

Revised Bid Document



GUJARAT INFORMATICS LIMITED

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**Revised Bid for Selection of agency for Supply of
Mobile Smart phones with SIM card connection
and provide warranty support services on behalf
of Home Department, Government of Gujarat
(Tender No. HWT020617436)**

Pre-bid meeting: **Completed**

Last Date of Submission of Bid: **28.07.2017** till 1500 hours

Last Date of Submission of Bid Processing Fees & EMD: **28.07.2017** till 1500 hours

Date of Opening of Technical Bid: **28.07.2017** on 1700 hours

Bid Processing Fee: Rs. 15,000/-

SECTION I

Gujarat Informatics Limited (herein after referred to as GIL), on behalf of Office of the ADGP (SCRB), Home Department (herein after referred to as the Purchasers) for their requirement of Mobile Smart phones with data packs and provide warranty support services invites offer through E-tendering route for **Supply of Mobile Smart phones with SIM card connection and provide warranty support services on behalf of Office of the ADGP (SCRB), Home Department** (Tender No. HWT020617436).

Eligibility Criteria for the bidder:

1. The bidder should have a total sum of turnover of Rs. 15 Crore (Minimum) from ICT product /services in the last three financial years. The copies of Audited Annual Accounts / Balance Sheet along with Profit & Loss Account for last three years shall be attached along with the bid. **(Form no. E-1)**
2.
 - a) The bidder must have one office in Ahmedabad / Gandhinagar. Please attach the copies of any two of the following: Property Tax Bill of last year / Electricity Bills of last one year / Telephone Bills of last one year / VAT Registration / CST Registration / Valid Lease Agreement. **(Form no. E-2). In case, bidder does not have office in Gujarat, bidder should give undertaking to open office in Gujarat within 45 days from the date of purchase order.**
 - b) **The bidder/OEM must have at least one authorized service centers in each districts of Gujarat State.** Please attach the copies of any two of 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/OEM is providing after sales support through Franchisee and/or Service Provider, then the undertaking duly signed by the bidder/OEM and the franchisee and/or Service Provider shall also be attached with the bid for after sales support. **(Form no. E-3)**
3. **The OEM (s) whose mobile smartphones are being bid for in this project should have an average annual turnover of 1000 crores or more in each of last three financial years. i.e. 2013-14, 2014-15, 2015-16. The copies of Audited Annual Accounts for last three years shall be uploaded with a certificate from Chartered Accountant along with the bid. i.e. Financial Years of 2013-14, 2014-15, 2015-16. (Form no. E-4). In case of audited turnover of year 2016-17 is available that can be consider.**
4. The bidder / OEM should have supplied at least 4000 or more Mobile Smartphones in last three years. Customer references, Purchase orders and User Certificate must be attached along with the bid. **(Form No. E-5)**
5. The bidder should submit Certificate of Authorization from the Principal Manufacturing Company and self declaration incase of OEM bidding to quote the bid. **(Form no. E-6)**
6. The bidder should not have been blacklisted by the Central Government, State Governments or any Government organization/agency in India. Undertaking on 100 Rs. stamp paper should be submitted.

Note:

1. All the details and the supportive documents for the above mentioned items should be uploaded in eligibility section in the bid.
2. GIL reserves the right to do independent check upon the information provided. Any misinformation provided may lead to disqualification of the bidder.
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.

SECTION II

General Terms & Conditions:

1. The last date of submission of bid on the website <https://gil.nprocure.com> is **28.07.2017 up to 1500 Hrs.** 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 in physical form.
2. The bid is non-transferable.
3. **The Bidder may quote only one option (i.e. only one product can be quoted) against each item.** Bidders are required to mention make & model of the product. (Do not write "OEM" against items as bidders are expected to give make & model of the product).
4. If in any case the quoted Item is not available in the market, the bidder will have to supply Higher Version/replacement of that Item in the quoted cost in the same time duration with prior approval of GIL/Purchaser. No "End of Life" product should be quoted to minimize such instances. (Make & Model quoted by the bidder should be available till the bid validity, duly supported for spares/OEM support for warranty period).
5. The Bidder shall bear all the costs associated with the preparation and submission of its bid, and GIL in no case will be responsible or liable for these costs, regardless of conduct or outcome of bidding process.
6. Technical specifications indicated are minimum specification. Bidder may quote for better solution. The bidder should provide following with the technical bid:
 - Make & Model Number
 - Name of Manufacturer
 - Technical Literature
 - Manufacturer's Data Sheet.
 - Compliance statement from the OEM of the product
7. The bidder has to upload the compliance letter on its letter head duly signed by the authorized signature & other supporting documents as asked for in the bid in scanned format. Failing to submit the same or non-compliance/deviation from any bid terms and conditions, eligibility criteria or technical specifications may result in rejection of the bid.
8. The Bidder has to examine all instructions, forms, terms, conditions 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 bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
9. Amendment of Bidding Documents (Corrigendum)
 - 9.1. At any time prior to the deadline for submission of bids, GIL 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 will be published on website <https://gil.nprocure.com> & 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, at its discretion, may extend the deadline for the submission of bids.
10. Bid Currency - Prices shall be quoted in Indian Rupees only. Payment for the supply of equipments as specified in the agreement shall be made in Indian Rupees only.
11. The bidder will have to submit **Non refundable Bid Processing Fees of Rs. 15,000/- & Earnest Money Deposit (E.M.D.) of Rs. 10,00,000/- (Rupees Ten Lacs Only) (Refundable)** on or before date & hours of submission of bid in a sealed cover at GIL office with the heading "**Bid processing Fees & EMD for E-tender for Supply of Mobile Smart phones with SIM card connection and provide warranty support services on behalf of Home Department, Government of Gujarat (Tender No. HWT020617436)**"

- 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 9 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/10/2016/328/DMO dated 01.05.2017** 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 **28.07.2017 up to 1500 Hrs** may lead to the rejection of the bid.

12. In case of non-receipt of Bid processing fees & EMD as mentioned above in your bid will be rejected by GIL as non-responsive.
13. Unsuccessful bidder's E.M.D. will be returned as promptly as possible 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. 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. The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value within 15 days from the date of issue of Purchase order **for the duration of Warranty period + 3 months** from any 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/10/2016/328/DMO dated 01.05.2017** issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is attached herewith).
16. Successful Bidder will have to sign the contract upon receiving the confirmed purchase order with the purchaser(s) within 15 working days from the date of confirmed purchase order. (The draft is attached herewith).
17. The successful Bidder's E.M.D. will be returned upon the Bidder signing the Contract, and furnishing the Performance Bank Guarantee @ 10% of the total order value and offer of inspection of the ordered material.
18. The E.M.D. may be forfeited at the discretion of GoG / GIL, on account of one or more of the following reasons:
 - (a) If a Bidder withdraws its bid during the period of bid validity.
 - (b) If Bidder does not respond to requests for clarification of their Bid
 - (c) If Bidder fails to co-operate in the Bid evaluation process, and
 - (d) 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 for Default:
 - 19.1. The Purchaser may, without prejudice to any other remedy for breach of contract, by written notice of default sent to the Bidder. Bidder will be given notice/cure period of 30 days, after that purchaser will terminate the Contract in whole or part after:
 - a) If the bidder fails to deliver any or all of the Goods as per the delivery schedule mentioned in the bid, or within any extension thereof granted by the Purchaser or

- b) If the Bidder fails to perform any other obligation(s) under the Contract/Purchase order.
- c) If the Bidder, in the judgment of the Purchaser has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

For the purpose of this clause:

“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. In the event the Purchaser terminates the Contract in whole or in part, pursuant to Clause 20.1 above, the Purchaser may procure, upon such terms and in such manner, as it deems appropriate, Goods or Services similar to those undelivered, and the Bidder shall be liable to the Purchaser for any excess costs for such similar Goods or Services. However, the Bidder shall continue the performance of the contract to the extent not terminated.
- 20. **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.**
- 21. Price shall be inclusive of all freight, forwarding, transit insurance, installation, warranty and maintenance charges.
- 22. **Prices shall be in Indian Rupees. The prices shall strictly be submitted in the given format. The tax (GST) components as applicable shall be mentioned separately in the respective columns**
- 23. Late Bids: The bidder will not be able to submit the bid after final submission date and time.
- 24. Modification and Withdrawal of Bids
 - 24.1. The Bidder may modify or withdraw its bid before the due date of bid submission.
 - 24.2. No bid will be allowed to be modified subsequent to the final submission of bids.
 - 24.3. No bid will be allowed to be 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.
- 25. Bids will be opened with the buyer’s private digital key 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 bid process. In the absence of the bidder(s), the Tender Committee may choose to open the bids as per the prescribed schedule.
- 26. The Bidder’s names, Bid modifications or withdrawals, discounts and the presence or absence of relevant E.M.D. and such other details as GIL/GoG officer(s) at their discretion, may consider appropriate, will be announced at the opening.
- 27. **Evaluation of the Bids:** 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 criteria evaluation will be carried out of the responsive bids. The technical bids of the bidders who are complying with all the eligibility criteria will be opened and evaluated next. GIL will seek clarifications if required on eligibility & technical section. The financial bid of the technically qualified bidders will be opened and financially L1 bidder will be decided from the sum total of prices for all line items without tax with **1 + 2 years warranty as well as SIM card connection cost for 1 year as mentioned in the price bid** and then called for further negotiations if required.
- 28. 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.

29. **The bidder will have to offer the inspection in the manner as decided by GIL** before delivering to the respective site or at customer sites. The cost of the same has to be borne by the supplier. Any deviation found in the specification of the produced goods from the bid specification will lead to the cancellation of the order, forfeiture of EMD/PBG and prohibition in the participation in the future purchase of Government of Gujarat. GIL/GoG will not be responsible for any time delay which may arise due to any deviation from the bid technical specification found at the time of inspection and the bidder has to deliver and install the ordered goods within prescribed time limit. **At the time of inspection, bidder is required to produce OEM's confirmation on OEM's letter head with serial nos. of Equipments, Software supplied for back to back warranty support as per tender terms & conditions.**
30. **EQDC Testing:** GIL/EQDC will select the 1 Nos. samples of Mobile Smartphones randomly from entire lot for testing purpose. All the charges to carry out laboratory testing shall be borne by the bidder. If sample fails then entire lot will be rejected. The rejected lot will not be counted against scheduled delivery. Any deviation found in the specification of the produced goods or delivered goods after inspection from the tender specifications will lead to the cancellation of the order & rejection of the supplied goods and supply of such goods shall not be counted against scheduled delivery.
31. The Indenter's right to inspect, test and, where necessary, reject the Goods after the Goods arrival at Customer Site 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.
32. **Delivery & installation:** Within **45 working days** from the date of confirmed purchase order.
33. In case of successful bidder is found in breach of any condition(s) of bid or supply order/work order, at any stage during the course of supply / installation or warranty period, the legal action as per rules/laws, shall be initiated against the successful bidder and EMD/PBG shall be forfeited, besides debarring and blacklisting the bidder concerned for the time period as decided by Govt., for further dealings with GoG.
34. Bid validity will be of **180 days after the date of financial bid opening**. A bid valid for shorter period shall be rejected as non-responsive. **If required, GIL may extend the bid validity for further period from the date of expiry of bid validity in consultation with the successful bidder.**
35. Bidders are required to quote all items including optional add-ons as well. Incomplete bids will be treated as non-responsive and will be rejected.
36. **Warranty**
- 36.1. **Warranty: 1 + 2 Years carry-in warranty of OEM from the date of supply of Mobile smartphone(s). Bidder has to provide replacement of brand new piece against manufacturing defect.** Bidder/OEM must ensure that the warranty support & service should be available up to District level of Gujarat state to provide repairing cum replacement services of faulty/defective **Mobile smartphones** within 3 days. Bidder is required to provide the name & address & contact details of the firm for providing warranty support & repairing cum replacement service up to District level. In case the bidder is providing warranty support & repairing cum replacement services through Franchisee and/or authorized service provider in all districts of Gujarat, then the undertaking/ service level agreement duly signed by the bidder & the franchisee and/or Authorized Service Provider, confirming its presence in each district of Gujarat State, shall be submitted. The spare parts used in the Mobile smartphone should be standard & should be routinely/easily available with service centers beyond warranty period.
- 36.2. **Maintenance service:**
- 36.2.1. Free maintenance services shall be provided by the OEM during the period of warranty.
- 36.2.2. In case OEM, is not providing satisfactory support & doing unwarranted delay in providing warranty support, SCRB / Home Department / GoG reserves right to repair the equipment at risk & cost of the OEM.

37. OEM has to ensure warranty support of the supplied items for 1 + 2 year & provide assurance to repair/replacement of faulty/defective Mobile Smartphones within 3 days from the date of submission of faulty/defective Mobile Smartphones at authorized service center. The assurance letter from OEM should be signed by authorized signatory.

38. Penalty Clause

38.1. Penalties for delay in supply:

- a) If the bidder fails to supply the ordered goods within 45 working days of the issue of the confirmed purchase order, then a sum equivalent to one percent (1 %) of the total contract value shall be deducted from the payment for each calendar week of delay or part thereof.
- b) The amount of penalties for delay in delivery and installation shall be subject to a maximum limit of 10% of the total contract value.
- c) Delay in excess of 15 weeks will be sufficient to cause for termination of the contract. In that case the Performance Bank Guarantee of the bidder will be forfeited.
- d) In case, the selected bidder does not supply the ordered items for any reason, he will be liable to pay the difference amount to the purchaser, over and above the Performance Guarantee, which indenter departments\Boards\Corporations have to pay to the next or other selected bidder for purpose of the said items.

38.2. Operational / Warranty period Penalties:

- a) During warranty period, if the complaint is not resolved within 48 hrs the penalty of Rs. 500 per day will be levied. However, if the complaints not resolved within 7 days then from 8th day to 14th day, penalty would be levied @ 150% and from 15th day onwards penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.
- b) In case an item is not usable beyond the stipulated downtime the bidder will be required to arrange for an immediate replacement of the same till its is repaired. Failure to arrange for the immediate repair/replacement will be liable for penalty of Rs. 500 per day will be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.
- c) Successful bidder should submit the Performance Bank Guarantee @ 10% of total order value for the duration of **warranty period + 3 months** as per bid requirements. In any case, bidder is required to maintain 5% PBG at all time during the period of contract. In case of any penalty claimed from the submitted PBG during the contract period, the successful bidder is required to submit the additional PBG of the amount equal to the penalty claimed for the duration up to the validity of original Bank Guarantee. For example, "X" amount of penalty will be claimed during the 5th month of contract period, then the bidder is required to submit the additional PBG of "X" amount for the period of 10 months i.e. 15 months - 5 months.

39. **Payment:** Payment for Goods and Services shall be made by Purchasing Department in Indian Rupees as follows:

39.1. No advance payment will be made.

39.2. Mobile Smartphones: 100 % payment after successful inspection and delivery of the ordered goods. The inspection will be done by GIL / GoG.

39.3. SIM Connections: The payment of SIM card connections will be paid on quarterly basis.

40. GIL reserves the right to change any bid condition of any item even after inviting the bids, with/without prior notification.

41. GoG / GIL's Right to accept any Bid and to reject any or all Bids – GoG / GIL reserves 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.

42. The bid quantities are estimated based on the receipt of the requirement from Indenting Department. The quantities may decrease up to 50% of the bid quantity or increase up to 30% of the bid quantity at

the time of finalization, depending upon the change in the requirements/grants available with the purchaser(s), which shall be binding to the bidder.

43. **Limitation of Vendor's Liability:** Vendor's cumulative liability for its obligations under the contract shall not exceed the contract value and the vendor shall not be liable for incidental, consequential, or indirect damages including loss of profit or saving.
44. All correction/addition/deletion shall require authorized countersign.
45. Force Majeure Shall mean and be limited to the following:
- Fire, explosion, cyclone, earthquake, flood, tempest, lightning or other natural physical disaster;
 - War / hostilities, revolution, acts of public enemies, blockage or embargo;
 - Any law, order, Riot or Civil commotion, proclamation, ordinance, demand or requirements of any Government or authority or representative of any such Government including restrictive trade practices or regulations;
 - Strikes, shutdowns or labor disputes which are not instigated for the purpose of avoiding obligations herein, or;
 - Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the order;
 - Any other circumstances beyond the control of the party affected;

The BIDDER shall intimate Purchaser 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, Purchaser reserves the right to cancel the order.

Delivery & Installation period may be extended due to circumstances relating to Force Majeure by the Purchaser. Bidder shall not claim any further extension for delivery & installation or completion of work. Purchase / GoG shall not be liable to pay extra costs under any circumstances.

The 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 deliverables, as stated elsewhere.

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

46. **The Clarifications if any should be submitted in writing to GIL at least on or before 5 days of pre-bid meeting date. Thereafter the clarifications received from the bidders will not be entertained.**

Your bid should be submitted on website <https://gil.nprocure.com> on or before **15:00 Hours, 28.07.2017**.

Proposals after due time period will not be accepted.

The Bids will be opened on **28.07.2017 at 17:00 Hours at GIL, Block No. 1, 8th Floor, Udyog Bhavan**, 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

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E-mail: viveku@gujarat.gov.in

Fax / Email should be followed by post confirmation copy.

Scope of Work

Introduction:

The State of Gujarat has taken multiple initiatives to implement m-Governance in Home Department. Various Mobile Apps are being developed for use of Department Personnel. Procurement of Smartphones for departmental personnel is also thought of. This m-Governance Initiative is also in line with multiple objectives like Digital India, Minimum Government-Maximum Governance promulgated by Government of India. This Concept Note is an attempt to bring together the various initiatives and present them as a unified concept. Under m-Governance initiative of Government of Gujarat, Home Department has taken following initiatives

1. eBeat Project
2. Pocket Cop
3. Spot Challan using Smartphones
4. M-Governance Project
5. Mobile Apps proposed to be developed by a bidder selected through a RFP prepared by GIL.

The first three initiatives above are mainly development of Mobile Application, Procurement of Servers, procurement of Data SIMs for Smartphones and Procurement of Smartphones. The fourth initiative is purely procurement of Smartphone and Data Sims. The fifth initiative for development of Mobile Apps is under conceptual stage. It has been proposed that the Mobile Apps for the HoDs would be developed by a Bidder, selected through an open RFP developed by GIL. The proposed list of Apps is under discussion and finalization but about 8 HoDs have proposed Mobile Apps for G2C Services and about 29 Apps are proposed to be developed.

The procurement of Smartphone under the m-Governance Project is proposed to be done on a pilot basis for around 5000 persons in Gujarat Police. The suggested Smartphone hardware Specifications are provided in the subsequent sections.

Scope:

- Supply and configuration of Mobile Smart phones
- Training of users on using Mobile Smart phones effectively
- Bidder is also required to quote for the mobile SIM card connections along with the minimum plan that includes SIM Card with 450 Minutes talktime + 200 SMS+ 2GB 3G / 4G Data per month (post 2 GB data usage, unlimited data at reduced speed). Bidders are required to quote for the rate including all cost related to acquisition of SIM cards. GoG shall apply & purchase the SIM card connections in GoG's name whereas bidder is required to facilitate & manage the same.
- Bidder shall supply, install & provide training on OEM based mobile device management platform (MDM) tool to manage Mobile smartphone devices, data security, push device policies, push custom apps, reports, management of applications and devices for e.g. white list / blacklist apps, URLs, Control device functionality as camera, Bluetooth, WIFI, geo location of device, etc. The MDM should support following features -
 - ✓ Should have admin portal to manage Mobile Devices remotely. Solution must have processes to enroll, unenroll, deploy, and configure all mobile devices, applications, and security policies
 - ✓ Solution must support application restrictions and remote actions like device lock or remote wipe
 - ✓ Solution must support device access password, inactivity timeout, device lockout on failed login attempts, secure deletion of data through remote wipe on device theft / loss, to provide a secure configuration
 - ✓ Solution must be able to disable unnecessary / unauthorized hardware components / interfaces, such as, camera, Wifi, Bluetooth, GPS, external storage (like, SD card) etc
 - ✓ Install/upgrade applications remotely

- ✓ The Mobile Smartphones will by default boot/start in a kiosk mode, wherein only applications which are enabled will be visible to the user

Note:

- All the Mobile Smart phones components chosen for complete solution should conform to global Standards.
- Bidder has to ensure that the Mobile smartphones quoted under this bid should not be End of Life (EoL), End of Sale (EoS) for at-least 1 year from the date of submission of this bid.
- The Maintenance Support Equipment required for installing and maintaining the Mobile Smart phones should be available in Gujarat always and provided by the vendor. Bidder shall demonstrate that the resources (infrastructure) exist which are required to provide robust pre and post-sales support to Mobile Smartphones. Modularity, Expandability and Upgrade ability in the overall system configuration should be open.
- The quoted platform /device must receive free software / security updates and upgrades without any restriction from OEM for at-least 2 years from date of sale.
- The bidder will have to train users for key functions for using of all equipment.
- Service technicians should be fully trained, factory authorized and certified by the manufacturer to perform services.
- Service technicians should be equipped with parts normally required to service the equipment and reduce downtime.
- Failure of vendor to meet specified standards may result in termination of service contract.
- Warranty and Service requirements apply to both Standard and Optional system components.
- Bidder is also required to quote for the mobile SIM card connections along with the minimum plan that includes SIM Card with 450 Minutes talktime + 200 SMS+ 2GB 3G / 4G Data per month (post 2 GB data usage, unlimited data at reduced speed). Bidders are required to quote for the rate including all cost related to acquisition of SIM cards. GoG shall apply & purchase the SIM card connections in GoG's name whereas bidder is required to facilitate & manage the same.
- It may be noted that these mobile phones & SIM card connections are proposed to be used by field officers at field level across the State. Hence, bidder is required to quote the SIM connections ensuring the seamless connectivity.

SECTION III

Minimum Technical Specification

Item No. 1: Mobile Smart Phone				
Item Minimum Specifications		Qty.	Matched/ Not Matched	Remarks (If any)
Parameter	Technical Specs			
Operating System	Android OS 6.0 / Apple iOS 10.x or above			
CPU	1.2 GHz Quad core Processor or better			
RAM	2 GB or above			
Screen size	5 inches and above, IPS LCD toughened glass touchscreen			
Display	1280 X 720 pixels or above			
SIM	Dual SIM, Should support 3G, 4G, VoLTE			
Camera	Rear Camera: 8 MP or more , Flash: Yes Front Camera: 5 MP or more			
Memory	Internal Storage minimum 16 GB Expandable storage slot minimum 32 GB			
Battery	Li-Po / Li-ion 3000 mAh or above			
Others	4G, 3G, Bluetooth, WiFi, GPS			
Warranty	Minimum 1 + 2 years			
SAR	As approved by Gol			
Safety & standard Certification	CE / FCC & BIS			
Language Support	Hindi, Gujarati, English (Unicode Compliant)			
	Each and every phone should be provided with Battery, Charger & other accessories supplied by manufacturer with free of cost			
	The mobile should have OTG facility			
	The Mobile Phone supplied should be equipped with a facility/software so that unauthorized applications (as decided by Home Department, Govt of Gujarat) cannot be installed by the end users. Only authorized applications developed under the guidance of Home Department, Govt of Gujarat can be installed.			

Item No. 2: SIM Card				
Item Minimum Specifications		Qty.	Matched/ Not Matched	Remarks (If any)
SIM Card with 450 Minutes talktime + 200 SMS+ 2GB 3G / 4G Data per month (post 2 GB data usage, unlimited data at reduced speed) or better				

SECTION IV

FINANCIAL BID FORMAT

Table 1:

Sr. No.	ITEM	Quantity (In Nos.)	Unit Price with 1 Year Warranty (In Rs. Without tax)	Unit Price for additional 2 years Warranty (In Rs. Without tax)	Total Price with 3 Year Warranty (In Rs. Without tax)	Rate of GST (%)
A	B	C	D	E	F=C*(D+E)	G
1	Mobile Smart Phone	4900				
TOTAL (Table 1)						

Table 2:

Sr. No.	ITEM	Quantity (In Nos.)	Monthly rate (In Rs. Without tax)	Total rate for 1 Year (In Rs. Without tax)	Rate of GST (%)
A	B	C	D	E=C*D*12	F
1	SIM Card connections (SIM Card with 450 Minutes talktime + 200 SMS+ 2GB 3G / 4G Data per month (post 2 GB data usage, unlimited data at reduced speed))	4900			
TOTAL (Table 2)					

Summary Table:

Sr. No.	Particulars	Total rate (in Rs.) without Tax	Rate of GST (%)
1	Total (Table 1)		
2	Total (Table 2)		
Grand Total (Table 1 + Table 2) (in Rs.)			

Note:

- L1 will be the lowest of sum total of Table 1 & Table 2 i.e. 'Grand Total (Table 1 + Table 2)' without tax as mentioned above in 'Summary table'.
- The Bidder shall explicitly mention the applicable rate of tax.
- If required in future, the Successful bidder has to supply the additional quantity on the same rates to purchasing department during the period of warranty.

SECTION V

Bid Processing Fees & Earnest Money Deposit Details

Sr. No.	Item	Amount (In Rs.)	Name of the Bank & 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)
2013-14		
2014-15		
2015-16		
Grand Total		

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

Form No. E2: Office in Ahmedabad / Gandhinagar

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: Warranty Support & repairing cum replacement service up to delivery locations

Sr. No.	Address	Contact Person	Contact Nos.	Type of supporting document attached
1				
2				
3				

Note: Please fill this form and upload the supporting documents.

Form No. E4: Financial strength of the OEM

Financial Year	Turnover (Rs. In Crores)	Audited Accounts uploaded? (Yes/No)
2013-14		
2014-15		
2015-16		
Grand Total		

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

Form No. E5: Experience Details (Customer References)

Sr. No.	Name of the Organization	No. of Mobile Smart phones supplied	Date of PO and Period of Implementation (in days)	Total Purchase Order Value	Type of Supporting Document Attached

1					
2					
.					

Note: Please fill this form and submit 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. E6: Authorization Letters

Sr. No.	Item	Make & Model	Name of OEM	Authorization letter Submitted? (Yes/No)
1	Mobile Smart Phone			
2	SIM card Connections			

Note: Please fill this form and upload the OEM Authorization Letter in scanned format.

Make & Model List

Sr. No.	Item	Qty	Make & Model	Supporting Document Submitted (Yes/No)
1	Mobile Smart Phone	4900		
2	SIM card Connections	4900		

Note: You may quote only one option against any item.

Performa of Compliance letter/Authenticity of Information Provided

(On Non judicial Stamp paper of Rs. 100/- duly attested by the First class Magistrate/Notary Public)

Date:

To,
DGM (Tech.)
Gujarat Informatics Ltd.
Block-1, 8th Floor, Udyog Bhavan,
Gandhinagar

Sub: Compliance with the tender terms and conditions, specifications and Eligibility Criteria

Ref: Bid for Supply of Mobile Smart phones and provide warranty support services on behalf of Office of the Home Department, Government of Gujarat (Tender No. HWTXXXXXXX).

Dear Sir,

With reference to above referred tender, I, undersigned <<Name of Signatory>>, in the capacity of <<Designation of Signatory>>, is authorized to give the undertaking on behalf of <<Name of the bidder>>.

We wish to inform you that we have read and understood the technical specification and total requirement of the above mentioned bid submitted by us on **DD.MM.YYYY**.

We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliant with specifications mentioned in the bid document.

We also explicitly understand that all quoted items meet technical specification of the bid & that such technical specification overrides the brochures/standard literature if the same contradicts or is absent in brochures.

In case of breach of any tender terms and conditions or deviation from bid specification other than already specified as mentioned above, the decision of GIL Tender Committee for disqualification will be accepted by us.

The Information provided in our submitted bid is correct. In case any information provided by us are found to be false or incorrect, you have right to reject our bid at any stage including forfeiture of our EMD/PBG/cancel the award of contract. In this event, GIL reserves the right to take legal action on us.

Thanking you,

Dated this _____ day of _____ YYYY

Signature: _____

(In the Capacity of) : _____

Duly authorized to sign bid for and on behalf of

Note: This form should be signed by authorized signatory of bidder

Annexure A

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: HWTXXXXXXXXX for **Supply of Mobile Smart phones with SIM card connection and provide warranty support services on behalf of Home 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 -----2017.

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.
 - (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 **XX** 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 _____ 2017.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

Approved Bank: All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2016/328/DMO dated 01.05.2017 issued by Finance Department or further instruction issued by Finance department time to time.

Performa of Contract-cum-Equipment

Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To

Name & Address of the Purchaser/Indenter

Dear Sir,

In consideration of Name & Address of the Purchaser/Indenter, Government of Gujarat, Gandhinagar (hereinafter referred to as the OWNER/PURCHASER which expression shall unless repugnant to the context or meaning thereof include successors, administrators and assigns) having awarded to M/s. having Principal Office at (Hereinafter referred to as the "SELLER" which expression shall unless repugnant to the context or meaning thereof include their respective successors, administrators, executors and assigns) the supply of _____ by issue of Purchase Order No..... Dated issued by <<GoG Department>> for and on behalf of the OWNER/PURCHASER and the same having been accepted by the SELLER resulting into CONTRACT for supplies of materials/equipments as mentioned in the said purchase order and the SELLER having agreed to provide a Contract Performance and Warranty Guarantee for faithful performance of the aforementioned contract and warranty quality to the OWNER/PURCHASER, _____ having Head Office at (hereinafter referred to as the 'Bank' which expressly shall, unless repugnant to the context or meaning thereof include successors, administrators, executors and assigns) do hereby guarantee to undertake to pay the sum of Rs. _____ (Rupees _____) to the OWNER/PURCHASER on demand at any time up to _____ without a reference to the SELLER. Any such demand made by the OWNER/PURCHASER on the Bank shall be conclusive and binding notwithstanding any difference between Tribunals, Arbitrator or any other authority.

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. OWNER/PURCHASER shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance by the SELLER of the aforementioned CONTRACT. The OWNER/PURCHASER shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the SELLER, and to exercise the same at any time in any manner, and either to enforce to forebear to enforce any covenants contained or implied, in the aforementioned CONTRACT between the OWNER/PURCHASER and the SELLER or any other course of or remedy or security available to the OWNER/PURCHASER.

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.

Notwithstanding anything contained herein above our liability under this Guarantee is restricted to Rs. _____ (Rupees _____) and it shall remain in force up to and including _____ and shall be extended from time to time for such period as may be desired by the SELLER on whose behalf this guarantee has been given.

Dated at _____ on this _____ day of _____ YYYY.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

List of approved Banks

Approved Bank: All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2016/328/DMO dated 01.05.2017 issued by Finance Department or further instruction issued by Finance department time to time.

CONTRACT FORM

THIS AGREEMENT made the _____ day of _____, YYYY ____ Between _____ (Name of purchaser) of _____ (Country of Purchaser) hereinafter "the Purchaser" of the one part and _____ (Name of Supplier) of _____ (City and Country of Supplier) hereinafter called "the Supplier" of the other part :

WHEREAS the Purchaser is desirous that certain Goods and ancillary services viz., _____ (Brief Description of Goods and Services) and has accepted a bid by the Supplier for the supply of those goods and services in the sum of _____ (Contract Price in Words and Figures) hereinafter called "the Contract Price in Words and Figures" hereinafter called "the Contract Price."

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

- 1 In this Agreement words and expressions shall have the same meanings as are respectively assigned to them in the Conditions of Contract referred to.
- 2 The following documents shall be deemed to form and be read and construed as part of this Agreement, viz.:
 - 2.1 the Bid Form and the Price Schedule submitted by the Bidder;
 - 2.2 terms and conditions of the bid
 - 2.3 the Purchaser's Notification of Award
- 3 In consideration of the payments to be made by the Purchaser to the Supplier as hereinafter mentioned, the Supplier hereby covenants
- 4 With the Purchaser to provide the goods and services and to remedy defects therein in conformity in all respects with the provisions of the Contract.
- 5 The Purchaser hereby covenants to pay the Supplier in consideration of the provision of the goods and services and the remedying of defects therein, the Contract Price or such other sum as may become payable under the provisions of the Contract at the times and in the manner prescribed by the Contract.
- 6 Particulars of the goods and services which shall be supplied / provided by the Supplier are as enlisted in the enclosed annexure:

TOTAL VALUE:

DELIVERY SCHEDULE:

IN WITNESS whereof the parties hereto have caused this Agreement to be executed in accordance with their respective laws the day and year first above written.

Signed, Sealed and Delivered by the

Said _____ (For the Purchaser)

In the presence of _____

Signed, Sealed and Delivered by the

Said _____ (For the Supplier)

In the presence of _____

The details of the modalities and charges for Quality testing at EQDC

- The verification of the Mobile Smart phones will be carried out by GIL at Ahmedabad/Gandhinagar. The proper inspection facility has to be provided by the supplier(s) at their cost.
- The quality testing of Mobile Smart phones will be carried out by EQDC-Gandhinagar. The charges mentioned below for the same are to be paid directly to EQDC by the supplier(s).
- GIL/EQDC will select the samples from the entire ordered lot at Ahmedabad/Gandhinagar. The sampling plan proposed is based on the tender quantities as under:

Sr. No.	Item Category	Qty. (In Nos.)	Per Unit testing charge (In Rs.) (W/o Service tax)	Total Inspection Charge (In Rs.) (W/o Service tax)
1	Mobile Smart phones	1	80,000	80,000
GRAND TOTAL				80,000

- In case, the ordered quantity varies from the tendered quantity, then the final sampling plan will be decided by GIL.
- GST as applicable will be levied extra.
- In case of rejection of the sample(s), the entire lot of that item may be rejected and the equal nos. of sampling will be again taken from the new produced lot. The extra cost for the same has to be borne by the supplier.

Testing Parameters for Mobile Smart phones

Tests
Inspection of Safety Requirements
Dielectric Strength/ IR Test
EMI-EMC Tests
Electrostatic Discharge , Level 3 as per IEC 61000-4-2 or as required
Electrical Fast Transient , Level 3 as per IEC 61000-4-4 or as required
Surge Immunity Test- Level 3 as per IEC 61000-4-5 or as required
Radiated Emission Test- Class B limits as per CISPR11
Radiated Susceptibility Test – 10 V/m
Conducted Emission Test – Class B limits
Inspection of Performance Requirements
Visual Examination
Performance Requirements
Hardware and software requirements
Battery storage time
Verification of Marking Requirements
Verification of Interface Requirements
Environment Test –
Cold Test – 10 °C for 4 hours – ON Condition
Dry Heat Test – 55 °C for 4 hours – ON Condition
Damp Heat Test - 40 °C/93 %RH – 4 hours – ON Condition