence and the date and time of their communication to THE BIDDER.
- n) THE BIDDER shall maintain the operating system software on the desktop clients, as per the terms of the purchase order/agreement related to this EQUIPMENT.
- o) **THE BIDDER shall also maintain the system health against virus attack which includes cleaning of viruses from desktop.**
- p) In case if THE BIDDER is not able to repair the original equipment, THE BIDDER shall supply the new substitute of same specifications or of higher specifications of reputable brand, with prior approval of THE OFFICE. In case, if THE OFFICE found the substitute of lower



- quality or cheaper substitute than the difference between genuine substitute of reputable brand and the one used by THE BIDDER has to be paid by THE BIDDER.
- q) Failure in adhering to any of the terms and conditions mentioned in the scope of work will attract penalty clause.
- 28.2 Any worn or defective parts/equipment withdrawn from the EQUIPMENT and replaced by THE BIDDER shall become the property of THE BIDDER; and the parts/equipment replacing the withdrawn parts/equipment shall become the property of THE OFFICE.
- 28.3 THE BIDDER's maintenance personnel shall, subject to clause 28.1(m) herein, be given access to the EQUIPMENT when necessary, for purposes of performing the repair and maintenance services indicated in this Agreement.
- 28.4 THE EQUIPMENT shall not be shifted to an alternate site and installed thereat during the currency of this Agreement without prior written notice to THE BIDDER. However, if THE OFFICE desires to shift the EQUIPMENT to a new site and install it thereat urgently, THE BIDDER shall be informed of the same immediately. THE OFFICE shall bear the charges for such shifting and reinstallation and THE BIDDER shall provide necessary assistance to THE OFFICE in doing so. This Agreement, after such shifting and reinstallation, would continue to be binding on THE BIDDER and THE OFFICE, provided that the two parties may agree to amended charges for the maintenance services after such an event.
- 28.5 THE OFFICE shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, and dust to within the acceptable limits required for equipment similar to that covered by this Agreement.
- 28.6 No terms or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the other, whether express or implied, shall not constitute a consent to, or waiver of, or excuse for any other, different or subsequent breach.
- 28.7 The bidder shall maintain sufficient spare for AMC hardware at each location. So, parts replacement of faulty hardware can be done easily.
- 28.8 The bidder shall provide technical suggestion/opinion for IFMS Hardware related issue and extension etc. without additional charges
- 28.9 The bidder should be responsible for liaisoning with the vendor for Project,
- 28.10 During the system failure, if there is need to format hard disk, then bidder shall take prior permission of the concern authority. Also, bidder has to take back up of the data before formatting of hardware as required by concern authority.
- 28.11 IFMS being a online application, due diligence has to be maintained while repairing any hardware online.
- 28.12 The bidder has to check for the electrical earthing and if there is any issue in the electrical earthing then bidder has to suggest the Office for carryout proper earthing.
- 29 THE BIDDER shall provide all working mobile nos. of the contact person(s) to THE OFFICE for the satisfactory performance of the contract.
- 30 THE BIDDER will not subcontract or permit anyone other than THE BIDDER personnel to perform any of the work, services or other performance required of THE BIDDER under this Agreement without the prior written consent of THE OFFICE.
- 31 THE BIDDER agrees that it and its personnel will at all times comply with all security regulations in effect from time to time at THE OFFICE's premises and externally for materials belonging to THE OFFICE.

- 32 During the performance of the contract, if the person(s) of THE BIDDER meet with any accident which results into the death or injuries to the person(s) of THE BIDDER or any damage made to the Third party and any claim or legal penalties arise out of it will be responsibility of THE BIDDER only. THE OFFICE will not be responsible in any way.
- 33 THE BIDDER has to adhere all the statutory requirement of Government.
- 34 THE BIDDER acknowledges that all material and information which has or will come into its possession or knowledge in connection with this Agreement or the performance hereof, consists of confidential and proprietary data, whose disclosure to or use by third parties will be damaging or cause loss to THE OFFICE. THE BIDDER agrees to hold such material and information in strictest confidence, not to make use thereof other than for the performance of this Agreement, to release it only to employees requiring such information, and not to release or disclose it to any other party. THE BIDDER agrees to take appropriate action with respect to its employees to ensure that the obligations of non-use and nondisclosure of confidential information under this Agreement can be fully satisfied.
- 35 THE BIDDER represents and warrants that the repair and maintenance service/products hereby sold do not violate or infringe upon any patent, copyright, trade secret, or other property right of any other person or other entity. THE BIDDER agrees that it will, and hereby does, indemnify THE OFFICE from any claim, directly or indirectly resulting from or arising out of any breach or claimed breach of this warranty.
- 36 The charges payable by THE OFFICE to THE BIDDER for the repair and maintenance services described herein, are indicated in "Annexure A" attached; and unless provided for elsewhere herein, no additional charges shall be claimed by THE BIDDER during the contract period.
- 37 THE BIDDER shall submit to THE OFFICE their invoice(s) for payments due in accordance with this AGREEMENT. The terms of such invoice(s) is that they shall be payable as indicated in Annexure 'A'.
- 38 **Payment:** Quarterly payment will be paid by THE OFFICE. However, if any penalty to be deducted, the payment will be released accordingly. The payments to the bidder will be made quarterly at the end of each quarter on acceptance of the invoice by the THE OFFICE. After acceptance of the invoice along with the supporting documents, the invoice would be processed for release of payment within 45 days after due verification of the invoice & other supporting documents by THE OFFICE. However, in case the processing of the invoice gets delayed beyond 45 days from the date of acceptance of invoice, THE BIDDER would be paid an adhoc amount of 50% of invoice value & the remaining amount would be released after getting clarifications, due verification & imposition of penalty if any.
- 39 GIL reserves the right to change any bid condition of any item even after inviting the bids, with/without prior notification.
- 40 GIL's Right to accept Any Bid and to reject Any or All Bids - THE OFFICE reserve the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to awarding the Contracts, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for such decision.
- 41 The quantities mentioned in the bid document are based on the records of THE OFFICE. THE BIDDER has to ensure the details mentioned in Annexure-A during the site visit. THE BIDDER may communicate to THE OFFICE in case of deviation found to THE OFFICE prior to the submission of the bid. No communication in such case will be entertained after the submission of the bid.
- 42 The equipments which are not covered under the contract and which are still under the warranty at the time of the finalization of the contract but warranty period finishes during the period of the contract shall be covered under the contract on additional charges on Pro-Rata basis on the request of THE OFFICE for the period of contract. **Meanwhile during the period of AMC contract,**

**if there required to remove/condemn some equipment, then the same will be removed on pro-rata basis.**

- 43 All correction/addition/deletion shall require authorized countersign.
- 44 During the period of contract, in any dispute arising between THE OFFICE and THE BIDDER, the decision of THE OFFICE will be considered final. However, in any case if the requirement of Arbitration is felt then the appointment of Arbitrator will be made by THE OFFICE only and the decision of THE BIDDER shall be bound by the decision taken by such appointed Arbitrator.
- 45 The jurisdiction of any dispute will be **Gandhinagar**.
- 46 Force Majeure Shall mean and be limited to the following:
- War / hostilities
  - Riot or Civil commotion
  - Earthquake, flood, tempest, lightening or other natural physical disaster.
  - Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the order by the BIDDER.

The BIDDER shall advise THE OFFICE by a registered letter duly certified by the local statutory authorities, the beginning and end of the above causes of delay within seven (7) days of the occurrence and cessation of such Force Majeure Conditions. In the event of delay lasting over two months, if arising out of causes of Force Majeure, THE OFFICE reserves the right to cancel the order.

Completion period may be extended to circumstances relating to Force Majeure by the THE OFFICE. Bidder shall not claim any further extension for completion of work. THE OFFICE/GoG shall not be liable to pay extra costs under any conditions.

BIDDER shall categorically specify the extent of Force Majeure conditions prevalent in their works at the time of submitting their bid and whether the same have been taken in to consideration or not in their quotations. In the event of any Force Majeure cause, the BIDDER shall not be liable for delays in performing their obligations under this order and the delivery dates can be extended to the BIDDER without being subject to price reduction for delayed delivered, as stated elsewhere.

It will be prerogative of THE OFFICE/GoG to take the decision on force major conditions and THE OFFICE/GoG decision will be binding to the bidder.

- 47 Bidders can seek written clarifications at least 3 days before the date of pre-bid to Deputy General Manager (Tech), Gujarat Informatics Ltd., 8th Floor, Block No. 1, Udyog Bhavan Gandhinagar 382010. GIL will clarify and issue amendments if any. No further clarification what so ever will be entertained.

The bid should be submitted on the website <https://gil.nprocure.com> on or before **1500 Hours, 23.03.2017**. The Eligibility Criteria and Technical Bids will be opened on **23.03.2017 at 17:00 Hours at GIL, Block No. 1, 8<sup>th</sup> Floor, Udyog Bhavan, Gandhinagar** in the presence of the committee members and representatives of the bidders, who have submitted valid bids. Only one representative from each bidder will be allowed to attend the tender opening. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process.

Please address all queries and correspondence to



**GUJARAT INFORMATICS LIMITED**  
BLOCK NO.-1, 8<sup>TH</sup> FLOOR, UDYOG BHAVAN, SECTOR-11, GANDHINAGAR

**Shri Vivek Upadhyay, DGM (Tech.),**  
**Gujarat Informatics Limited**

Block No. 1, 8th Floor, Udyog Bhavan,  
Gandhinagar – 382010

Phone No. 079-23259239,

Fax No. 079-23238925,

E-mail: [viveku@gujarat.gov.in](mailto:viveku@gujarat.gov.in)

Fax/email should be followed by the post confirmation copy.

**Annexure-A**

**The equipments to be covered under AMC**

Sr. No.	Item with configuration	Make & Model	Qty.	Year of Purchase	Location
1	<b><u>Rack Base Server (Application &amp; Database Server)</u></b> Quad Core Intel Xeon X5405 processor 2 GHz*2 Intel 5000 Series chipset 12GB DDR2 RAM 667 MHz, 2 / 4 *146 GB 10K rpm hot plug SAS drives, Slim Line DVD Drive, OS: Microsoft Windows Server 2003 R2 Standard Edition – 32 bit Keyboard Mouse	HCL IGL 2700 AO	6	Mar 2009	As per Annexure B
2	<b><u>HBA</u></b> 4 port SAS Internal HBA (PCI – Express based)	For above Server	3	Mar 2009	
3	<b><u>RAID Controller</u></b> Hardware RAID SAS 8 port card with 256 MB cache and iBBU (Intelligent battery backup unit)	3 nos for HCL IGL 2700 AO & 5 nos for HCL IGL 2700 ST	8	Mar 2009	
4	<b><u>Rack Base Server (Reporting Server)</u></b> Quad Core Intel Xeon X5405 processor 2 GHz Intel 5000 Series chipset, 4 GB DDR2 RAM 667 MHz, 2 * 160 GB 7200 rpm SATA drives, Slim Line DVD Drive, OS: Microsoft Windows Server 2003 R2 Standard Edition – 32 bit Keyboard Mouse	HCL IGL 2700 CA	1	Mar 2009	
5	<b><u>Rack Base Server (Centralized Management Solution Servers)</u></b> Quad Core Intel Xeon E5405 processor 2 GHz, Intel 5000 Series chipset, 8 GB DDR2 ECC SDRAM at 667 MHz, 4 * 146 GB 15k rpm hot pluggable SAS drives, Slim Line DVD Drive, OS: Microsoft Windows Server 2003 R2 Standard Edition – 32 bit Keyboard Mouse	IGL 2700 ST	5	Mar 2009	
6	<b><u>Tower Server (Staging Servers for DMS):</u></b> 1* Dual Core Intel Xeon 3065, 2.33 GHz, Intel 3210 chipset, 2 GB DDR2 SDRAM 667 MHz 250 GB 7200 RPM SATA hard disk Internal DVD Drive, OS: Microsoft Windows Server 2003 R2 Standard Edition – 32 bit Keyboard Mouse, Monitor: 17” Wide TFT	HCL IGL 1700 SH	29	Mar 2009	

7	<b>Desktop:</b> Intel® Dual Core™ processor E2200, 2.20 GHz Intel G31 Express Chipset 1 GB DDR2 SDRAM @ 667 MHz 160-GB SATA 3.0-Gb/s Hard Drive Windows Xp Professional / Windows Vista Business Keyboard Mouse Monitor: 17" Wide TFT	HCL Infiniti BL	2321	Mar 2009
8	<b>Desktop:</b> Intel® Core™ i3-2120 Processor Intel H61 Chipset 2 GB DDR3 RAM 320 GB SATA II hard disk Microsoft Windows 7 Professional Keyboard Mouse Monitor: 18.5" Wide TFT	SIS AGILE DAG-4639	58	May 2012
9	<b>Personal Laser Printer</b>	HP LJ P1008	293	Mar 2009
10	<b>Network Laser Printer</b>	HP LJ P3005dn	34	Mar 2009
11	<b>Dot Matrix Printer</b>	WeP LQ DSI 5235HSG	388	Mar 2009
12	<b>Personal Scanner</b>	Canon Scan Lide 100	199	Mar 2009
13	<b>High End Scanner</b>	HP SJ 8270	70	Mar 2009
14	<b>Line Matrix Printer (1000 LPM)</b>	WeP Printronix P7- 1000N	51	Mar 2009
15	<b>Line Matrix Printer (1500 LPM)</b>	WeP Printronix P7- 1500QN	4	Mar 2009
16	<b>Online UPS (3 KVA) (Excluding batteries)</b>	Emerson LIEBERT GXT3000L- MT	174	Mar 2009
17	<b>Online UPS (6 KVA) (Excluding batteries)</b>	Emerson LIEBERT GXT6000L- MT	15	Mar 2009
18	<b>Online UPS (10 KVA) (Excluding batteries)</b>	Emerson LIEBERT GXT 3x1, 10000L- MT	64	Mar 2009
19	<b>Online UPS (20 KVA) (Excluding batteries)</b>	Emerson LIEBERT GXT 3x1, 20000L- MT	18	Mar 2009

20	<b>L2 switch 8 port</b>	Cisco	174	2009
21	<b>L3 Switch</b>	Cisco	12	2009
22	<b>Printer Samsung ML3310 ND</b>	Samsung ML3310 ND	187	Jan- 2012
23	<b>DMP Printer TCSE MSP 430</b>	TCSE MSP 430	253	Jan- 2012
24	<b>136 Column DMP TVSE 355 Marathon</b>	DMP TVSE 355 Marathon	31	Jan- 2012
25	<b>Personal Scanner SIS</b>	SIS	4	Jan- 2012
26	<b>10 KVA UPS SIS make</b>	SIS make	4	Jan- 2012
27	<b>Line Printer Wep Printronix P7-500</b>	Wep Printronix P7-500	10	Nov-2011
28	<b>PC with optical drive (for LAD)</b>	SIS GIE DA G2277	32	Jan -2012
29	<b>Laptop HP 630</b>	HP 630	1	Feb-2012
30	<b>136 Column DMP Wep HQ1070DXQ</b>	Wep HQ1070DXQ	15	May-2012
31	<b>A4 Size Mono Laser Printer Samsung ML2951ND</b>	Samsung ML2951ND	6	May-2012
32	<b>A4 Size Mono Laser Printer Samsung ML1866</b>	Samsung ML1866	5	May-2012
33	<b>10 KVA UPS Xsis 10 KVA</b>	Xsis 10 KVA	6	May-2012
34	<b>A4 size High end Scanner HP SJ8270</b>	HP SJ8270	6	May-2012

## SECTION 1

### Bid Processing Fees and Earnest Money Deposit Details:

Sr. No.	Item	Amount (In Rs.)	Name of the Bank and Branch	Demand Draft No.
1	Bid Processing Fees			
2	Earnest Money Deposit (E.M.D.)			

### ELIGIBILITY CRITERIA

#### Form No. E1: Financial strength of the bidder

Financial Year	Turnover (Rs. In Crores)	Audited Accounts uploaded? (Yes/No)
<b>Grand Total</b>		

**Note:** Please fill this form and upload the Audited Annual Accounts / Balance Sheet along with Profit and loss Account for the last three financial years.

#### Form No. E2: Office in Gujarat

Sr. No.	Address	Contact Person	Contact nos.	Type of supporting document attached
1				
2				

**Note:** You may mention more than one office (if applicable) by adding multiple rows which may be added by "NUMBER OF ROWS TO ADD".

#### Form No. E3: Service Support Details

Sr. No.	Location	Type of Service Center	Contact Person	Contact telephone no. & Address	No. of engineers
1					
2					
3					
.					

**Note:** Please fill this form mentioning minimum 5 service centers in Gujarat as per eligibility criterion and upload the supporting documents. Failing the same may lead to the rejection of the bid.



**Form No. E4: Customer References**

Sr. No.	Name of the Organization	Contact Person	Contact telephone no. & Address	Period of AMC	Services covered under AMC	Type of Supporting Document Attached
1						
2						
3						
.						

**Note:** Please fill this form and upload the supporting documents for each customer reference in scanned format. Failing the same may lead to the rejection of the bid. You may add the customer references by adding multiple rows which may be added by “NUMBER OF ROWS TO ADD”.

**Form no. E5: ISO 20000 certification for IT services management**

Sr. No.	Services	Name of Bidder	ISO certification valid up to	ISO certification uploaded? (Yes/No)
1				

## SECTION 2

**Form No. T1: Service Tax no. & Permanent Account no. Detail**

Name of the Applicant	Service Tax Number	Permanent Account Number	P. F. Registration Number

**Note:** Please fill this form and upload the supporting documents like the copy of Service Tax no., Permanent Account no. (PAN) and P.F. Registration of your Organization issued by Authorized Department. Also submit the scanned copies of the income tax return for the last three years. Non submission of the same will lead to rejection of the bid.

**Form No. T2: List of Qualified Engineers**

Sr. No.	Name of Engineer	Technical Qualification	Experience in no. of Years	PF Code No.
1				
2				
3				
.				

**Note:** Please fill this form for the list of at least 25 qualified service engineers in Gujarat with full name, employees technical qualification and P.F. code no. Also submit the copy of last deposited Challan/P.F. Return of these employees with documentary proof. Non submission of the same may lead to rejection of the bid.

## SECTION 3

**Form No. F1: Financial Format**

Sr. No.	Item	Qty.	Unit AMC Charges per year (In Rs.) (Without tax)	Total AMC Charges per year (In Rs.) (Without tax) (b)*(c)	Tax (as applicable) (In Rs.)	Total cost (In Rs.) (d)+(e)
	(a)	(b)	(c)	(d)	(e)	(f)
1	Rack Base Server (Application & Database Server)	6				
2	HBA for above Server	3				
3	Raid Controller	8				
4	Rack Base Server (Reporting Server)	1				
5	Rack Base Server (Centralized Management Solution Servers)	5				
6	Tower Server	29				
7	HCL Desktop	2321				
8	SIS Desktop	58				
9	Personal Laser Printer	293				
10	Network Laser Printer	34				
11	Dot Matrix Printer	388				
12	Personal Scanner	199				
13	High End Scanner	70				
14	Line Matrix Printer (1000 LPM)	51				
15	Line Matrix Printer (1500 LPM)	4				
16	Online UPS (3 KVA) (Excluding batteries)	174				
17	Online UPS (6 KVA) (Excluding batteries)	15				
18	Online UPS (10 KVA) (Excluding batteries)	64				
19	Online UPS (20 KVA) (Excluding batteries)	18				
20	L2 switch 8 port	174				
21	L3 Switch	12				
22	Printer Samsung ML3310 ND	187				
23	DMP Printer TCSE MSP 430	253				
24	136 Column DMP TVSE 355 Marathon	31				

25	Personal Scanner SIS	4				
26	10 KVA UPS SIS make	4				
27	Line Printer Wep Printronix P7-500	10				
28	PC with optical drive (for LAD)	32				
29	Laptop HP 630	1				
30	136 Column DMP Wep HQ1070DXQ	15				
31	A4 Size Mono Laser Printer Samsung ML2951ND	6				
32	A4 Size Mono Laser Printer Samsung ML1866	5				
33	10 KVA UPS Xsis 10 KVA	6				
34	A4 size High end Scanner HP SJ8270	6				
35	Resident engineers for District Sub-Treasury Offices	35*				
36	Help desk support Engineer	3				
37	Man/month rate for CA Support Engineer	1*				
38	Man/month rate for SUN Certified Server Engineer	1*				
39	Man/month rate for Network Administrator	1*				

- Note:**
1. L1 bidder will be decided based on the lowest sum total rates of all line items without tax.
  2. \* (Star) indicates the above mentioned figures are estimated and for evaluation purpose only. However, at the time of implementation, the actual quantity would be considered.
  3. For item no 37, 38, and 39 bidders are requested to feel the rate for monthly basis.
  4. Item no. 30 to 34s warranty will expire on 05.05.2017 the same may be incorporate under AMC after completion of warranty period.

## Annexure B

Address detail for District Treasury Offices			
Sr. No.	OFFICE	ADDRESS	PHONE NUMBER
1	Ahmedabad (DTO, Div T. O., PAO, PPO)	DTO: Lal Darwaja, Bhadra, Div. T.O. : 2 <sup>nd</sup> Floor OPD Building, Civil hospital campus Asarva, PAO: C/10 M.S Building , Lal Darwaja, Bhadra, PPO: GF, M.S Building , Lal Darwaja, Bhadra.	079-25506625
2	Amreli	Court Compound, Rajmahel Compound	02792-222268
3	Anand	District Seva sadan, Borsad Cross Road	02692-261275
4	Baroda	Kuber Bhavan, Kothi Compound	0265-2429749
5	Bharuch	Near Collector Office, Kanbiwada	02642-260430
6	Bhavnagar	Jilla Seva Sadan-2, M.S. Building	0278-25511246
7	Dahod	Jilla Seva sadan, Chaapari	02673-239106
8	Dang - Ahwa	Collector Office Compound	02631-220245
9	Gandhinagar (DTO, PAO, PPO, LAD (H.Q))	DTO: M.S. Building, Sector-11,Nr Collector Office, PAO: Block No 12, GF, Dr. Jivraj Mehta Bhavan, Ganhingar, PPO: Block D, 4 <sup>th</sup> floor, M.S. Building LAD (H.Q.) : Block No 17/2, GF, Dr. Jivraj Mehta Bhavan, Ganhingar	079-23259070
10	Godhra	M.S. Building	02672-242306
11	Himmatnagar	M.S. Building	02772-240715
12	Jamnagar	Court Compound, Lal Bungalow Compound	0288-2670052
13	Junagadh	"tjori Bhvan" M.S. Building, Sarada Baug	0285-2630213
14	Kutchh- Bhuj	Mahadev Gate, Court Compound, New Mint Road	02832-231202
15	Mahesana	Block No-5, M.S. Building	02762-221530
16	Nadiad	Nr State Bank of India, Station Road	0268-2550134
17	Narmada	District Seva sadan, Room No-27, Ground Floor	02640-220081
18	Navsari	Kot Street, Nr Water Tank, Mota Bazzar	02637-256778
19	Palanpur	Jilla Seva Sadan2, Joravar Palace sankul	02742-252424
20	Patan	Block No2, Ground Floor, Jilla seva sadan	02766-222301
21	Porbandar	Court Compound	0286-2242422
22	Rajkot	M.S. Building, Annexue Building, Opp. Race Course	0281-2479003
23	Surat	"B" Block, Seva Sadan-2, Athva lines	0261-2662215
24	Surendranagar	Collector Office Compound	02752-284752
25	Valsad	Jilla Seva Sadan-1, Ground Floor, Dharampur Road	0263225055
26	Vyara (Tapi)	shree khetivadi utpan bazar sumiti building, 1st Floor, Vyara	02626-220292
27	Aravalli	Modasa, Near Mamalatdar Office, Modasa	02774-246338
28	Gir Somnath	Veraval,Nr bus station, Veraval	02876-242209
29	Botad	Botad,Nr Sarkari Highway, Botad	02849-251430
30	Chhota udepur	Chhota Udepur,East Industrial Building, Chhota Udepur	02669-232301
31	Mahisagar	Lunavada, Mamlatdar Office, Compound, Lunavada	02674-236817
32	Morbi	Morbi, Sama Kanthe, Lal baag, Seva sadan, Morbi	02822-227576
33	Devbhoomi Dwarka	Khambhaliya, Pathan Pado, Jam- Khambhaliya	0288-2670052

Sr. No.	District	Locations	Server	Staging Server	PC	Personal Laser printer	N/w Laser printer	Line Matrix Printer	Dot matrix Printer	Personal Scanner	High End Scanner	Online UPS (KVA) Rating			
												20	10	6	2
1	AHMEDABAD	District Treasury		1	56	1	1	1	7		1	2	1		
		Divisional Treasury			20										
		Sola High court			1	1			1	1					1
		Viramgam			4	1			1	1					1
		Dhandhuka			3	1			1	1					1
		Dholka			3	1			1	1					1
		Sanand			3	1			1	1					1
		District Treasury		1	31	4	1	2	10	3	1		1	1	4
2	AMRELI	Savarkundla			3	1			1	1				1	
		Dhari			3	1			1	1				1	
		Lathi			3	1			1	1				1	
		Rajula			3	1			1	1				1	
		Babra			3	1			1	1				1	
		Bagsara			3	1			1	1				1	
		District Treasury		1	26	1	1	2	7		1		2		
3	ANAND	Borsad			3	1			1	1				1	
		Khambhat			3	1			1	1				1	
		Umreth			3	1			1	1				1	
		Petlad			4	1			1	1				1	

**GUJARAT INFORMATICS LIMITED**  
**BLOCK NO.-1, 8<sup>TH</sup> FLOOR, UDYOG BHAVAN, SECTOR-11, GANDHINAGAR**

4	BARODA	District Treasury		1	70	3	1	2	9	2	1	2		2
		Chota udaipur			3	1			1	1				1
		Dhabhoi			3	1			1	1				1
		Nasvadi			3	1			1	1				1
		Pavi jetpur			3	1			1	1				1
		karjan			3	1			1	1				1
		padra			3	1			1	1				1
		sankheda			3	1			1	1				1
		savli			3	1			1	1				1
		waghodia			3	1			1	1				1
5	BHARUCH	District Treasury		1	33	4	1	1	8	2	1		2	1
		Ankleshwar			4	1			1	1				1
		Jambusar			3	1			1	1				1
		Valia			3	1			1	1				1
		Zaghadia			3	1			1	1				1
6	BHAVNAGAR	District Treasury		1	35	1	1	2	7		1	1		1
		Gariadhar			3	1			1	1				1
		Vallabhipur			3	1			1	1				1
		Sihor			3	1			1	1				1
		Botad			3	1			1	1				1
		Palitana			3	1			1	1				1
		Mahuva			3	1			1	1				1
		Talaja			3	1			1	1				1

7	BHUJ (Kutchh)	District Treasury		1	25	1	1	2	7		1		2	
		Anjar			3	1			1	1				1
		Bhachau			3	1			1	1				1
		Rapar			3	1			1	1				1
		Mundra			3	1			1	1				1
		Mandvi			3	1			1	1				1
		Naliya - Abadasa			3	1			1	1				1
		Dayapar - Lakhpatri			3	1			1	1				1
		Nakhatrana			3	1			1	1				1
		Gandhidham			4	1			1	1				1
8	DAHOD	District Treasury		1	29	1	1	1	7		1		2	
		Zhalod			3	1			1	1				1
		Limkheda			3	1			1	1				1
		Devgarh Baria			3	1			1	1				1
9	DANG	District Treasury		1	10	1	1	1	4		1		1	
10	GANDHINAGAR	District Treasury		1	34	1	1	2	8		1		2	
		Pension payment			38									
		Dahegam			3	1			1	1				1
		Mansa			3	1			1	1				1
		Kalol			3	1			1	1				1
11	GODARA (Panchmahal)	District Treasury		1	31	1	1	2	7		1		2	1

		Santrampur			3	1			1	1				1
		Lunawada			3	1			1	1				1
		Shahera			3	1			1	1				1
		Kalol			3	1			1	1				1
		Halol			3	1			1	1				1
		Kadana			3	1			1	1				1
12	HIMATNAGAR (SK)	District Treasury		1	34	3	1	2	9	2	1		2	2
		Idar			3	1			1	1				1
		Prantij			3	1			1	1				1
		Modasa			4	1			1	1				1
		Bhiloda			3	1			1	1				1
		Megharaj			3	1			1	1				1
		Vijaynagar			3	1			1	1				1
		Khedbrahma			3	1			1	1				1
		Bayad			3	1			1	1				1
13	JAMNAGAR	District Treasury		1	31	1	1	1	7		1		2	
		Jodiya			3	1			1	1				1
		Dhrol			3	1			1	1				1
		Kalavad			3	1			1	1				1
		Lalpur			3	1			1	1				1
		Jam-Jodhpur			3	1			1	1				1
		Bhanvad			3	1			1	1				1
		Khambhaliy			3	1			1	1				1



		a												
		Kalyanpur			3	1			1	1				1
		Dwarka			3	1			1	1				1
14	JUNAGADH	District Treasury	1		31	1	1	2	7		1		2	
		Bhesan			3	1			1	1				1
		Mendarda			3	1			1	1				1
		Manavadar			3	1			1	1				1
		Mangrol			3	1			1	1				1
		Maliya-Hatina			3	1			1	1				1
		Vanthali			3	1			1	1				1
		Una			3	1			1	1				1
		Keshod			3	1			1	1				1
		Veraval			4	1			1	1				1
		Kodinar			3	1			1	1				1
		Visavadar			3	1			1	1				1
		Talala			3	1			1	1				1
15	MEHSANA	District Treasury	1		27	1	1	2	7		1		2	
		Visnagar			4	1			1	1				1
		Vijapur			3	1			1	1				1
		Vadnagar			3	1			1	1				1
		Kheralu			3	1			1	1				1
		Unjha			3	1			1	1				1
		Kadi			3	1			1	1				1

		Becharaji			3	1			1	1				1
16	NADIAD	District Treasury		1	35	3	1	2	9	2	1		2	2
		Balasinor			3	1			1	1				1
		Kapadwanj			3	1			1	1				1
		kheda			3	1			1	1				1
		Thasra			3	1			1	1				1
17	NAVSARI	District Treasury		1	24	1	1	1	8		1		2	1
		Gandevi			3	1			1	1				1
		Chikhali			3	1			1	1				1
		Vansada			3	1			1	1				1
18	PALANPUR (BK)	District Treasury		1	29	4	1	2	8	1	1		2	3
		Danta			3	1			1	1				1
		Shihori			3	1			1	1				1
		Dhanera			3	1			1	1				1
		Deodar			3	1			1	1				1
		Deesa			4	1			1	1				1
		Tharad			3	1			1	1				1
19	PATAN	District Treasury		1	26	2	1	1	8	1	1		1	1
		Hariz			3	1			1	1				1
		Chanasma			3	1			1	1				1
		Randhanpur			3	1			1	1				1
		Siddhpur			3	1			1	1				1
20	PORBANDAR	District		1	12	1	1	1	5		1		1	1

		Treasury													
		Ranavav			3	1			1	1					1
		Kutiyana			3	1			1	1					1
21	RAJKOT	District Treasury		1	66	3	1	2	9	2	1	2			2
		Gondal			4	1			1	1					1
		Jasdan			3	1			1	1					1
		Jetpur			3	1			1	1					1
		Maliya Miyana			3	1			1	1					1
		Morbi			5	1			1	1					1
		Paddhari			3	1			1	1					1
		Upleta			3	1			1	1					1
		Wankaner			3	1			1	1					1
		Dhoraji			4	1			1	1					1
22	RAJPIPALA (Narmada)	District Treasury		1	26	2	1	2	8	1	1		1	1	1
		Kevadia Colony			3	1			1	1					1
		Dediapada			3	1			1	1					1
		Sagbara			3	1			1	1					1
23	SURAT	District Treasury		1	63	4	1	2	10	3	1	2			3
		Bardoli			3	1			1	1					1
		Mangrol			3	1			1	1					1
		Vyara			3	1			1	1					1
		Mandvi			3	1			1	1					1

		Kamrej			3	1			1	1				1
		Mahuva			3	1			1	1				1
		Nizer			3	1			1	1				1
		Songadh			4	1			1	1				1
		Valod			3	1			1	1				1
24	SURENDRANAGAR	District Treasury		1	27	1	1	2	7		1		2	
		Chotila			6	1			1	1				1
		Lakhtar			3	1			1	1				1
		Dasada Patdi			3	1			1	1				1
		Halvad			3	1			1	1				1
		Dhangadhra			4	1			1	1				1
		Wadhwan			3	1			1	1				1
		Sayla			3	1			1	1				1
		Limbdi			3	1			1	1				1
25	VALSAD	District Treasury		1	25	1	1	2	7		1		2	
		Dharampur			3	1			1	1				1
		Pardi			3	1			1	1				1
		Vapi			3	1			1	1				1
		Umargam			3	1			1	1				1
		Kaparada			3	1			1	1				1
26	Tapi				20	1		1	3				1	

27	Extra				125						1				
28	PAO AHMEDABAD				41	1	1	1	7		1		2		
29	PAO GANDHINAGAR			1	86	1	1	1	7		1	2			
30	Financne Department				98										
31	DAT			1	80	11	1	1	11	7	2	2	1		2
32	PPO			1	6		1	1	7		1		1		
33	Dir. Of Insurance		7		20	10	1		2		1		2		
34	Dir. Of Pension & Provident Fund			1	142	5	2	4	10		5	3			
35	Helpdesk		5		10		1		1			1			
36	Traininig				20										
37	Ahmedabad Local Fund				24	3		1			1		1	1	
38	Amreli Local Fund				11	3					1		1		
39	Anand Local Fund				10	3					1		1		
40	Banaskantha Local Fund				16	3					1		1		
41	Bharuch Local Fund				16	3					1		1		
42	Bhavnagar Local Fund				17	3					1		1	1	
43	Dahod Local Fund				10	3		1			1		1		
44	Gandhinagar Local Fund				8	3					1		1		

45	Gandhinagar - Examiner office				34	6	1	1			2	1		1	
46	Jamnagar Local Fund				13	3		1			1		1		
47	Junagadh Local Fund				23	3					1		1	1	
48	Kutchh-Bhuj Local Fund				10	3					1		1		
49	Mehsana Local Fund				18	3					1		1	1	
50	Nadiad Local Fund				24	3					1		1	1	
51	Narmada Local Fund				10	3					1		1		
52	Panchmahal Local Fund				16	3					1		1		
53	Rajkot Local Fund				18	3					1		1	1	
54	Sabarkantha Local Fund				13	3					1		1		
55	Surat Local Fund				19	3					1		1	1	
56	Surendranagar Local Fund				12	3					1		1		
57	Vadodara Local Fund				21	3					1		1	1	
58	Valsad Local Fund				17	3					1		1	1	
59	pvu				27	3			5	3					4
	<b>Total</b>		<b>12</b>	<b>29</b>	<b>2379</b>	<b>293</b>	<b>34</b>	<b>55</b>	<b>388</b>	<b>174</b>	<b>60</b>	<b>18</b>	<b>64</b>	<b>15</b>	<b>174</b>



**Performance Bank Guarantee**  
(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No.  
Date:

To  
<< >>

Dear Sir,

1. WHEREAS ..... (Name of Bidder) hereinafter called "the Bidder" has undertaken, in pursuance of Agreement dated, ..... (hereinafter referred to as "the Agreement for Annual Maintenance Contract for LAN Hardware and associated systems of Directorate of Accounts and Treasury ("The Office")) for the Government of Gujarat ("GoG").

AND WHEREAS it has been stipulated in the said Agreement that the Bidder shall furnish a Bank Guarantee ("the Guarantee") from a scheduled bank for the sum specified therein as security for implementing PROJECT.

2. WHEREAS we \_\_\_\_\_ ("the Bank", which expression shall be deemed to include its successors and permitted assigns) have agreed to give the Government of Gujarat ("GoG") the Guarantee:

THEREFORE the Bank hereby agrees and affirms as follows:

The Bank hereby irrevocably and unconditionally guarantees the payment of all sums due and payable by the Bidder to GoG under the terms of their Agreement dated \_\_\_\_\_. Provided, however, that the maximum liability of the Bank towards GoG under this Guarantee shall not, under any circumstances, exceed \_\_\_\_\_ in aggregate.

3. In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from GoG in that behalf and without delay/demur or set off, pay to GoG any and all sums demanded by GoG under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from GoG to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address :

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
Attention Mr \_\_\_\_\_.

4. This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of \_\_\_ months from the date of its execution. The Bank shall extend the Guarantee for a further period which may mutually be decided by the bidder & GoG.

The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:

- Any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.
  - Any breach or non-compliance by the Bidder with any of the terms and conditions of any Agreements/credit arrangement, present or future, between Bidder and the Bank.
5. The BANK also agrees that 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 BIDDER and not withstanding any security or other guarantee that GoG may have in relation to the Bidder's liabilities.
  6. The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of GoG or any other indulgence shown by GoG or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.
  7. This Guarantee shall be governed by the laws of India and the courts of Ahmedabad shall have jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this the ..... Day of .....

Witness

(Signature)

(Signature)

(Name)

Bank Rubber Stamp

(Name)

(Official Address)

Designation with Bank Stamp  
Plus Attorney as per Power of  
Attorney No. Dated:



**AGREEMENT FOR ANNUAL MAINTENANCE CONTRACT OF  
COMPUTER HARDWARE INCLUDING PERIPHRELS**

THIS AGREEMENT made this DD.MM.YYYY by and between **Directorate of Accounts and Treasuries** (hereafter called "THE OFFICE") which expression shall include its successors and assigns

AND

<<**Vendor Name**>> having its head office at <<**Address**>> incorporated under the companies act.1956 and registered at Ahmedabad.(hereafter called "THE BIDDER")which expression include its successor and its assigns.

Whereas THE BIDDER has agreed to provide and THE OFFICE has agreed to accept from THE BIDDER repair & maintenance services for computers including peripherals (hereafter called EQUIPMENT) as mentioned in Annexure A hereto, as amended from time to time, subject to **Payment Authority** for paying charges to the company on the following terms & conditions:

**You are requested to mention the terms & conditions of the bid here.**

In consideration of the premises it is agreed between the parties as follows:

General:

1. Marginal notes and headings are for guidance only and are not indented to be read or constructed as part of this Agreement.
2. No amendment to this Agreement shall be effective unless it is in writing and signed by duly authorized representative of both parties.
3. Each party warrants and guarantees that it has full power and authority to enter into and perform this Agreement and the person signing this Agreement on behalf of each has been properly authorized and empowered to enter this Agreement .Each party further acknowledge that it has read this Agreement, understands it and agrees to be bound by it.
4. Words importing the singular include the plural and vice versa.

IN WITNESS WHEREOF THE PARTIES HAVE EXECUTED THIS AGREEMENT ON THE ABOVE MENTIONED DATE.

Seal of the company affixed in the presence of

The company's representative and  
Signed by the duly authorized representative

THE BIDDER by its representative

**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 - 382010  
Gujarat, India

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the Tender no. HWT010317418 for Bid for Annual Maintenance Contract of LAN hardware and associated systems on behalf of Directorate of Accounts and Treasuries, Finance Department, Government of Gujarat KNOW ALL MEN 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 ----- YYYY.

**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 work order & acceptance thereof.
    - (v) If the successful bidder fails to submit the Performance Bank Guarantee & sign the Contract Form within prescribed time limit, the EMD of the successful bidder will be forfeited. GIL also reserves the right to blacklist such bidder from participating in future tenders if sufficient cause exists.

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 6 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that if this guarantee is extended for a period as mutually agreed between bidder & owner/purchaser, the guarantee shall be valid for a period so extended

provided that a written request for such extension is received before the expiry of validity of guarantee.

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

\_\_\_\_\_

Signed and delivered by

\_\_\_\_\_

For & on Behalf of

Name of the Bank & Branch &  
Its official Address

**Approved Bank: Any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2015/508/DMO dated 27.04.2016 issued by Finance Department or further instruction issued by Finance department time to time.**