

## **Bid Document**



### **GUJARAT INFORMATICS LIMITED**

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Sector-11, Gandhinagar 382 010  
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**Bid for Selection of Agency for providing  
Comprehensive Annual Maintenance Contract and  
24 x 7 Onsite Operation Support of Data Centre &  
NOC Room Equipments for 3 Years on behalf of  
Commercial Tax Department, Government of Gujarat  
(Tender No. HWT250618498)**

**Pre-bid meeting: 06.07.2018 at 1500 hours**

**Last Date of Submission of Bid: 17.07.2018 up to 1500 hours**

**Last Date of Submission of Bid Processing Fees & EMD: 17.07.2018 up to 1500 hours**

**Date of Opening of Bids: 17.07.2018 on 1700 hours**

**Bid Processing Fee: Rs. 17,700/-**

## Introduction

Gujarat Informatics Limited (herein after referred to as GIL), on behalf of Commercial Tax Department, Ahmedabad (herein after referred to as the Purchaser) intend to invite bid for their requirement of Comprehensive Annual Maintenance Contract and 24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments.

The selected agency will have to Comprehensive Annual Maintenance Contract and 24 x 7 Onsite Operation Support for Data Centre & NOC Room Equipments as per the scope defined in this bid for the contract period.

Gujarat Informatics Limited, on behalf of Commercial Tax Department, Ahmedabad has published this bid for ***“for Selection of Agency for providing Comprehensive Annual Maintenance Contract and 24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments for 3 Years on behalf of Commercial Tax Department, Government of Gujarat”***. GIL invites your bid for the same.

Proposal in the form of BID are requested for the items/services in complete accordance with the documents to be uploaded as per following guidelines.

Bidder shall submit their bids on <https://www.gil.nprocure.com>.

The bidder will have to submit **Nonrefundable Bid Processing Fees of Rs. 17,700/- & Earnest Money Deposit (E.M.D.) of Rs. 6,00,000/- (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 no HWT250618498 for Selection of Agency for providing Comprehensive Annual Maintenance Contract and 24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments for 3 Years on behalf of Commercial Tax Department, Government of Gujarat.”***

- **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/10/2018/18/DMO dated 16.04.2018 ([http://www.gil.gujarat.gov.in/grs/DMO\\_2173\\_16\\_Apr\\_2018\\_714.pdf](http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf)) 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 the last date & time of submission as given in this bid, may lead to the rejection of the bid.

The Bid Processing Fees & EMD Section and Eligibility Section will be opened on the specified date & time in the presence of the committee members and representatives of the bidders who choose to attend. 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.

Once quoted, the bidder shall not make any subsequent price changes, whether resulting or arising out of any technical/commercial clarifications sought regarding the bid, even if any deviation or exclusion may be specifically stated in the bid. Such price changes shall render the bid liable for rejection.

In addition to this bid, the following sections uploaded are part of Bid Documents.

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**The summary of various activities with regard to this invitation of bids are listed in the table below:**

1	Bid Reference Number	<b>Tender No. HWT250618498</b>
2	Date of Pre-Bid Meeting	<b>06.07.2018 on 1500 hours</b>
3	Venue of Pre-Bid Meeting	Gujarat Informatics Limited Block No. 1, 8 <sup>th</sup> Floor, Udyog Bhavan, Sector-11, Gandhinagar 382 010
4	Last Date & Time for Submission of Bids electronically on <a href="https://www.gil.nprocure.com">https://www.gil.nprocure.com</a>	<b>17.07.2018 till 1500 hours</b>
5	Date & Time of Opening of Bids (Un-priced Bids)	<b>17.07.2018 at 1700 hours</b>
6	Date & Time of Opening of Commercial Stage	Will be intimated to the qualified bidders at a later date.
7	Venue of Opening of Bids	Gujarat Informatics Limited Block No. 1, 8 <sup>th</sup> Floor, Udyog Bhavan, Sector-11, Gandhinagar 382 010
8	Bid Processing Fees (Non-refundable)	<b>Rs. 17,700/-</b> (Rupees Seventeen Thousand Seven Hundred Only)
9	Earnest Money Deposit (E.M.D.)	<b>Rs. 6,00,000/-</b> (Rupees Six Lacs Only)
10	GIL Contact Person	DGM (Tech.), GIL

Note: Please specify Tender Number in all your correspondence.

## **SECTION I**

### **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 as on 31.03.2017. In case of audited turnover of year 2017-18 is available that can be consider. The copies of Audited Annual Accounts/Balance Sheet along with Profit & Loss Account and CA Certified Statement for last three financial years shall be attached along with the bid. **(Form no. E-1)**
2. The bidder must have one office in Gujarat. Please upload 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 work order.**
3. Bidder must have experience of supply and installation of equipments for setting up of Data Center Physical Infrastructure

**OR**

Bidder must have experience of Operations and Maintenance (including Manpower) **AND** Comprehensive Annual Maintenance Contract (CAMC) of data Centre related physical infrastructure.

Bidder should have received and executed at least 3 work orders of minimum value of Rs. 50 Lacs of above mentioned work in **last 5 years**. Customer references & Purchase orders must be attached along with the bid. **(Form no. E-3)**

4. The Bidder should be ISO 9001:2008 / ISO 14001:2015 Process Certified. Valid ISO Certificate to be submitted along with the bid.
5. Bidder should not be blacklisted by any Ministry of Government of India or by any State Government of India or any of the Government PSUs at the time of bidding. Self-Declaration / Certificate / affidavit mentioning that the Bidder is not blacklisted as per the clause 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. 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

### Scope of Work

#### **Scope of Work for Commercial Tax Department Data Centre Physical Infrastructure & Network Operation Center (NOC) Room:**

The bidder will have to provide 24 x 7 maintenance & onsite operation support under Comprehensive Annual Maintenance Contract enabling smooth and uninterrupted operations of Commercial Tax Department Data Centre at Ahmedabad situated at following location:

**Commercial Tax Department Data Centre,  
Office of the Commissioner of Commercial Tax,  
2<sup>nd</sup> Floor, Rajya Kar Bhavan, Ashram Road, Ahmedabad – 380009**

The successful bidder will have to provide following services to the Commercial Tax Department for maintenance and operations of the Data Center:

There are critical components like Precision Air Conditions, Security Surveillance Systems, Comfort Air Conditioner, Electrical Panel, Uninterrupted Power Supply, etc. installed in Data Centre from different suppliers. Successful bidder's personnel will have to coordinate with various suppliers for the maintenance purpose.

The successful bidder will have to depute trained manpower for day to day maintenance of sub-systems installed at Data Centre and parameters set for various equipments.

**Annual Maintenance Contract will cover repairing of the systems as per the scope. Items falling under the consumable category like FM-200 GAS, UPS / DG Set battery, Diesel, Glass etc. will be chargeable as and when required. The supply / replacement of such consumable will be the responsibility of bidder and the payment of the consumables like FM-200 GAS, UPS / DG Set battery, Diesel will be reimbursed by Commercial Tax Department as actual on quarterly basis.**

Above all successful bidder will have to provide services like Vendor Co-ordination, prior approval from Commercial Tax Department officials for access rights to Data Centre, Troubleshooting plans, Maintenance Planning, Monitoring, Report Generating, upkeep of the data Center etc.

#### **Following components of Physical Infrastructure at Commercial Tax Data Center & NOC Room will be covered under CAMC and 24 x 7 Onsite Operation Support**

1. Civil Work & Furnishing Work
2. Electrical Work
3. Networking
4. CCTV and Surveillance System
5. Access Control System
6. Water Leak Detection System
7. UPS / Input Filter
8. Electrical Power System
9. Fire Detection and Alarm System
10. Fire Suppression System
11. Precision AC System with Humidity Control
12. RO technology based water system for Precision AC
13. Comfort AC for other areas
14. False Floor, False ceiling / working desks etc.
15. Cabling - Electrical, Instrumentation

16. Video Wall Systems
17. Switcher & Interface
18. Network Switches and cabling
19. Diesel Generator Set
20. Rodent Repellent System
21. Building Management system
22. Furniture

### **Responsibilities of Successful bidder**

Successful bidder will be responsible for the following activities enabling smooth and uninterrupted operations of Commercial Tax Department Data Center & NOC Room:

- Responsible for day to day operations for maintaining the physical security of the Data Center.
- Responsible for monitoring, recording and reporting usual and unusual movements in and around the Data Center.
- Monitoring movement of Authorized personnel and maintain logs and registers.
- Material inward/outward control as per policies set by the IT Department of Commercial Tax Department or Data Center Administration.
- Monitoring and managing safety and surveillance equipments like CCTV, Access Control, Fire detection and Suppression etc.
- Issuing access control cards as per approval from the IT Department of Commercial Tax Department.
- Reporting incidents to the IT Department of Commercial Tax Department.
- Co-ordinate with respective Trusted personnel and communicate with Authorized maintenance personnel for various utilities at the Data Center as required.
- Responsible for upkeep of the Data Center & NOC Room including housekeeping activities.
- Meter readings of main electrical panel in Data Center
- Regular check-up of UPS systems and battery
- Manage and monitor Diesel level / requirements at its full capacity of the DG Set Prevent the contamination of diesel by diesel bug or any other microorganisms.
- Ensure the availability of consumables as required for the physical security of the Data Center.
- Functional test of DG Set (stand alone and with load).
- O&M of Electrical system for comfort ACs, precision ACs, Ro plant.
- Proactive monitoring of the entire Physical infrastructure installed at the Data Centre through Building Management Software.
- Round the clock Physical security of the Data Centre.
- Management of Physical Access to the Data Centre as per the policies set by CTD Data Centre.
- In case of the fire suppression system installed in the server room area gets discharged/leaked/any accident caused, the cost of refilling of the cylinders would be borne by the bidder.
- Vendor Co-ordination for various Infrastructure components of the Data Centre. The bidder shall also provide duty list for each month, random checklist.
- The bidder shall submit bills with detailed attendance of each personnel deployed for Data Center work.
- The bidder shall meet the SLAs as mentioned in detail in bid.
- The bidder shall install a mechanism which will generate logs for diesel consumed through the use of tamper proof automatic measurement.
- Temperature and Humidity should be measured at floor/room area level.
- CCTV footage is to be kept to meet legal, regulatory, ISO Policies compliance requirements. The record retention period shall be as per Data Center policies. (Policies shall be provided on request).
- The bidder shall have to stock and provide adequate onsite and offsite spare parts and components to ensure SLAs are met for entire contract period. The bidder must keep all civil and electrical components

(like Tiles, Industrial sockets, cables etc.) as a Backup, so that, it can be immediately replaced at the time of failure.

- The bidder should ensure high availability for power on 24 x 7 x 365 basis and should maintain all the systems/subsystems including UPS and DG Sets for power availability.
- Ensure availability of the Data Centre Infrastructure including but not limited to Power, Cooling, CCTV, Access Control, Intelligent Racks, Fire detection and suppression systems, Rodent Repellent systems, Water leak Detection Systems and other components included as part of physical Infrastructure related services.
- Proactive and reactive maintenance, repair and replacement of defective components (IT and Non-IT/ Hardware and Software) related to Physical Infrastructure systems and sub-systems. The cost of repair and replacement shall be borne by the selected bidder.
- The bidder shall carry out comprehensive fire drills and submit drill report on regular intervals.
- Bidder shall record all the incidents/issues related to physical infrastructure services, security, systems and Sub-systems in the Data Centre Helpdesk.
- The bidder shall carry out Risk assessment of the Physical Infrastructure and provide a Risk Assessment report including recommendations.
- The bidder shall provide training to resources deployed at Data Centre periodically. Detailed training requirements are mentioned in the section
- The agency shall keep this office fully indemnified through the Indemnity Bond as per Annexure-VIII, against any such loss or damage. Any accident/casualty occurred during the course of working to any staff engaged by the Agency; the responsibility will remain with the Agency. For any accident or casualty occurred during the course of working to any staff deployed by the Agency, the liability that will arise out of the accident will be borne by the Agency. The responsibility will remain with Agency and this office will no way be responsible for it or any other clause mentioned above.
- The bidder shall carry out current state assessment on an annual basis to determine the state of all the components installed and maintained, on completion the bidder shall submit a recommendation/up gradation report.
- Full compliance to all Data Centre policies, procedures, processes, guidelines, Government- Acts, Rules & Regulations, etc. The bidder shall provide full compliance/adherence of all activities performed by him/her, to the aforementioned statutes, without any additional cost to Commercial Tax Department.
- Other Scope of works mentioned item wise at Section 5-Physical Component of this bidding document.
- Commercial Tax Department reserves full right to change this scope of work at any given point of time. As and when such changes are made to the scope, the same will be intimated to the bidder.

### **Training Requirements**

- The bidder shall give physical security awareness training to the resources deployed at Data Centre on a periodical basis, covering vulnerable areas of the Data Centre premises.
- The bidder shall provide fire awareness training to persons nominated by department on a periodical basis and maintain awareness documentation, flyers etc.
- All the training materials shall be provided by the bidder.
- The bidder shall provide training to persons nominated by department regarding operations and management and other aspects or as decided by department.
- The training shall cover all Components & sub-systems (including but not limited to the following) maintained:
  - Overview of Non-IT Components.
  - Electrical Distribution System
  - DG systems and Operations.
  - UPS systems and Operations
  - PAC systems and Operations
  - Security Systems and Operations



- Fire & Smoke –Detection & Suppression Systems & Operations.
- BMS systems, configuration and Operations
- RRS , WLDS, ACS and its Operations

### Visitor Management system for Data Center

The security requirements of the Data Center and infrastructure are challenging and growing increasingly. Visitors shall be screened, registered, signed in quickly and allowed to visit only relevant areas through integration with access control areas integrated with access control devices. These challenges of the visitor management and lobby management activities are seamlessly and efficient managed by Visitor Management system.

The activities shall include:

- Generate a report of all visitors visited in past without delays Data backup facility
- Regular reporting through system generated reports of all Access logs
- User visits / Suspicious or Untoward activity in the premises & surrounding areas of the Data Centre.

### Manpower Deployment for 24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments:

For requirement of all the above mentioned work, successful bidder will have to deploy following list of personnel (considering one person at any point of time on 24 x 7 basis including public holidays and Sundays):

Sr. No.	Description	Person	Remarks
1	Data Center In-charge / Project Manager	1	1 Personnel as Data Center In-charge / Project Manager. (For normal office hours. If require, he should also have to remain present after office hours in case of any emergency)
2	BMS Engineer	2	1 Person per shift for operation & maintenance and management of all equipments (Keep minimum one Electrical and one Mechanical / Instrumentation background engineer in Operation Team)
2	Technical Assistant / Data Center Operator	2	

Period of O&M Work	Shift	Timing
3 Years from the Date of Commencement of Order	Three	07:00 AM to 03:00 PM
		03:00 PM to 11:00 PM
		11:00 PM to 7:00 AM
<b>Work on 24x7x365 basis</b>		

### Qualifications and Experience of Persons:

#### Data Center In-charge/Project Manager:

**Qualification:** Minimum having Degree in Electronics / Electrical / Instrumentation / Computer background, as he would have to manage handle highly technical components of the Data Centre. The overall responsibility of the project will be of Data Center In-charge/Project Manager.

**Experience:** Must have minimum 5 years of experience in Data Center operations management or equivalent project management. Good management skills to be able to interact with vendors. Physically fit and not suffering from any diseases which might affect his working.

**BMS Engineer:** Responsible for operations of control room which includes CCTV, Access Control System, Pest & Rodent Repellent System, Water Leakage Detection System, Fire Alarm System, Fire Suppression System and other technical components required for smooth functioning of the Data Centre BMS System.

**Qualification:** Having minimum Diploma / Degree in Technical field like Electronics / Electrical / Instrumentation / Computer / Mechanical background, as he would have to handle highly technical components of the Data Centre.

**Experience:** Must be from Technical / Electronics/ Instrumentation / Mechanical background. Good communication skills to be able to interact with vendors. Physically fit and not suffering from any diseases which might affect his working. A working knowledge of computers would enable him to operate the systems as well as prepare any documentation reports etc. as required by the job from time to time. Must have worked in shifts earlier as well as willing to work in shifts.

**Data Center Operator / Technical Assistant:** With experience of Electrical and Mechanical component maintenance.

**Qualification:** Having minimum Diploma/Degree in Technical field like Electronics / Electrical / Mechanical, as he would have to handle highly technical components of the Data Centre.

**Experience:** Must be from Technical / Electronics / Instrumentation / Mechanical background. Good communication skills to be able to interact with vendors. Physically fit and not suffering from any diseases which might affect his working. A working knowledge of computers would enable him to operate the systems as well as prepare any documentation reports etc. As required by the job from time to time. Must have worked in shifts earlier as well as willing to work in shifts.

#### Preventive Maintenance Schedule of the IT & Non-IT Components of Data Center

Sr. No.	System/Sub System	Maintenance Hours	Schedule
1	PAC Unit- 12 TR	3	Quarterly
2	40 KVA UPS Unit	3	Quarterly
3	Rack	1	Quarterly
5	200 KVA DG Set Unit 1	1	Quarterly
6	250 KVA Electrical Panel Unit 1	1	Quarterly
7	Security Surveillance System	6	Quarterly
8	Comfort Air Conditioner System	2	Quarterly
9	Data Centre Tiles, Ceiling & Floor	1	Daily (With no downtime)
10	Rodent Repellent System	1	Every Week
11	Water Leak Detector, Fire Alarm, Fire Suppressant, Transducer, Motion Detector (PTZ Camera), Smoke Detector	2	Every Fortnight
12	Lights, Electrical Fixtures	2	Every Fortnight
13	BMS Software	1	Every 2 <sup>nd</sup> Month
14	EPABX System	1	Quarterly

Note: It is the responsibility of the Bidder to strictly follow the above mentioned periodic maintenance schedule after obtaining prior approval from Department. The Bidder should submit a Full Maintenance Report after the end of each maintenance activity and get it verified by the Composite Team.

## **SECTION III**

### **General Terms & Conditions:**

1. The last date of submission of bid on the website <https://gil.nprocure.com> is **17.07.2018 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. **Details of the Data Centre & NOC Room Equipment, installed in for which bidder has to quote for Comprehensive Annual Maintenance Contract (CAMC) & 24 x 7 Onsite Operation Support services are provided in Section IV. Bidder shall make provision for all the required spares for providing CAMC and 24 x 7 Onsite Operation Support.**
4. **The bidder will have to provide back to back support services from the respective OEM(s) of Data Centre Equipment. Bidders are required to provide undertaking that back to back Support services and required spares will be provided from respective Equipment's and devices OEM(s).**
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. 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.
7. 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.
8. Amendment of Bidding Documents (Corrigendum)
  - 8.1. 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.
  - 8.2. The corrigendum will be published on website <https://gil.nprocure.com> & [www.gil.gujarat.gov.in](http://www.gil.gujarat.gov.in).
  - 8.3. 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.
9. Bid Currency - Prices shall be quoted in Indian Rupees only. Payment for the services as specified in the agreement shall be made in Indian Rupees only.
10. The bidder will have to submit **Nonrefundable Bid Processing Fees of Rs. 17,700/- & Earnest Money Deposit (E.M.D.) of Rs. 6,00,000/- (Rupees Six 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 no HWT250618498 for Selection of Agency for providing Comprehensive Annual Maintenance Contract and 24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments for 3 Years on behalf of Commercial Tax Department, Government of Gujarat."**
  - 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/10/2018/18/DMO dated 16.04.2018 ([http://www.gil.gujarat.gov.in/grs/DMO\\_2173\\_16\\_Apr\\_2018\\_714.pdf](http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf)) 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 the last date and time for bid submission for this bid may lead to the rejection of the bid.

11. In case of non-receipt of Bid processing fees & EMD as mentioned above in your bid will be rejected by GIL as non-responsive.
12. 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.
13. 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.
14. 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 contract period + extra 3 months** from 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/10/2018/18/DMO dated 16.04.2018 ([http://www.gil.gujarat.gov.in/grs/DMO\\_2173\\_16\\_Apr\\_2018\\_714.pdf](http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf)) issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is attached herewith).
15. Successful bidders will have to sign the CAMC and 24 x 7 Onsite Operation Support extension support contract for **3 Years** upon receiving the confirmed order with department within 15 working days from the dated of work order. (The draft is attached herewith). The CAMC and 24 x 7 Onsite Operation Support may be renewed for further period of **2 Years** at the finalized rates of 3<sup>rd</sup> year of contract. CTD / GOG will have right to terminate the contract if the performance is found not satisfactory.
16. The successful Bidder's E.M.D. will be returned upon the Bidder signing the Contract, and furnishing the Performance Bank Guarantee as mention in this document.
17. 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.
18. Termination for Default:

CTD / GoG 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, in the judgment of the department 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 anything 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;
  - b. If the bidder does not start performing the contract within stipulated time period.

- c. If the bidder stop performing the contract or withdraw the activity to perform the contract
  - d. If the bidder breach any terms & conditions of the contract or do not perform the contract in whole or part.
  - e. If the bidder do not follow the written instructions given by the department.
  - f. If the bidder does not perform the contract up to the satisfactory level even after regular feedback from the department.
  - g. 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.
19. 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.
20. Price shall be inclusive of all freight, forwarding, transit insurance, installation and maintenance charges.
21. Prices shall be in Indian Rupees. The prices shall strictly be submitted in the given format. Quoted prices shall be inclusive of all taxes except GST. The tax components like GST as applicable shall be mentioned separately in the respective columns.
22. Late Bids: The bidder will not be able to submit the bid after final submission date and time.
23. Modification and Withdrawal of Bids
- 23.1. The Bidder may modify or withdraw its bid before the due date of bid submission.
  - 23.2. No bid will be allowed to be modified subsequent to the final submission of bids.
  - 23.3. 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.
24. 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.
25. 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.
26. **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 & technical criteria evaluation will be carried out of the responsive bids. GIL may seek clarifications if required on eligibility & technical section. The financial bid of the bidders who are eligible & technically qualified will be opened and financially L1 bidder will be decided from the sum total of prices for all line items without tax and then called for further negotiations, if required.
27. The Contract will be awarded by the department at their own discretion to successful L1 bidder at finalized negotiated rates.
28. In case of successful bidder is found in breach of any condition(s) of bid or work order, at any stage during the course of contract 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.
29. 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.**

**30.** 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.

**31. Support Services to be provided by Successful Vendor**

**31.1. Support Services Terms**

- a) If the parts required for the problem resolution are not available then bidder has to provide a higher version of the same OEM, within committed resolution time, without any additional cost to purchaser.
- b) Comprehensive onsite maintenance support would have to be provided on all covered equipment for the defined coverage period.

**31.2. Hardware Support Services**

- a) Remote Problem Diagnosis and support through electronic remote support tools to isolate any system problem and facilitate resolution.
- b) Onsite Hardware Support for critical issues that cannot be resolved remotely. An engineer would have to be sent to our site to return our covered hardware to operational condition, repairing or replacing components or entire units as necessary. Our coverage includes all required parts and materials.
- c) The maximum response time to attend any onsite call should not exceed 4 hours from the initial call to the Response Center;
- d) Successful vendor will deliver 24-hour Repair-Time Commitment, to correcting hardware malfunctions. This will have to be done within 24 hours from our initial call to the Response Center;
- e) Support services should be available 24 x 7 x 365, including all holidays.
- f) To provide an established Escalation Matrix to end users.

**31.3.** 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 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. **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.**

**31.4.** 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 the original OEM, with prior approval of the purchaser. In case, if the purchaser found the substitute of lower quality or cheaper substitute than the difference between the provided product and the originally used has to be paid by the bidder.

**31.5.** Successful bidder has to co-ordinate with IT Division of Commercial Tax Department for providing CAMC and 24 x 7 Onsite Operation Support services.

**31.6.** Bidder has to ensure back lining / back to back CAMC and 24 x 7 Onsite Operation Support services from respective OEMs & the same shall be ensured at the time of making the payment to the successful bidder.

**31.7.** Failure in adhering to any of the terms and conditions mentioned in the scope of work will attract penalty clause.

**31.8.** 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 department.

**31.9.** The bidder's maintenance personnel shall be given access to the equipment when necessary, for purposes of performing the repair and maintenance services indicated in this Agreement.

**31.10.** The equipment shall not be shifted to an alternate site and installed there at during the currency of this Agreement without prior written notice. However, if it is desired to shift any equipment to a new site and install it thereat urgently, the bidder shall be informed of the same immediately.

The purchaser shall bear the charges for such shifting and reinstallation and the bidder shall provide necessary assistance to the purchaser in doing so. This Agreement, after such shifting and reinstallation, would continue to be binding on the bidder and the purchaser, provided that the two parties may agree to amended charges for the maintenance services after such an event.

- 31.11.** The purchaser 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.
- 31.12.** 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.

### **32. Comprehensive Annual Maintenance Contract (CAMC) and 24 x 7 Onsite Operation Support**

- 32.1.** Comprehensive onsite AMC and 24 x 7 Onsite Operation Support shall be provided by the bidder.
- 32.2.** Bidder shall keep adequate provision for spares for providing CAMC and 24 x 7 Onsite Operation Support services.
- 32.3.** Maintenance service: Free maintenance services shall be provided by the Bidder during the period of CAMC and 24 x 7 Onsite Operation Support.
- 32.4.** In case, bidder is not providing satisfactory support & doing unwarranted delay in providing CAMC support, Government offices reserves right to repair the equipment at risk & cost of the bidder.
- 32.5.** The Bidder / System Integrator will be required to co-ordinate with software vendor and / or do liaisoning with other service provider to achieve the end-to-end connectivity. This also includes Security & Surveillance Infrastructure Systems software systems For Ex. CCTV, Access Control System with respect to LAN/WAN technologies implementation.

### **33. Penalty Clause**

- 33.1.** If Successful bidder is unable to resolve the hardware break fix problems within committed resolution time, from call logging, then a penalty Rs. 5,000/- per day after 24 hrs lapse from call logging, would be charged, up to a maximum of 10 % of total Contract value.
- 33.2.** The penalty, if any, would be deducted from the subsequent payment bills.
- 34. Payment:** Payment for Goods and Services shall be made by Department in Indian Rupees as follows:
- 34.1.** No advance payment will be made
- 34.2.** Payment would be made in after completion of each quarter on submission of Invoice with applicable taxes paid extra at actual. The invoices shall be submitted with all relevant reports / documents as specified in RFP / Work Order.
- 34.3.** Successful bidder should raise payment invoices after the end of each quarter.
- 35.** GIL reserves the right to change any bid condition even after inviting the bids, with/without prior notification.
- 36.** 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.
- 37. 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.
- 38.** All correction/addition/deletion shall require authorized countersign.

**39.** Force Majeure Shall mean and be limited to the following:

- a) Fire, explosion, cyclone, earthquake, flood, tempest, lightening or other natural physical disaster;
- b) War / hostilities, revolution, acts of public enemies, blockage or embargo;

- c) 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;
- d) Strikes, shutdowns or labor disputes which are not instigated for the purpose of avoiding obligations herein, or;
- e) Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the order;
- f) Any other circumstances beyond the control of the party affected;

The BIDDER shall intimate department 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.

Service delivery 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. Purchaser / 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.

**40. The Clarifications must be submitted in writing to GIL at least 1 days before the pre-bid meeting date. Thereafter the clarifications received from the bidders will not be entertained.**

Your bid should be submitted online through website <https://gil.nprocure.com> on or before **1500 Hours, 17.07.2018.**

Proposals after due time period will not be accepted.

The Technical Bids will be opened on **17.07.2018 at 1700 Hours at GIL, Block No. 1, 8<sup>th</sup> 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

**Vivek Upadhyay, DGM (Tech.),**  
**Gujarat Informatics Limited,**  
Block No. 1, 8<sup>th</sup> Floor, Udyog Bhavan, Gandhinagar - 382010  
Phone No. 079-23259239, Fax No. 079-23238925,  
E-mail: [viveku@gujarat.gov.in](mailto:viveku@gujarat.gov.in), [vijayb@gujarat.gov.in](mailto:vijayb@gujarat.gov.in)

Fax / Email should be followed by post confirmation copy.



## SECTION IV

### Data Center & NOC Room Equipments Details

**TABLE A: DATA CENTER COMPONENT**

Sr. No.	Item Description	Make	Unit	Qty
<b>A</b>	<b>Building Construction</b>			
1	False Flooring System	United	Sq Ft	800
2	False Ceiling systems	Amtrong	Sq Ft	1000
7	Perforated Tiles	United	No	12
8	Single Door		No	4
9	Fire Door [Entry/Exit ]	Shakti	No	2
11	Control Room Furniture		Set	1
12	Helpdesk, Storage for controller, etc		No	1
16	Staircase [MS structure]		Set	1
<b>B</b>	<b>Electrical Infrastructure</b>			
1	Electrical Panel - 200 KVA Load	Shineder	No	1
2	Main Power Cable Work [100 MTR length]	Finolex	Lot	1
3	Electrical Cabling for Inrow AC, Racks, UPS, Lightings, Comfort AC, Security Systems & Electrical fitting		Lot	for 12 Racks
4	Lighting Systems [2X36 / 2X18]	Wipro	No	40
5	40 KVA UPS Systems with Sync. Panel	APC/Emerson	No	3
5.1	30 Minutes Battery Bank for 40 KVA UPS	Roket/Amron	No	3
6	Network Cabling and I/O, Patch Panel, 24 Port Switch etc.	Dlink	Set	2
7	Communication Instruments, cable work etc.		Lot	1
<b>C</b>	<b>Cooling Systems</b>			
1	PAC Systems [ 12 TR ]	Uniflar	No	3
2	Out Door and Lowsite work	Uniflar	No	3
2	25 LTR Capacity RO systems	ZeroB	Set	2
3	Comfort AC - 2 TR Split AC	Carrier	No	4
<b>D</b>	<b>Security Surveillance Systems</b>			
1	CCTV Systems [10 Camera + 16 Channel DVR/ Monitor]	Honeywell	Set	1
2	Access Control Systems [Biometric / Pin Pad / Card Reader / EML / Cable etc.	Honeywell	Set	1
3	Fire Detection System [ Fire Detection Panel / 20 No's Smoke Detectors / Cable work etc.	Honeywell/Siemens	Set	1
4	Fire Supression Systems [FM200 GAS (2 No's of 80 LTR and Piping / Cylender etc.)]	NOVEC	Set	1
5	Rodent Repellent systems	Maser	Set	1
6	Water Leak Detection and Alarm	Sontey	Set	1
7	Building Management Systems	Honeywell	Set	1
8	Intrusion Alarm Systems	Honeywell	Set	1

E	D G Set			
1	200 KVA Diesel Generator Set		No	1
2	Foundation and cabling		Lot	1
F	Racks & Intelligent Structural Cabling			
1	Network and Server Rack with dual IP Switch PDUs with Industrial Socket	APC	Set	8
2	Intelligent Structural Cabling solution [Port Analyzer / Switch/ IOs/ RJ45 / Cable Manager / cassettes etc.]	Digilink	Set	8
3	Network Switch, Monitoring etc.	HP	Set	1

**TABLE B: NETWORKING**

Sr. No.	Item Description	Unit	Qty
A	UPS Systems		
1	12V-65AH SMF Battery Rocket set for 30 mnt backup	No	1
2	Open Rack & link for Keeping batteries	No	1
3	DC Cable	LOT	1
4	Fuse Box	No	1
5	APC Smart-UPS VT Parallel Communication Kit	Nos	1
B	32 Amp PDU		
6	APC PDU 32 Ampere -AP8953	Nos	2
C	Electrical Work		
8	SITC of 12 Way TPN DB With 1nos. Of 100Amp FP MCB As Incomer & 9nos. Of 32A DP MCB & 9nos. Of 63A DP MCB For Outgoing.	Nos.	1
9	Supply and installation of IP44 2 pole + earth 15 A single phase 230 V socket -outlet Make: Schnieder/ Legrand/C&S , 15AMP.	Nos.	2
10	Supply and installation of IP44 2 pole + earth 32 A single phase 230 V socket -outlet Make: Schnieder/ Legrand/C&S , 32AMP.	Nos.	14
11	Supply and installation of IP44 2 pole + earth 63 A single phase 230 V socket -outlet Make: Schnieder/ Legrand/C&S , 63AMP	Nos.	6
12	Supply and installation of IP44 2 pole + earth 16 A single phase 230 V socket -outlet Make: Schnieder/ Legrand/C&S , 16AMP -Point wiring using 25mm dia MS conduit of 16SWG, 1.1 KV grade 2.5 sqmm FRLS Cu flexible wire for P + N + E including supply of wire, switch, socket and GI Box from 0 to 10 Mts length.( Shall be hot dip galavanised sheet steel of 2mm thickness. Including all necessary hardwares and accessories complete, material and labour as per specification and requirement.	Nos.	4
13	Supply & laying of 1CX35.00Sq.mm Cu.Flexibal Cable for DB Input.	Mtr.	125
14	Supply & laying of 3CX10.00Sq.mm /3nos. Of 10Sq.mm Cu.Flexibal Cable for 63Amp Power Point.	Mtr.	80
15	Supply & laying of 3CX4.00Sq.mm Cu.Flexibal Cable for 32Amp Power Point.	Mtr.	150
16	Termination of 1CX35.00Sq.mm Cu.Flexibal Cable.	Nos.	20
17	Termination of 3CX10.00Sq.mm Cu.Flexibal Cable.	Nos.	12
18	Termination of 3CX4.00Sq.mm Cu.Flexibal Cable.	Nos.	32
19	Supply & laying of 100X50mm / 75mmX50mm PVC Trunking.	Mtr.	30

<b>D</b>	<b>Network</b>		
20	DIGILINK RJ45 Cat 5e Plug - 100nos	No's	2
21	DIGILINK Solid Cable Cat 6, 4 pair, UTP - 305m	No's	3
22	DIGILINK PATCH CORD SC-SC MM(62) DUPLEX LENGTH- 10m	No's	8
23	DIGILINK Patch Panel Cat 6 UTP Keystone -24 Port- Loaded	No's	4
24	DIGILINK Patch Cord Cat 6 UTP Gray 3m - Moulded	No's	96
<b>E</b>	<b>Cooling Systems</b>		
25	3 TN Cassette AC for Telecom Rack	No	1

**TABLE C: NOC ROOM COMPONENT**

<b>Sr. No.</b>	<b>Product Description</b>	<b>Unit</b>	<b>QTY</b>
<b>A</b>	<b>Video Wall</b>		
	<b>SAMSUNG</b>		
1	46" diagonal 6.7-mm narrow bezel LCD display. 1366X768 resolution. Accepts standard VGA to UXGA inputs connectivity.	No	4
2	Video Wall Brack(Wall Mount) Samsung Only	No	4
<b>B</b>	<b>Switcher &amp; Interface</b>		
	<b>EXTRON, KRAMER</b>		
1	4 x 4 VGA with Audio Matrix Swicther	No	1
2	4 x 4 Composite video with Audio Matrix Swicther	No	1
3	1 Input 2 output VGA and Audio Distribution Amplifier	No	4
<b>C</b>	<b>Web Based Automation Processor</b>		
	<b>CRESTRON</b>		
1	<b>Web Based Automation Processor</b> - Minimum 2 RS-232, 2 IR, 2 Relay and 2 I/O ports. - RJ45 port for LAN connecivity - All the RS-232 equipments shall be controlled through RS-232 ports only.	<b>No</b>	1
	<b>MILESTONE</b>		
2	4 Port 230V Power Relay module to power ON all the equipments	No	1
<b>D</b>	<b>Cables</b>		
	<b>EXTRON, KRAMER</b>		
	All the cables ,connectors and Patch cord required for the solutions.		
1	RGBHV Cable	MTR	400
2	RG6/SHR Cable - Video Cable	MTR	200
4	RS-232 Cable	MTR	50
5	Moulded VGA patch cord to connect your Laptop	MTR	4
6	Various types of A/V connectors (Lumpsum)	MTR	1
7	Heat Shrink sleeves - various size and colour (Lumpsum)	MTR	1
<b>E</b>	<b>Equipment rack suitable to house equipments 22U Rack</b>		
		No	1
<b>F</b>	<b>Other Facilities</b>		
1	Power Fiting, Fuxtures, DB, Cabling	No	2

2	Lightings Fixture and Cabling	LOT	1
3	SNMP UPS with Battery Bank [ 5 KVA with 30 mnt backup]	No	2
4	Comfort AC [ 1.5 TR X 2]	No	2
5	Furniture [ Glass door/ partition etc.]	LOT	1
6	Tables/Chairs [ 6 person]	No	6
7	EPABX [30 channel]	No	1
8	Communication/ Network Connectivity	LOT	1

### **Power Availability**

Reliability on electrical power can affect operations of the CCD Data Centre. Uninterrupted Power Supplies (UPS) are used to support the load of the critical components of the Data Centre for periods of failure of the electrical power. There are 3 nos of 40 KVA APC make UPS present in Data Centre. The design of power backup is 40 KVA X 3 [so any time 80 KVA Power Backup available with synchronization Switch]

There are 250 KVA DG sets present in Data Centre which are in a redundancy mode. The UPS system and DG Sets should assure the Data Centre equipment with continuous power at a solution uptime of 99.49% and with redundancy available up to the load end.

### **Temperature Requirements**

The temperature inside the Server Farm area of Data Centre needs to be continuously maintained at 22 +- 5 degree centigrade. It is advised that the temperature and humidity be controlled at desired levels. The necessary alarms for variation in temperatures is to be monitored on a 24x7 basis and logged for providing reports.

### **Relative Humidity (RH) requirements**

Ambient RH levels needs to be maintained at 50% +- 10 non-condensing. Humidity sensors are to be monitored. The necessary alarms for variation in RH has to be monitored on a 24x7 basis and logged for providing reports.

### **Precision Air Conditioning**

PAC provides sensible cooling capacities at design ambient temperature & humidity with adequate airflow. The PAC should be effectively monitored.

### **CCTV System**

The Critical area of the Data Centre along with the Non Critical area needs to be under constant video surveillance. The primary objective of a CCTV system is to ensure effective surveillance of the area and also create a record for post event analysis. The backup of CCTV should be at least 30 days and with timestamp. The CCTV system provides an on-line display of video images on monitor. The entire setup should be monitored from the control room on 24x7 basis.

### **Access Control System**

The objective of the Access Control System is of allowing entry and exit to and from the premises to authorized personnel through Biometric validation only with controller to BMS server interface. Access controls are provided for doors and shall be installed at other doors of Data Centre room in future wherever they are not installed. These doors are with electric locks, and operate on fail-safe principle. The lock remains unlocked in the event of a fire alarm or in the event of a power failure.

### **Water Leak Detection System**

The water leak detector is to detect any seepage of water into the critical area and alert the Security Control Room for such leakage. It consists of water leak detection cable and an alarm module.

### **Pest Repellent System**

The entry of Rodents and other unwanted pests shall be controlled using non- chemical, non-toxic devices. However periodic pest control using Chemical spray can be done once in year as a contingency measure to effectively fight the pest menace.

### **Fire Detection and Alarm System**

Fire can have disastrous consequences and affect operations of a Data Centre. The early detection of fire and employing means for automatic suppression of the fire is important for effective functioning of a Data Centre.

### **Gas based Fire Suppression System**

Bidder would be responsible for refilling the gas, in case the fire suppression system has to be activated for suppressing fire and the defined time period required to refill the gas is 30 days. Bidder would be responsible for any accidental damage caused during refilling whereas bidder would be responsible for any accidental damage caused during testing of the equipment. CCD will pay cost of FM200 GAS additional in case of GAS suppression activated.

### **Comfort Air Conditioning System for other areas**

Comfort Air Conditioning System has to be checked on regular basis for the other areas.

### **Civil & Electrical Work**

Includes False flooring, False ceiling, doors & locking, Partitioning, Fire Proofing of all surfaces, Furniture & fixtures of Electrical and Non-electrical nature and Painting and all other electrical repairs. It also includes cement concrete work, masonry work, trench work, storage, glazing and scaffolding work at BMS room and other critical areas of Data Centre.

### **Building Management System**

The BMS should perform the following general functions including but not limited to:

- Building Management & Control.
- Data Collection & archival
- Alarm Event & Management
- Reports, Trends& MIS Generation (monthly report submission in hardcopy as well as through email to CCD concern)
- Maintenance & Complaint Management

### **MIS Reporting**

The bidder shall provide the MIS reports for all the equipment installed in the CCD Data Centre in a prescribed format and media on a periodic basis. Whenever required by CCD, bidder should be able to provide additional reports in the required format or as per CCD requirement time to time.

## SECTION V

### FINANCIAL BID FORMAT

Sr. No.	Item Description	Unit	Qty.	Quarterly Price (In Rs. Without tax)	Annually Price (In Rs. Without tax)	Rate of GST (%)
A	B	C	D	E	F = D*4E	G
1	CAMC Charges for Data Centre & NOC Room Equipments (For 1 <sup>st</sup> Year)	Set	1			
2	24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments (For 1 <sup>st</sup> Year)	Set	1			
3	CAMC Charges for Data Centre & NOC Room Equipments (For 2 <sup>nd</sup> Year)	Set	1			
4	24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments (For 2 <sup>nd</sup> Year)	Set	1			
5	CAMC Charges for Data Centre & NOC Room Equipments (For 3 <sup>rd</sup> Year)	Set	1			
6	24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments (For 3 <sup>rd</sup> Year)	Set	1			
<b>GRAND TOTAL</b>						

**Note:**

- L1 will be the lowest sum total of rates of all line item Prices for 3 Years without tax.
- The Bidder shall explicitly mention the applicable rate of tax.
- Successful Vendor will have to supply/provide goods/services with an Invoice from a place located within State of Gujarat.

## SECTION VI

### 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)
2016-17		
2015-16		
2014-15		
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 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: Experience Details (Customer References)

Sr. No.	Name of the Organization	Contact Person	Contact telephone no. & Address	Date/Period of Contract	Scope	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. E4: ISO 9001:2008 / ISO 14001:2015 Certificate

Bidder's Name	ISC Certificate valid up to	ISO Certificate Submitted? (Yes/No)

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

## **SECTION VII**

### **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, 8<sup>th</sup> Floor, Udyog Bhavan,  
Gandhinagar

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

**Ref: Bid for Selection of Agency for providing Comprehensive Annual Maintenance Contract and 24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments for 3 Years on behalf of Commercial Tax Department, Government of Gujarat (Tender no. HWT250618498).**

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. HWT250618498 for Bid for Selection of Agency for providing Comprehensive Annual Maintenance Contract and 24 x 7 Onsite Operation Support of Data Centre & NOC Room Equipments for 3 Years on behalf of Commercial Tax 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 Banks: 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/10/2018/18/DMO dated 16.04.2018 ([http://www.gil.gujarat.gov.in/grs/DMO\\_2173\\_16\\_Apr\\_2018\\_714.pdf](http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf)) issued by Finance Department or further instruction issued by Finance department time to time.**

## **SECTION VIII**

### **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/equipment's 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/10/2018/18/DMO dated 16.04.2018 ([http://www.gil.gujarat.gov.in/grs/DMO\\_2173\\_16\\_Apr\\_2018\\_714.pdf](http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf)) 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 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.
- 4 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.
- 5 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 \_\_\_\_\_