



Department of Science and Technology
(Government of Gujarat)



RFP NO: GIL/DST/SICN/2019 dated 21.10.2019

Request for Proposal (RFP) for Selection of Agency for providing CAMC, Operations & Maintenance services and JFC Cabling work for Telephony connections under the SICN Project to User within the Gandhinagar, Gujarat for the period of 2 years.

Issued by:



Gujarat Informatics Ltd

Block No. 2, 2nd Floor, C and D Wing, Karmyogi Bhavan, Sector-10A, Gandhinagar-382010, Gujarat.

Ph No. 23256022 Fax: 23238925; www.gujaratinformatics.com

Important Dates:

Request for Proposal (RFP) for Selection of Agency for providing CAMC, Operations & Maintenance services and JFC Cabling work for Telephony connections under the SICN Project to User within the Gandhinagar, Gujarat for the period of 2 years

1.	Contract Period	02 Years
2.	Delivery	Services to be offered as per schedule from the date of the Acceptance of Lol/ PO.
3.	Pre-Bid Meeting	04.11.2019 at 1500 Hrs
4.	Bid Due date	15.11.2019 up to 1500 Hrs
5.	Date of Opening of Un-priced bid	15.11.2019 at 1700 Hrs
6.	Date & Time of opening of Technical & Commercial stage	Will be intimated to the qualified bidders at a later date.
7.	Venue of opening of Technical & Commercial Bid/s	Gujarat Informatics Limited, Block No. 2, 2nd Floor, C and D Wing, Karmyogi Bhavan, Sector-10A, Gandhinagar-382010
8.	Bid Processing Fees (Non-refundable)	Rs. 5,900 (Five Thousand Nine Hundred Only)
9.	Bid security (EMD)	Rs. 2,00,000 (Rupees Two Lacs Only)
10.	GIL Contact person	DGM (Tech)

NOTE: Please address all queries and correspondence to:

DGM (Tech)

Gujarat Informatics Limited,

Block No. 2, 2nd Floor, C and D Wing, Karmyogi Bhavan, Sector-10A, Gandhinagar-382010

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DEFINITIONS

In this document, the following terms shall have following respective meanings:

1. **“Acceptance Test Document”** means a document, which defines procedures for testing the deliverables against requirements laid down in the Agreement.
2. **“Agreement”** means the Service Level Agreement to be signed between the successful bidder and DST/GIL including all attachments, appendices, all documents incorporated by reference thereto together with any subsequent modifications, the RFP, the bid offer, the acceptance and all related correspondences, clarifications, presentations.
3. **“Authorized Representative/ Agency”** shall mean any person/ agency authorized by either of the parties.
4. **“Bidder”** means any agency providing similar solutions as per the scope of work of RFP. The word Bidder when used in the pre-award period shall be synonymous with Bidder, and when used after award of the Contract shall mean the successful Bidder with whom Tenderer signs the Service Level Agreement.
5. **“Contract”** is used synonymously with Agreement.
6. **“TENDERER”** here shall mean “Department of Science and Technology, Government of Gujarat or its subsidiary company “M/s Gujarat Informatics limited”
7. **“Corrupt Practice”** means the offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the process of Contract execution.
8. **“Default Notice”** means the written notice of Default of the Agreement issued by one Party to the other in terms hereof.
9. **“Fraudulent Practice”** means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non- competitive levels and to deprive DST/GIL of the benefits of free and open competition.
10. **“Good Industry Practice”** means the exercise of that degree of skill, diligence and prudence which would reasonably and ordinarily be expected from a reasonably skilled and experienced Operator engaged in the same type of undertaking under the same or similar circumstances.
11. **"Law"** shall mean any act, notification, by-law, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Central Government and/ or the Government of Gujarat or any other Government or regulatory authority or political subdivision of government agency.
12. **“Request for Proposal”** means the detailed notification seeking a set of solutions(s), services(s), materials and/or any combination of them.
13. **“Requirements”** shall mean and include schedules, details, description, statement of technical data, performance characteristics, standards (Indian as well as International) as applicable and specified in the Agreement.
14. **"Service"** means provision of Contracted services for DST, GoG.
15. **“Termination Notice”** means the written notice of termination of the Agreement issued by one Party to the other in terms hereof.
16. **"Uptime"** means the time period when specified services with specified technical and service standards as mentioned in Section-4 are available to DST/GIL and its user organizations. The uptime will be calculated as follows:
Total time in a quarter (in minutes) less total Service Down time (in minutes) in the quarter.
17. **"% Uptime"** means ratio of 'up time' (in minutes) in a quarter to Total time in the quarter (in minutes) multiplied by 100.
18. **“Downtime”** means accumulated time during which the System is totally inoperable within the

Scheduled Operation Time but outside the scheduled maintenance time.

19. **“Scheduled Maintenance Time / Scheduled downtime”** shall mean the time that the System is not in-service due to a scheduled work. Scheduled maintenance time is planned downtime with the prior permission (Minimum 48 Hour prior Notice).
20. **“Scheduled operation time”** means the scheduled operating hours of the System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications hosted on cloud will be 24x7x365.

Abbreviation

Abbreviation	Description
Gol	Government of India
GoG	Government of Gujarat
DST	Department of Science & Technology, Government of Gujarat
GIL	Gujarat Informatics Limited
SICN	Sachivalaya Integrated Communication Network
GSWAN	Gujarat State Wide Area Network
GSCAN	Gujarat Sachivalaya Campus Area Network
GSDC	Gujarat State Data Center
FAT	Final Acceptance Test
BoQ	Bill of Quantity
NOC	Network Operations Center
EMD	Earnest Money Deposit
ICT	Information Communication and Technology
LoI	Letter of Intent
LoA	Letter of Award
O&M	Operations and Maintenance
CAMC	Comprehensive Annual Maintenance Contract
PBG	Performance Bank Guarantee
SLA	Service level Agreement
SI	System Integrator
SOP	Standard Operating Procedure
SoW	Scope of Work
GLA	Gujarat Legislative Assembly

Background

GIL on behalf of Department of Science & Technology, Govt. of Gujarat, invites bid through E-tendering route for Selection of Agency for providing CAMC, Operations & Maintenance services and JFC Cabling work for Telephony connections under the SICN Project to User within the Gandhinagar, Gujarat for the period of 2years.

- ⇒ Proposal in the form of BID are requested for the item(s) in complete accordance with the documents/attachments as per following guidelines.
- ⇒ The bid shall specify time schedule of various activities.
- ⇒ Services offered should be strictly as per requirements mentioned in this Bid document. Bids submitted along with assumptions/deviations are liable for rejection.
- ⇒ 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.
- ⇒ Bidder shall quote the prices of services as mentioned valid for 2 (Two) Years.
- ⇒ Note: Bidders who wish to participate in this bid will have to register on <https://gil.nprocure.com> Further bidders who wish to participate in online bids will have to procure Digital Certificate as per Information Technology Act 2000 using which they can sign their electronic bids. Bidders can procure the same from (n) code solutions – a division of GNFC Ltd., or any other agency licensed by Controller of Certifying Authority, Govt. of India. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.
- ⇒ In addition to this RFP, the following sections attached are part of Bid Document

Section -1	Project Profile
Section -2	Eligibility Criteria
Section -3	Scope of Work
Section -4	Service Level Agreement, Penalties & Payment Terms
Section -5	Instruction to Bidders
Section -6	Specification
Section -7	Financial Bid Format
Section -8	Annexure/Format/Forms

Section – 1: PROJECT PROFILE

1.1 Introduction

Sachivalaya Integrated Communication Network (SICN) is a TDM based Private Telephone Exchange (PABX) network owned by Government of Gujarat for their Voice Communication needs implemented in the 2000. This network is spread in capital of Gujarat Gandhinagar connecting almost all the Govt. Offices, Boards & Corporations Offices.

- ⇒ The core of this network is Lucent make DEFINITY G3r EPABX with the capacity of 9500+ lines and 650 trunkworking on E1 R2 MFC and ISDN-PRI (at present total 23 PRI trunks are in use), expandable up to 25000 lines. Through OFC this EPABX is connected to 11 remote units (1 Core Exchange and 10 Remote Units interconnected through OFC).
- ⇒ As a backbone around 100 Kms. Of Optical Fiber has been laid and 150 Kms. Of JFC has been laid with Structured cabling for Voice & Data nodes. There are 9500+ Voice Nodes on TDM based voice only Analog and Digital extensions.
- ⇒ **Network Architecture:** This Network is equipped with the DEFINITY Enterprise Communications Server (ECS), which organizes and routes voice transmissions. It can connect to private and public telephone networks, Ethernet LANs, ATM networks, and the Internet. This network has the following components.
 - Processor Port Network
 - Remote Units.
 - OFC and UTP Backbone
 - Main distribution frame (MDF) and intermediate distribution frame (IDF)
 - Patch Panels
 - Endpoint (Analog or Digital)
- ⇒ OFC has been laid as the back bone for data networking. These OFCs are Single-mode fiber (SMF) and Multi-mode fiber (MMF) both.
- ⇒ Remote Units (RU) are used when the system grows beyond the capacity of a single port network or must serve geographically dispersed offices. (RUs) provide additional ports as needed.
- ⇒ Subscriber lines are coming from RUs and these lines are connected at MDF & IDF and then carried by JFC cable to the distribution panel. From Distribution Panel / Patch Panel through CAT-5/6 Cable (UTP Cabling)/2 Pair it goes to the end subscriber.

Section – 2: Eligibility Criteria

1. The bidder should be an IT/Telecom System Integrator operating in India since last five years as on bid submission date. Bidder should be registered under the Indian companies Act, 1956/2013. Supporting Documents: Certificates of incorporation, Self-Declaration Certificates confirming the clause requirement.
2. Bidder must have Average Annual Turnover of at least Rs. 25 crores for the last three financial Years as on 31st March 2018

AND

Bidder must have Average Annual Turnover of at least Rs. 10 crores for the last three financial Years as on 31st March 2018 Solely generated on account of business from Telephony (Analog or IP)/Unified Communication (Supply/Implementation/O&M).

Note: Bidder should enclose Audited and Certified Balance Sheet and Profit/Loss Account of last 3 Financial Years and Statutory auditor/CA certificate mentioning turnover of the bidder as per the eligibility criteria.

3. The Bidder must have executed at least 1 Project of PABX/IPPBX having minimum order value of Rs. 2 crores in India during the last 03 years as on bid Issuance date. Copies of Purchase orders and Certificates of Successful Completion from Customer should be submitted. Experience details should be given in the **Form-E1**.
4. The Bidder should have minimum 20 skilled engineers / Manpower with minimum 2 Years experience in the field of PABX/IPPPBS. Bidders needs to provide the detail of on-roll/off-role Manpower i.e. educational qualifications, experience and P.F. no./ ESIC no. along with the projects they have handled should be provided with the bid. **(Form-E4)**
5. The bidder should have local presence and should have office in Gujarat. The bidder should have service support infrastructure in the state to provide services as per the scope of work. Please attach the copy of any one of the following: Property tax bill/Electricity Bill/Telephone Bill/G.S.T.-C.S.T. Registration/Lease agreement etc. **(Form-E5 & Form-E6)**. In case bidder does not have office in Gujarat, bidder should give undertaking to open office in Gujarat within 45 Working days from the date of award of work order.
6. Copies of original documents defining Bidder's constitution on legal status, place of registration and principle place & nature of business etc. Bidder must submit copies of his G.S.T. registration certificate, PAN number.
7. Bidder and OEM 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/OEM is not blacklisted as per the clause.
8. The Manufacturer of the product (OEM) should have ISO 9001:2008 and 14001:2004 certification for manufacturing of items like Copper/JFC Cable, Jack/Patch Panels, telephones, Information Outlets and OEM must have minimum presence of 5 years in India **(Form - E8)**

Note:

- a. The bidders meeting the above eligibility criteria will be short listed and considered for further technical evaluation.
- b. The Bidder must attach valid documents in support to their Technical and Financial capabilities/ strength, as mentioned above. Without proper supporting documents, the Bid proposals are liable to be rejected.

Section – 3: SCOPE OF WORK

Department of Science and Technology, Government of Gujarat is the nodal department to provide voice communication services including Fax facility to various line departments/board/corporation of the Government of Gujarat for their day to day needs. As defined under the project profile section DST, GoG has ~9,500 user of (Analog+Digital) voice communication over its PABX system successfully running across the state capital Gandhinagar Gujarat.

M/s GIL, on behalf of DST, GoG floated this RFP for selection of agency for providing comprehensive annual maintenance services, end to end operation & maintenance services and providing new connections to the end users within the state capital Gandhinagar, Gujarat inclusive of all (material & labour) for the period of 2 years from the date of issuance of Lol/Work order.

This is a Turnkey/EPC kind of project. Wherein, bidder is required to provide services to meet the outcome envisaged i.e. successfully keeping the system in working condition as its critical infrastructure handling governments day to day voice communication requirement. However, Bidder is also responsible for any other components inadvertently missed out but it is required as per the proposed solution of the bidder and is essential for overall solution to successfully run during entire project duration than bidder has to consider the same in his proposed solution. DST/GIL will not be liable for payment of any additional cost outside of Financial bid.

The scope of work under this RFP is broadly divided into two components:

- A.** Comprehensive AMC services and Operations and maintenance Support
- B.** Settingup of new connections

A. Comprehensive AMC services & Operations and Maintenance Support:

- 1) Bidder is responsible for providing comprehensive AMC services & Operations and Maintenance support for all the assets of SICN including existing (voice communication, Fax Facility and new (replaced during the contract period by the successful bidder) for the entire contract duration (details of existing assets as per Annexure)
- 2) All the items/Equipments along with its accessories installed at various location of DST/GoG within the state capital Gandhinagar Gujarat will be part of CAMC and O&M scope. For e.g. Digital and Analog Phones, Line cards, PRI / BRI cards and all other related hardware / accessories.
- 3) The maintenance services involve comprehensive maintenance of all component covered under the contract, including repairing, replacement of parts, modules, sub-modules, assemblies, sub-assemblies, spares part, etc. Whether any defective item or component is to be replaced or repaired, shall be at the sole discretion of BIDDER. If any part(s) that have been replaced the replaced part shall become property of BIDDER and BIDDER's authorized service engineer shall be entitled to remove and carry such parts from the GoG's premises.
- 4) The Successful bidder shall be responsible for the overall management of the IT and Non-IT Infrastructure and enabling infrastructure maintenance services, facility management services at all the locations for ensuring adherence of SLAs. The selected agency shall be responsible for day to day operations and maintenance for a period of 2 years from the date of issuance of the work order.
- 5) Bidder is also responsible for providing O&M support of backbone (OFC, JFC & CAT-5/2-pair telephone cables), DPs, DFs, Pillars, Concealed cabling (DP to end user) and all related accessories and equipments, laid under SICN project will be part of scope of this tender.
- 6) During the O&M period bidder is responsible to carry out necessary preoidic maintenance, fault checking, repairs / replacement of all faulty cables / parts / components etc. However, DST-GoG will reimburse the actual cost of material used for such cases as per the rates discovered in this RFP. Bidder is required to take prior approval from DST, GoG by submission of work estimations.

- 7) After restoration of services bidder may submit invoice(s) for such expense as per the approved rate of this tender with proof of documentation for verification and payment recommendation by Third Party Auditor (TPA), DST.
- 8) As a normal practice at DST/GIL all the items/cables installed under the SICN project are covered under warranty period, hence bidder needs to verify the availability of warranty services on case to case basis with the TPA, DST before ascertaining actual repossibility.
- 9) Any problem related to hardware/software to be addressed on timely basis so that SICN services are available all the time as per the GOG's requirements.
- 10) **Fault Management**
 - i. Bidder is responsible to detect, log, notify and to fix identified/observed faults and to get them resolved in timely manner to keep the SICN services running effectively.
 - ii. Fault management involves first determining symptoms and isolating the problem. Then the problem is fixed, and the solution is tested on all-important subsystems. Finally, the detection and resolution of the problem is recorded.
 - iii. Fault management is basically divided into two categories namely Proactive & Reactive fault management. Proactive means fault identified by the bidder even before notified by system/users and reactive means action taken on alarms/user complaints.
 - iv. The support engineer will perform a first level trouble shooting and try to resolve the fault. If the fault is identified as a hardware failure, the faulty hardware/ Components will be repaired/replaced. On rectification of the problem the call will be closed on the Help Desk Tool and the resource downtime is recorded.
 - v. User will raise a complaint through email or phone and complaint no/ticket will be generated by support team in the Help Desk Tool/call management software. Then the problem will be assigned to the successful bidders's on site support team. After that the procedure is same as that of proactive fault management. Call management software of GSWAN help desk procured by Dept. of Science and Technology will be used. Bidder has no need to bring any separate call management software.
- 11) In future, if additional PRI lines are required to be installed or any of the existing PRI lines are to be shifted, the bidder is required to co-ordinate with the respective service provider for smooth transition
- 12) Bidder is also responsible to ensure uptime of the services as per the SLA terms and conditions.
- 13) BIDDER shall carry out installation of patches on System Software, Operating System etc. for bug-fixing as and when required. BIDDER will also have to perform quarterly system performance tuning – changing the system configuration parameters.
- 14) Bidder has to maintain and keep up to date telephone directory of users with required fields like Name, Designation, Locations, contact number, Mobile number, etc. or in the format provided by DST/GIL and submit the same along with every quarterly invoice. First time information will be provided by tenderer. However thereafter bidder is required to maintain the upto date records for yearly publication of the same.
- 15) The successful bidder must carry out documentation of the cabling diagram, wherever they have done extra cabling and submit it DST/GIL. Bidder will also keep record/diagram of all future cabling and technical details with them and make available as and when required.
- 16) Preventive maintenance: At least once in a month which includes configuration backup if any. Bidder is required to submit the detailed report to the DST/GIL/TPA. All such activities should be done preferably in non-working hours.
- 17) Bidder is also responsible for performing various day to day activities like supporting end users, field support services, but not limited to Installing new extensions, enabling '0', NLD and ILD facilities (On written instructions by DST only), Resetting of User Passwords, supporting users on operation related issues, supporting users on various features related queries, educating users on related topics (on request), shifting of Extensions within the Network, call handling mechanism within the Network.

- 18) Bidder is required to document all the major changes, updates in configuration level with proper version tagging and will have to hand over the same at the end of the contract period or as and when asked by the DST/GIL.
- 19) Log management
- i. Bidder will have to maintain a daily log book in hard/soft form capturing all important activities such as major faults, action taken to rectify the faults, duration of faults etc.
 - ii. Bidder should derive its own plan for the management and maintenance of logs pertaining to various services of IP telephony considering the Rules and regulations, Act/laws, guidelines issued by DoT, Gol/TRAI/ any other competent authority from time to time. Bidder shall get the plan/policy approved by DST, GoG. Further, it will be the responsibility of bidder to keep the logs as mentioned above and provide the same in required format as and when asked by the DST, GoG.
 - iii. The guidelines for maintaining the logs are as below:
 - o New dial tone (Addition/Deletion record sheet)
 - o MIS – Call Traffic Report
 - o Status Report of Work Order issued by DST/GIL.
- 20) Back-up management & strategy
- i. It is the sole responsibility of Bidder to manage and maintain the BACKUP of all necessary DATA/Information of system / network viz. PABX system data, Voice Mail system data and call billing data etc. and submit the required report to DST, GoG as and when asked.
 - ii. Bidder shall be responsible for implementation of necessary Backup Plan/Policy.
 - iii. The backup schedule like daily, weekly, monthly should be designed and implemented by bidder.
 - iv. Back up policy as per the Govt rules (DoT/TRAI/GOG) and if any additional storage is required to fulfill the backup policy then the same will be provided by the TENDERER. Any change in Back up policy as per the Govt rules (DoT/TRAI/GOG); bidder to comply for the same.
- 21) Server management & System hardening:
- i. Bidder would require to manage all the operating System installed/upgraded for necessary optimization and trouble-shooting.
 - ii. Bidder is required to make/upgrade configuration in various servers as and when directed by DST/GIL during the contract period.
 - iii. Bidder is required to establish, practice and manage the system hardening process.
- 22) Security measures to be established and managed
- i. Security Measures has to be defined, established, implemented and managed as per the guidelines given by DST/GIL in writing from time to time for:
 - o Access Control Management,
 - o Physical control and Logical Control,
 - o Log book and
 - o Establishing and monitoring access control policy.
- 23) Documentation & configuration management
- i. Bidder would prepare and provide the technical documents regarding configuration process of various components/services installed in new system as and when required by DST/GIL.
 - ii. Bidder shall submit the report on improvement and enhancement of system to DST/GIL / or its designated agency every half yearly.
 - iii. Bidder is required to maintain the inventory data up to date, installation/removal/recovered from user/shifting reports of all the end points/Phone along with the user acknowledgement should be kept with the bidder.
 - iv. Bidder shall educate the users on continuous basis and publish a detailed user manual in hard as well as soft form in English and Gujarati language. The necessary information / user guides etc. shall be shared by Bidder with DST/GIL/ or its designated agency.

v. Call Bill Processing: Bidder shall process the call records office-wise and extension wise on monthly basis and shall submit the summary of extension wise bill in soft form as and when required by DST/GIL. Existing software detail as follows;

Recording Software: Intuity & Call Bill processing software: Cube

vi. In case of any major changes taken place at the setup and at configuration level in SICN, the necessary document update in the form of Upgrade should be submitted by BIDDER to DST/GIL/TPA from time-to-time.

24) **MIS Reports:** Bidder is responsible for preparation and submission of below mentioned reports. The indicative list is given below, however DST/GIL/GoG may ask anyother report based on the requirement.

Reports	Frequency
Utilization Report <ul style="list-style-type: none"> • Performance report • Outgoing traffic vis-à-vis threshold, overflow etc. • New User created/deleted/provided with '0' dial or STD facility etc. 	Daily, Monthly
Fault management Report (Proactive & Reactive) Note: complaint logging & entering closure details in line with call handling mechanism.	Daily, weekly and Monthly
Capacity Planning Report	Monthly
Configuration and Administration report (Any major changes to be informed to DST/GIL)	As and when required
Any other MIS report	

25) BIDDER shall treat all matters connected with the contract strictly confidential and shall undertake not to disclose, in any way, information, documents, technical data, experience and know how, without prior written permission from DST/GoG. These restrictions on the use or disclosure of confidential information shall not apply to any information:

- i. Which is independently developed by BIDDER or its affiliated companies or lawfully received free of restriction from another source having the right to so furnish such information; or
- ii. After it has become generally available to the public without breach of Terms and condition of this RFP by BIDDER or its affiliated company; or
- iii. Which at the time of disclosure to BIDDER was known to BIDDER or its affiliated company free of restriction as evidenced by documentation in such party's possession; or
- iv. Which DST/GOG agrees in writing is free of such restrictions, or
- v. Which is required pursuant to order of any court or by regulatory demand, provided that BIDDER shall advise DST/GOG of the request for disclosure and shall take reasonable steps to attempt to preserve the confidentiality of the information.

26) BIDDER shall be required to co-ordinate with other agencies/vendors working for DST/GIL to resolve the inter-operability issues. Any complaints pending due to dependency on other agencie(s) shall not be considered for downtime/penalty/performance measurement of BIDDER.

27) BIDDER will be also responsible for operation & management support for all the new users created during the contract duration.

28) Any damage caused to the property of Government of Gujarat directly attributable to BIDDER while executing the job shall be solely BIDDER's responsibility. In case any damage to the property is caused, the same will be recovered from the BIDDER. No extra cost shall be paid to the BIDDER for such reasons.

29) **Help Desk Support:**

- i. Tenderer envisage to integrated the SICN with the existing centralized helpdesk system of DST, GoG which will allow users as well as bidder to use the existing helpdesk mechanism of DST, GoG for raising & resolutions of user’s complaint/requests through this system only.
- ii. Bidder is responsible for deputing the resources at DST, GoG centralized helpdesk at Gandhinagar for day to day activity like attending the user calls, providing telephonic assistance, raising complaints, updation of complaints status and work carried out in helpdesk system, complaint closure upon successful resolution or forwarding to third-party agency(s) etc.
- iii. Bidder is responsible to coordinate with all the stakeholder to provide users with resolutions, generation of various MIS reports, field visits for user complaint resolutions etc.

30) **Manpower:**

- iv. Bidder has to ensure that appropriate qualified, trained, dedicated, on-site manpower for smooth functioning and day to day operations & Maintenance of the project at a central location in Gandhinagar, Gujarat. The bidder shall depute the resources as per the requirements for carrying out the O&M activity and maintaining the required SLA & Uptime.
- v. Below table defines the minimum requirement of manpower, their qualification, experience and responsibilities:

S/N	Designation	Nos	Professional Qualification
1	Project Manager Cum System Expert	1	Minimum 10 years of experience with handling and managing Large scale EPBAX/IPPBX/WAN /LAN Project having multiple locations as a project Manager
2	Supervisor cum System Engineer for day to day activities	1	Minimum 5 years of experience in installation, troubleshooting and handling and managing day to day activity of large scale EPBAX/IPPBX/WAN /LAN Project
3	Technical Support Executives Including One Helpdesk operator at Gandhinagar	10	Minimum 2 years of experience with installation, troubleshooting and handling and managing day to day activity of large scale EPBAX/IPPBX/WAN /LAN

- vi. Above mentioned is the minimum indicative list of resources required. Further, based on the actual requirements of the project bidder may deploy any number of resources to meet the SLA. DST/GIL shall not pay any cost for additional resources required to operate, maintain, monitor & manage the SLA. In case support staff is not available or is on leave, the bidder is required to provide the alternative personnel with same or higher technical capabilities of the non-available personnel.
- vii. The selected agency shall be responsible for the deployment, transportation, accommodation and other requirements of all its employees required for the execution of the work and for all costs / charges in connection thereof.
- viii. It shall be the responsibility of bidder to abide/adhere strictly all the applicable labour laws such as minimum wages act and other similar legislations, Rules & orders issued from time to time.
- ix. The selected agency shall provide and deploy “dedicated on site manpower” for carrying out the work, only those manpower resources who are skilled and experienced in their respective trades and who are competent to execute or manage / supervise the work in a proper and timely manner as per the RFP.
- x. The selected agency shall maintain backup personnel and shall promptly provide replacement of every person removed pursuant to this section with an equally competent substitute from the pool of backup personnel.
- xi. In case of change in its team composition owing to attrition the selected agency shall ensure a reasonable amount of time-overlap in activities to ensure proper knowledge transfer and handover/takeover of documents and other relevant materials between the outgoing and the new member.

xii. Bidder shall ensure availability of one technician in off working hours, weekend and holidays to ensure 24x7x365 days support. The Bidder shall submit regular records of manpower availability and daily activity carried out.

B. Setting-up of new connections & Shifting of existing connections:

- 1) Bidder is end-to-end (including supply, installation, testing, commissioning and O&M) responsible for providing new connection and shifting of existing connections as per the requirement of DST/GIL with in the state capital i.e. Gandhinagar. Tenderer will issue a separate order for such requirement as per the rates discovered with this RFP valid for the contract duration.
- 2) Bidder will be responsible for conducting actual site survey, estimate preparation and submission for approval and issuance of work order by DST, GoG. In case of shifting bidder will be responsible for removal of existing facility and re-installation of the same at the newer location including any other components required for successfully completion of the same.
- 3) Bidder is required to Supply / Install / testing/ Commissioning of SICN project related work (JFC Cabling, Telephone Instrument, RJ11 clamping, I/o box, and other applicable H/w component & accessories) as per the specifications mentioned in the Bid document.
- 4) The works are to be completed on turnkey basis and the supplied equipments are required to be covered under warranty period of 36 months from the date of FAT. The Bidder shall be responsible for implementation of the work as defined. New item supplied during the contract period should be with 3 year warranty support.
- 5) OFC/LAN Cabling work related to Backbone will not be in the bidder's scope as it will be done by separate vendor of DST, GoG. However, all the work related with JFC cabling for SICN project to server the existing and new user/connections will be in the scope of this RFP.
- 6) Bidder will be responsible to undertake and complete the works related to supply installation and commissioning of services as indicated in the bid, mentioned above, promptly and within the duration prescribed by DST, GoG.
- 7) GoG does not guarantee order for any fixed quantity at the time of issuing the work order and signing the contract agreement. The rates should be valid for a period of Two years from the date of agreement. Bidder has to make Back to Back agreement with respective OEM for the same. The escalation of the rate during the rate contract is not permitted.
- 8) Warranty and Post-Warranty Support: The Bidder shall be responsible for the warranty support and also for the post warranty support and as required by the GoG.
- 9) All goods or materials shall be supplied strictly in accordance with the specifications, Drawings, datasheets, other attachments and conditions stated in the RFP/ Agreement / SLA. All materials supplied by the Bidder shall be guaranteed to be of the best quality of their respective kinds and shall be free from faulty design, workmanship and materials.
- 10) Certification: The Bidder shall test and certify the availability and reliability of the link and give the connectivity matrix between various locations and get it certified by GoG.
- 11) **Documents:** The Bidder shall provide 1 set of signed documents and manuals (hard copy/soft copy with each item of the unit supplied.) to DST/GIL/TPA.
- 12) **Reporting:** Detailed report is required to be submitted for the work under progress and for functional performance of the equipment installed. The same have to be certified by TPA. Bidder shall submit the installation plan for each location to TPA, who in turn shall approve the plan before execution. Bidder will have to fill up an installation and commissioning report and get it duly signed by concern officer with their seal and remarks if any.
- 13) Below mentioned are the major task to be carried out during link installation; but not limited to:
 - i. The Under-Ground Cables are buried to a depth such that the top of the cable is One meter (100 Cms.) below the normal ground level. The items of work involved in U/G Cable laying are as under.
 - ii. Excavations of trench up to a depth such that the top of the cable is 1 meter below the normal ground level according to the construction specifications.

- Laying and pulling of cables in trenches are through pipes/ ducts.
 - Placing of Half round RCC Pipes / Stones slabs /Pre-cast RCC Slabs /Layer of Bricks as per specifications.
 - Back filling in compacting of the excavated trenches according to the construction's specifications and removal of excess earth from the site.
 - Construction of pillar foundations erection, painting and sign writing of pillars.
 - Erection, termination, painting and sign writing of DPs
 - Termination of Cables in MDF & Pillars.
 - Jointing and End-to-End testing of Cables– Correspondence and Electrical tests. Supply, fixing, painting and sign writing of root and joint indicators.
 - Documentation along with GIS based map which includes latitude and longitude for under ground cabling.
 - Modernized Method of cable laying should be incorporated, where, minimum damage to the infrastructure is required i.e. cable laying machine is used for such purposes.
- iii. Vendor is required to maintain work log and activity sheets on a software which facilitates reporting of there performance through SLA monitoring, the access to these reports to be made available to TPA.

SECTION-4: Service Level Agreement, Penalties & Payment Terms

4.1 SLA & Penalties

A) Implementation timeline

S/N	Type of User or Work	Time Limit for Site Survey	Time Limit for Execution
A) Time Limit for New Connection/Shifting of work			
1	Priority-1 Users	6 Hrs	1 Day
2	Priority-2 Users	1 Day	2 Day
3	Priority-3 All other Users	2 Day	4 Day
4	For bulk works/Digging works (entire building/users more than 25 nodes),	7 Days	15 Days
B) Time limit for Repair & Maintenance:			
1	Involving Under Ground Cabling work	2 Day	4 Day
2	Involving internal SICN related cabling in Building	2 Day	3 Day
3	Involving Fault with electronic/ Telephonic devices	1 Day	2 Day
4	Involving fault with connector/patch cord/RJ 11 port/Termination boxes/DP Electricity fault, Non- Electronic device fault.	1 Day	2 Day

B) Penalty for delay in Site survey and Execution of work:

S/n	Activity	Timeline	Penalty
1	Delay in Site Survey	As per point no. A) above	Rs. 500 per Site survey per day or part thereof will be levied.
2	Delay in Execution		1% of order value of delayed item per week or part thereof for delay in Execution.

Note:

- 1) If the delay continues beyond 10 weeks, DST/GIL may terminate the Agreement and forfeit the PBG.
- 2) Delay solely on account on above will not be accounted while ascertaining actual delay and penalties thereof. While calculating penalties, if any as per above clause delay solely attributed to the successful bidder as per his roles and responsibilities will be considered.
- 3) User Categories:
 - Priority-1: A User in the CMO, CS office, CM Residence, Raj Bhavan, O/o Speaker of GLA and his residence, SEOC, All Minister office and Residence, Office and Residence of Leader of Opposition, Parliamentary secretary, Phones of Gujarat Legislative Assembly during Assembly session and Other dignitaries as specified by DST/GIL from time to time.
 - Priority-2: Head of the department, board, corporations and other dignitaries as specified by DST/GIL from time to time.
 - Priority-3: All other users

- C) **Operational Penalties:** Successful Bidder shall be paid Quarterly Payment (QP) as per the services provided to DST/GIL. The overall operational penalty would be **generally capped at 10% of QP amount** and will be recovered against the quarterly payment invoice submitted by the selected agency. If the cap of overall penalty is reached in two consecutive quarters, the penalty cap for the third quarter onwards, for each quarter will increase by 5% over the penalty cap for the preceding quarter till it reaches 25% of the QP. In addition to the applicable penalty and the provisions pertaining to closure/termination of contract the DST/GIL shall be within its rights to undertake termination of contract if or anytime the penalty reaches to 25 % of the QP. Once the penalty cap has increased

beyond 20%, if the bidder through better performance delivery for any quarter, brings the leviable penalty below 20% then the computation of the 1st of the 2nd consecutive quarters as referred above will reset and will begin afresh. Availability will be calculated on a quarterly basis.

1) **Uptime of Central/Main/Core Telephony System:**

S/n	Activity	Target	Penalty
1	Uptime of Central / Main / Core Telephony System	99.99%	a) 99.99% or Better= NIL b) 99.00% to 99.98%=0.25% of QP c) 98.50% to 98.99% = 0.50% of QP d) less than 98.50% = 0.75% of QP

2) **COMPLAINT RESOLUTION:** The bidder shall be responsible for maintaining the desired performance and availability of the Network. The bidder should ensure the prompt service support during Contract period.

Severity Level			
S1	A problem that affects entire Telephony network or 50% of the Phones are down in a location. Call manager failure, A problem that affects Users in the CMO, CS office, CM Residence, Raj Bhavan, O/o Speaker of GLA and his residence, SEOC, All Minister office and Residence, Office and Residence of Leader of Opposition, Parliamentary secretary, Phones of Gujarat Legislative Assembly during Assembly session and Other dignitaries as specified by DST/GIL from time to time.		
S2	Problems related to cable fault, where Soil / Road digging is involved. A problem that affects All users above & at par Under Secretary or equivalent Rank.		
S3	A problem that affects an individual user, Telephone not working, Facility activation, Cable problem at user end. Extension of cable, Shifting of phone.		
Severity	Response	Closure	Amount of Penalty
S1 Calls	Within 30 Minutes	Within 1 hours	If not closed within 1 Hours, Rs. 1500 per Hr and part thereof.
S2 Calls	Within 2 hours	Within 6 hours	If not closed within 6 Hours, Rs. 1000 per Hr and part thereof.
S3 Calls	Within 4 hours	Within 12 hours	If not closed within 12 Hours, Rs. 500 per Day and part thereof.

Response Time: - Defined as time taken by the helpdesk to respond the concerned user over phone, Mail, remote management or in person.

Resolution Time: - Defined as time taken to resolve a problem. Resolution time is Actual time taken by bidder in resolving problems. Further, bidder is liable for appropriate penalties as defined in the tender document for time taken over and above the expected call closure time defined in the tender document. If the successful bidder fails to attend the uptime and complaint resolution as specified above, the operational penalty will be imposed as specified above which will be recovered from quarterly O&M payment or from PBG.

Exceptions:

- Any Failure, which is agreed due to uncontrollable parameters, like Raw Power etc.
- Any failure due to roll out of Approved change / alteration in the system
- Downtime planned for prescheduled changes / Maintenance activities
- Any failure that is due to end user operational errors, non-standard products, unavoidable natural / unnatural calamities, accidents etc.
- All third-party damage cases, problems attributed to power outage.
- Force Majeure conditions.

Note:

- If complain is made before 4 pm of the working day, the same should be attended on the same day and for complain made after 4 pm, resolution time shall be counted from very next working day.
- For calculation of above penalty, if any, normal working hours of Government of Gujarat is from 10:30am to 6:10pm on any working day.
- For the purpose of performance monitoring and penalty, multiple S1, S2, S3 calls resulting out of a particular major/critical problem shall be considered as one complaint.
- In case, there is delay attributable to granting access to the equipment to be restored on the part of GoG or on part of end user, such delays shall be reduced from the time taken for call completion after due consideration by the TPA/DST.

3) **Penalty for non-availability of proposed Manpower:**

If bidder does not deploy the required specified quantity and quality of manpower in the RFP or a person deployed is not reporting to the duty, there would be a penalty per person per day as defined below and will be deducted from the quarterly payment. If the above incidence occurs two times in a one-year DST/GIL may reserve the right to terminate the contract and no payment would be done for the services rendered in that particular quarter.

Manpower penalties during the contract		
S/N	Penalty Clause	Penalty
1	Successful bidder has to ensure the deployment of minimum number of personnel required as specified in the scope. The successful bidder shall ensure that alternate arrangements are made and leave for a staff is pre-sanctioned by DST/GIL If not, the penalties described in the following column shall apply:	1. Manager, Supervisor, System Engineer and Helpdesk Engineer: Rs. 1000/- per person per day of unsanctioned leave or non-reporting or non-deployment. 2. Technical Support Executive: Rs. 500/- per person per day of unsanctioned leave or non-reporting or non-deployment.

- Penalty for Delay in Submission of MIS reports: Bidder has to submit various MIS reports mentioned in this RFP, in case of delay in submission of these reports it will lead to penalty of Rs 100 per Day per MIS report.
- Penalty for Delay in execution of work against Work order: Bidder is required to complete the New/Shifting of works given by DST, GIL within the prescribed time limit. However, in case of any delay solely on the part of successful bidder DST, GIL reserve the right to levy the penalty of 1% of work order per Week. The overall penalty cap for this would be capped at 25% of the work order value.

4.2 **Payments terms:**

S/N	Activity	Payment (%)
1	Payment for CAMC and Operational & Maintenance for a period of 2 years (Item no. 1 & 2 of Price Bid)	To be divided and paid in 8 equated quarterly installments
2	Payment for JFC cabling work related items for New user connection/Shifting/ Repairing: Upon Successful completion of Supply, Installation, testing, commission and FAT by TPA, DST-GoG (Item no. 3 to 15)	100% Payment

Note:

- 1) **CAMC & Operation and Maintenance:** Quarterly payment after completion of quarter and calculation of operational penalty, if any. The payment to the agency will be made quarterly at the end of each quarter on acceptance of the invoice by the TPA or DST's designated agency. After acceptance of the invoice along with the supporting documents as per the checklist (to be provided by TPA/DST), the

invoice would be processed for release of payment within 45 calendar days after due verification of the invoice and other supporting documents by TPA/DST's designated agency. However, in case the processing of the invoice gets delayed beyond 45 calendar days from the date of acceptance of invoice, the agency would be paid an adhoc amount of 50% of invoice value and the remaining amount would be released after getting clarifications, due verification & imposition of penalty if any.

- 2) The successful bidder shall submit reports for Service availability, downtime, usage, fault & rectification (if any) etc. for each end point, as generated by its monitoring system on monthly basis.
- 3) The Bidders request for the payment shall be made at the end of each quarter by invoices along with supporting documents.
- 4) Performances statistics report has to be submitted every month in Hard and Soft form.
- 5) Log of network parameters along with Service Down time calculation and uptime percentage. Report has to be submitted on monthly basis.
- 6) Any other documents necessary in support of the services performances acceptable to GoG.
- 7) Time taken by Bidder to furnish the additional details (if any as and when asked by DST/GIL/ or its authorized representatives after submission of bills) shall not be counted in the above period of 45 days
- 8) The currency of payment shall be **Indian Rupees**.
- 9) If there is any deficiency in the performance of Contractual obligations on the part of the Bidder, the Bidder shall be liable for the imposition of appropriate penalties as specified in Section-5 of this RFP and DST, GIL shall be entitled to deduct such Penalties at source while making payment to the Bidder for the services provided. DST/GIL may deduct the TDS and any other Taxes as Applicable from time to time at Source.

Section – 5: INSTRUCTION TO BIDDERS

1. GENERAL INSTRUCTION TO BIDDERS

- 1.1. All information supplied by Bidders may be treated as contractually binding on the Bidders on successful award of the assignment by the TENDERER on the basis of this RFP. No commitment of any kind, contractual or otherwise shall exist unless and until a formal written contract has been executed by or on behalf of the TENDERER. Any notification of preferred bidder status by the TENDERER shall not give rise to any enforceable rights by the Bidder. TENDERER may cancel this public procurement at any time prior to a formal written contract being executed by or on behalf of GIL.
- 1.2. This RFP supersedes and replaces any previous public documentation, communications, and Bidders should place no reliance on such communications. The TENDERER/ GIL may terminate the RFP process at any time and without assigning any reason. GIL make no commitments, express or implied, that this process will result in a business transaction with anyone.

2. COST OF BIDDING

- 2.1. The Bidder shall bear all costs associated with the preparation and submission of the Bid and Govt. of Gujarat (GoG) / Gujarat Informatics Ltd (GIL) will in no case be responsible for those costs, regardless of the conduct or outcome of the bidding process.
- 2.2. Bidder is requested to pay **Rs. 5,900/- (Including G.S.T.)** as a bid processing fee (Non refundable) in the form of demand draft in favor of “Gujarat Informatics Ltd.” payable at Ahmedabad/Gandhinagar along with the EMD cover. In case of non receipt of bid processing fees & EMD the bid will be rejected by DST/GIL as non responsive.

3. BIDDING DOCUMENTS

Bidder can download the bid document and further amendment if any freely available on <https://www.gil.gujarat.gov.in> and <https://www.gil.nprocure.com> and upload the same on <https://www.gil.nprocure.com> on or before due date of the tender. Bidder is expected to examine all instructions, forms, terms, and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submits a Bid not substantially responsive to the bidding documents in every respect may result in the rejection of the Bid. Under no circumstances physical bid will be accepted.

4. CLARIFICATION ON BIDDING DOCUMENTS

Bidders can seek written clarifications 5 days before the Pre-Bid meeting date to Deputy General Manager (Tech), Gujarat Informatics Ltd., 2nd Floor, Block No. 2, Kamryogi Bhavan, Sector 10A, Gandhinagar 382010. GIL will clarify and issue amendments if any to all the bidders in the pre-bid meeting. No further clarification what so ever will be entertained after the pre-bid meeting date.

5. AMENDMENT OF BIDDING DOCUMENTS

At any time prior to the deadline for submission of bids, TENDERER/GIL, for any reason, whether at its own initiative or in response to the clarifications requested by prospective bidders may modify the bidding documents by amendment & put on website. All prospective bidders are requested to browse our website & any amendments/corrigendum/modification will be notified on our website and such modification will be binding on them. In order to allow prospective bidders a reasonable time to take the amendment into account in preparing their bids, TENDERER/GIL, at its discretion, may extend the deadline for the submission of bids.

6. LANGUAGE OF BID

The Bid prepared by the Bidder, as well as all correspondence and documents relating to the Bid exchanged by the Bidder and GoG / GIL shall be in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by

an accurate translation of the relevant pages in English. For purposes of interpretation of the bid, the translation shall govern.

7. BID SECURITY/ EARNEST MONEY DEPOSIT (EMD)

- 7.1. Bidder shall furnish, as part of the Bid, EMD (Refundable) for the amount of Rs. 2,00,000/- (Rupees Two Lakh Only) in the form of Demand Draft OR in the form of an unconditional Bank Guarantee by 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/10/2019/50/DMO dated 18.06.2019 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar (in the format specified in Annexure II) and must be submitted along with the covering letter.
- 7.2. EMD of all unsuccessful bidders would be refunded by GIL within 30 Days on selection of successful bidder.
- 7.3. The EMD of successful bidder would be returned upon successful submission of Performance Bank Guarantee.
- 7.4. EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- 7.5. The bid / proposal submitted without EMD and Bid Processing fee, mentioned above, will be summarily rejected.
- 7.6. The EMD may be forfeited, In case of a Bidder if:
 - i. The bidder withdraws its bid during the period of bid validity.
 - ii. The Bidder does not respond to requests for clarification of their Bid.
 - iii. The Bidder fails to co-operate in the Bid evaluation process.
 - iv. The bidder is found to be involved in fraudulent and corrupt practices
 - v. In case of successful bidder, the said bidder fails:
 - a) Fails to sign the agreement in time
 - b) Fails to submit performance bank guarantee

8. FRAUDULENT & CORRUPT PRACTICE

- 8.1. Fraudulent practice means a misrepresentation of facts in order to influence a procurement process or the execution of a Contract and includes collusive practice among Bidders (prior to or after Bid submission) designed to establish Bid prices at artificial noncompetitive levels and to deprive the GoG / GIL of the benefits of free and open competition.
- 8.2. "Corrupt Practice" means the offering, giving, receiving or soliciting of any thing of value, pressurizing to influence the action of a public official in the process of Contract execution
- 8.3. GoG / GIL will reject a proposal for award and may forfeit the E.M.D. and/or Performance Guarantee if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, contract(s).

9. LACK OF INFORMATION TO BIDDER

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

10. CONTRACT OBLIGATIONS

If after the award of the contract the Bidder does not sign the Agreement or fails to furnish the Performance Bank guarantee within seven (07) working days along with the inception report and working schedule as per the tender requirements & if the operations are not started within seven

(07) working days after submission of P.B.G. as mentioned, GoG / GIL reserves the right to cancel the contract and apply all remedies available to him under the terms and conditions of this contract.

11. LATE BIDS

- 11.1. Bids received after the due date and the specified time (including the extended period if any) for any reason whatsoever, shall not be entertained and shall be REJECTED.
- 11.2. The bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

12. SECTION COMPRISING THE BIDS

- 12.1. The quotation should distinct without any option stated in.
- 12.2. All forms / Tables, duly filled-in with necessary proofs, as required and stated in the bid document & supporting documents for eligibility criteria should be uploaded. The bid uploaded shall have the following documents:
 - i. BID SECURITY SECTION: The bid security & bid processing fee (non-refundable) to be furnished to GIL office in the form of demand draft in favour of "Gujarat Informatics Ltd." payable at Ahmedabad/Gandhinagar before opening of un-price bid. The details are required to be filled in this section.
 - ii. ELIGIBILITY & TECHNICAL SECTION
 - 1) Financial Capabilities. (In the Prescribed Format Only: Form E7)
 - 2) Bidder's Experience. (In the Prescribed Format Only: Form E1 & E2)
 - 3) Compliance Statement.
 - 4) Detailed Write-up on the Approach & Methodology for implementing and maintenance of the project.
 - iii. PRICE BID SECTION: Priced bid (in the prescribed format only)
- 12.3. Price shall be inclusive of all freight, forwarding, transit insurance and installation charges. Prices shall be inclusive of Excise Duties. The prices shall strictly be submitted in the given format. The tax components as applicable shall be mentioned separately in the respective columns. Successful Bidder will have to supply/provide goods with an Invoice from a place located within State of Gujarat.
- 12.4. The bidder should provide calculations (Bill of Material with installation and setup charges, exclusive of taxes) for the quoted items, without which the bid is liable for rejection. Any arithmetical errors in these calculations will be on bidders account.
- 12.5. Offered price should be exclusive of GST as applicable.

13. BID CURRENCY

The prices should be quoted in Indian Rupees. Payment for the supply of equipments as specified in the agreement shall be made in Indian Rupees only.

14. PERIOD OF VALIDITY OF BIDS

- 14.1. Bids shall remain valid for 1 years after the date of Bid opening prescribed by GoG/ GIL. A Bid valid for a shorter period shall be rejected as non-responsive.
- 14.2. In exceptional circumstances, GoG/ GIL may solicit Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. The Bid security shall also be suitably extended. A Bidder granting the request is not required nor permitted to modify the Bid.

15. BID OPENING

- 15.1. Bids will be opened in the presence of Bidder's representatives, who choose to attend. The Bidder's representatives who are present shall sign a register evidencing their attendance.

- 15.2. In the event of the specified date of Bid opening being declared a holiday for the GIL, the Bids shall be opened at the appointed time and location on the next working day.
- 15.3. The Bidder's names, bid modifications or withdrawals, discounts and the presence or absence of relevant Bid security and such other details as the TENDERER/GIL officer at his/her discretion, may consider appropriate, will be announced at the opening.
- 15.4. Immediately after the closing time, the TENDERER/GIL contact person shall open the Un-Priced Bids and list them for further evaluation.
- 15.5. Bids that are not opened at bid opening shall not be considered further for evaluation.

16. CONTACTING TENDERER/GIL

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

17. REJECTION OF BIDS

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

18. BID EVALUATION PROCESS

- 18.1. Bidders who have submitted the valid bid security as per the format shall be considered for further evaluation. Similarly, if the RFP document fee has not been deposited / submitted in case of downloaded forms the Bid shall be out rightly rejected.
- 18.2. Un-priced Bid documentation shall be evaluated in two steps.
 - a. Firstly, the documentation furnished by the Bidder will be examined based on the following criteria:
 1. Compliance to bid document
 2. Evaluation of Eligibility Criteria & Technical Specifications of the Product/ Solution offered. (The bidder shall provide details in the bid)
 3. Experience in handling such projects (the bidder shall provide information in the BID)
 - b. In the second step, GoG may ask Bidder(s) for additional information, demonstration of the equipments, field testing of the equipments offered to check compatibility with the existing IT infrastructures, visit to Bidders site and/or arrange discussions with their professional, technical faculties to verify claims made in Unpriced Bid documentation.
- 18.3. Priced Bid: Priced Bids will be opened only if the bids are technically qualified and fulfill the Eligibility Criteria. GoG may at its discretion discuss with Bidder(s) available at this stage to clarify contents of Priced Bid.
- 18.4. The quantity mentioned in the price bid is indicative to arrive at the L1 bidder. The actual quantity may vary during the period of contract in the two years depending upon the requirement of the Government of Gujarat.
- 18.5. Bidders qualified as per the "Eligibility criteria" defined and meeting the technical compliance as per the requirement of the RFP will be short- listed and financial bids of only those bidders will only be opened for evaluation and arriving at lowest (L1) bidder.

19. AWARD OF CONTRACT

- 19.1. **Award Criteria:** The Criteria for selection will be the L1 will be the lowest cost to TENDERER. TENDERER/GIL may negotiate the prices with L1 Bidder, under each item/head offered by Bidder.
- 19.2. **Contract Period:** This contract will be valid for a period of 2 Years. **DST/GIL may consider extending the contract on completion of 2 years for further duration of 1 year based on the performance of the successful bidder with price rise of 5% of 2nd year rate of Comprehensive AMC & operations and maintenance support.**
- 19.3. Prior to expiration of the period of Bid validity, TENDERER/GIL will notify the successful bidders and issue Lol/Work Order.
- 19.4. The successful bidder will have to revert with the Acceptance of the Lol within 7 days of the issuance of the same to the TENDERER/GIL.
- 19.5. The contract Performance guarantee has to be submitted within 15 calendar days of receipt of Lol/Work Order.
- 19.6. In case, the lowest bidder (L1) does not accept the award of contract or found to be involved in corrupt and/or fraudulent practices, the next lowest bidder i.e. L2 will be awarded the contract. In such scenario, the L2 bidder has to match the L1 Price and execute the project at the L1 Price for the entire contract duration.
- 19.7. The TENDERER/GIL right to vary requirements at time of award: TENDERER/GIL reserves the right at the time of award to decrease or increase quantity for the requirements originally specified in the document without any change in bid rate or other terms and conditions.

20. FORCE MAJEURE

- 20.1. Force Majeure shall mean any event or circumstances or combination of events or circumstances that materially and adversely affects, prevents or delays any Party in performance of its obligation in accordance with the terms of the Agreement, but only if and to the extent that such events and circumstances are not within the affected party's reasonable control, directly or indirectly, and effects of which could have prevented through Good Industry Practice or, in the case if construction activities through reasonable skill and care, including through the expenditure of reasonable sums of money. Any events or circumstances meeting the description of the Force Majeure which have some effect upon the performance of any contractor shall constitute Force Majeure with respect to the Vendor. The Parties shall ensure compliance of the terms of the Agreement unless affected by the Force Majeure Events. The Vendor shall not be liable for forfeiture of its implementation / Performance guarantee, levy of Penalties, or termination for default if and to the extent that it delays in performance or other failure to perform its obligations under the Agreement is the result of Force Majeure.
- 20.2. **Force Majeure Event**

The Force Majeure circumstances and events shall include the following events to the extent that such events or their consequences (it being understood that if a causing event is within the reasonable control of the affected party, the direct consequences shall also be deemed to be within such party's reasonable control) satisfy the definition as stated above. Without limitation to the generality of the foregoing, Force Majeure Event shall include following events and circumstances and their effects to the extent that they, or their effects, satisfy the above requirements:

 - 20.2.1. Natural events ("Natural Events") to the extent they satisfy the foregoing requirements including:
 - ⇒ Any material effect on the natural elements, including lightning, fire, earthquake, cyclone, flood, storm, tornado, or typhoon;
 - ⇒ Explosion or chemical contamination (other than resulting from an act of war);
 - ⇒ Epidemic such as plague;

⇒ Any event or circumstance of a nature analogous to any of the foregoing.

20.2.2. Other Events (“Political Events”) to the extent that they satisfy the foregoing requirements including: Political Events which occur inside or Outside the State of Gujarat or involve directly the State Government and the Central Government (“Direct Political Event”), including:

⇒ Act of war (whether declared or undeclared), invasion, armed conflict or act of foreign enemy, blockade, embargo, revolution, riot, insurrection, civil commotion, act of terrorism or sabotage;

⇒ Strikes, work to rules, go-slows which are either widespread, nation-wide, or state-wide and are of political nature;

⇒ Any event or circumstance of a nature analogous to any of the foregoing.

20.3. **FORCE MAJEURE EXCLUSIONS**

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

20.3.1. Unavailability, late delivery of materials

20.3.2. Delay in the performance of any contractor, sub-contractors or their agents;

20.4. **PROCEDURE FOR CALLING FORCE MAJEURE**

The Affected Party shall notify to the other Party in writing of the occurrence of the Force Majeure as soon as reasonably practicable, and in any event within 5 (five) days after the Affected Party came to know or ought reasonably to have known, of its occurrence and that the Force Majeure would be likely to have a material impact on the performance of its obligations under the Agreement.

21. CONTRACT OBLIGATIONS

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

22. AMENDMENT TO THE AGREEMENT

Amendments to the Agreement may be made by mutual agreement by both the Parties. No variation in or modification in the terms of the Agreement shall be made except by written amendment signed by both the parties. All alterations and changes in the Agreement will take into account prevailing rules, regulations and laws.

23. USE OF AGREEMENT DOCUMENTS AND INFORMATION

23.1. The Vendor shall not without prior written consent from GoG disclose the Agreement or any provision thereof or any specification, plans, drawings, pattern, samples or information furnished by or on behalf of GoG in connection therewith to any person other than the person employed by the Vendor in the performance of the Agreement. Disclosure to any such employee shall be made in confidence and shall extend only as far as may be necessary for such performance.

23.2. The Vendor shall not without prior written consent of GoG make use of any document or information made available for the project except for purposes of performing the Agreement.

23.3. All project related documents issued by GoG other than the Agreement itself shall remain the property of GoG and Originals and all copies shall be returned to GoG on completion of the Vendor's performance under the Agreement, if so, required by the GoG.

24. ASSIGNMENT & SUB CONTRACTS

Assignment by Vendor & Sub-contracts: The Vendor shall not assign, in whole or in part, its rights and obligations to perform under the Agreement to a third party, except with the prior written consent from

TENDERER. Further, vendor shall notify the TENDERER in writing of all subcontracts awarded under the Contract Agreement. Such notification shall not relieve the Vendor from any liability or obligation under the Agreement. The Vendor shall fully indemnify GoG for any claims/damages whatsoever arising out of the Sub contracts.

25. RESOLUTION OF DISPUTES

- 25.1. If any dispute arises between the Parties hereto during the subsistence or thereafter, in connection with the validity, interpretation, implementation or alleged material breach of any provision of the Agreement or regarding a question, including the questions as to whether the termination of the Contract Agreement by one Party hereto has been legitimate, both Parties hereto shall endeavor to settle such dispute amicably. The attempt to bring about an amicable settlement is considered to have failed as soon as one of the Parties hereto, after reasonable attempts [which attempt shall continue for not less than 30 (thirty) days], give 15 days notice thereof to the other Party in writing.
- 25.2. In the case of such failure the dispute shall be referred to a sole arbitrator or in case of disagreement as to the appointment of the sole arbitrator to three arbitrators, two of whom will be appointed by each Party and the third appointed by the two arbitrators.
- 25.3. The place of the arbitration shall be Gandhinagar, Gujarat.
- 25.4. The Arbitration proceeding shall be governed by the Arbitration and Conciliation Act of 1996 as amended.
- 25.5. The proceedings of arbitration shall be in English language.
- 25.6. The arbitrator's award shall be substantiated in writing. The arbitration tribunal shall also decide on the costs of the arbitration procedure.
- 25.7. The Parties hereto shall submit to the arbitrator's award and the award shall be enforceable in any competent court of law.

26. TAXES & DUTIES

Vendor is liable for all applicable taxes and duties at actual & will be paid by GoG while releasing the payments.

27. BOOKS & RECORDS

Bidder shall maintain adequate books and records in connection with Contract and shall make them available for inspection and audit by TPA/GoG during the terms of Contract until expiry of the performance guarantee.

28. WARRANTY TERMS

- 28.1. All goods / materials and Cabling / Labour work shall be supplied / carried out strictly in accordance with the specifications, drawings, datasheets, other attachments and conditions stated in the Bid / Order / LOI. All materials supplied by the Vendor shall be guaranteed to be of the best quality of their respective kinds and shall be free from faulty design, workmanship and materials. In event of default originating with the design, material arising at any time during the warranty period of 36 months from the date of FAT, the Vendor shall replace as may be necessary to ensure the material should function in accordance with the specification and to fulfill the foregoing Warranty without any delay. The Vendor shall warrant that every work executed under the contract shall be free from all defects and faults in material, workmanship etc. for a period of 36 (Thirty-Six) months for from the date of completion report Not acceptance test or 42 (forty-two) Months from the date of supply of Goods, whichever is earlier.
- 28.2. In the event that the materials supplied do not meet the specifications and/or are not in accordance with the drawings data in terms of this order, and rectification is required at site, GOG shall notify the Vendor giving full details of difference. The Vendor shall attend the site

within seven (7) days of receipt of such notice to meet and agree with representatives of GoG, the action required to correct the deficiency. The Vendor fail the attend meeting at site within the time specified above, GoG shall be at liberty to rectify the work/materials and Vendor shall reimburse GoG all costs and expenses incurred in connection with such trouble or defect.

29. PERFORMANCE GUARANTEE

29.1. Performance Guarantee for Comprehensive AMC & Operation & management of the SICN Services:

The Successful bidder has to submit Performance Bank Guarantee @ 10% of total order value (Item no. 1 + Item no. 2 of price bid) within 15 days from the date of issue of Purchase order (for contract period + extra 3 months) from All Nationalized Bank including the public sector bank or Private Sector Banks or banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2019/50/DMO dated 18.06.2019 issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is attached herewith).

29.2. PERFORMANCE GUARANTEE for cabling work:

29.2.1. Initially the Vendor will have to submit performance bank guarantee of **Rs. 3 Lacs** within 15 days from the date of issue of work order. In addition to that, if total work order value exceeds Rs. 30 Lakh for "JFC Cabling work" than bidder will have to submit additional PBG equals to 10% of the additional value order so that PBG amount for this head will be maintained at 10% during the entire contract duration. The performance guarantee will be in the form of bank guarantee towards faithful performance of the contract obligation, and performance of the equipments during Warrantee period of 3 years. In case of poor and unsatisfactory field services, Tenderer shall invoke the PBG.

29.2.2. The Performance Guarantee shall be valid for a period of 180 days beyond Warrantee period and shall be denominated in Indian Rupees and shall be in the form of an unconditional Bank Guarantee issued by 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/10/2019/50/DMO dated 18.06.2019 issued by Finance Department or further instruction issued by Finance department time to time in the format provided by TENDERER to be submitted Within 15 days from the date of issue of work order.

29.3. The Performance Guarantee shall be discharged by GoG and returned to the Vendor within 30 days from the date of expiry of the Performance Bank Guarantee.

29.4. Successful Bidder will have to sign the contract with the purchaser(s) within 7 days from the date of receiving the confirmed purchase order.

30. SERVICE TERMS

30.1. The entire scope of the work depends on the technical skill and experience in management of the same level or kind of infrastructure.

30.2. It is mandatory for Bidder to deploy qualified professional to install, commission & maintain the equipments, as defined under scope of work.

30.3. The Bidder has to submit regular schedule of man power availability & get it approved by GIL /GoG.

30.4. The Bidder has to deploy necessary problem escalation process & system to take care predefined VIP users at the priority.

30.5. The Bidder is free to deploy or to develop applications to facilitate the operation. GIL/GoG will welcome the deployment such application in respect to improve Quality of Services.

30.6. For extending better services to the government, the Bidder will be allowed to deploy & use own tested and proven solution, with prior permission form the GIL/GoG.

- 30.7. The Bidder has to ensure availability of man power round the clock. There has to be availability of Bidder's human resources 24 hours * 7 days a week through-out the year.
- 30.8. The Bidder need to manage & maintain various records related to the services extended to the Government.
- 30.9. The Government network is being operated & maintained by various agencies. In such circumstances the Bidder may need to coordinate and approach various agencies, if required.
- 30.10. The Bidder need to maintain the required security of network, database, e-mails etc. related to the government operations.
- 30.11. The Bidder is responsible to maintain documentation on the progress of the work and will have to update the same on regular basis. Bidder will have to submit the progress reports regularly, as per the guide line issued by TPA/GIL / GoG.
- 30.12. The understanding of the comprehensive maintenance under warranty period is as follows.
 - 30.12.1. In case of failure, the Bidder needs to replace or repair the faulty part/ component/device to restore the services at the earliest.
 - 30.12.2. The cost of the repairing or replacement of faulty part/component/device has to be entirely born by the Bidder.
 - 30.12.3. All expenses related to part/component/device, including hiring of specialized technical expertise, in case required, has to be born by the Bidder as part of comprehensive maintenance.
 - 30.12.4. The Bidder also needs to make alternate arrangement in case of major failure happens in the network, due to which services may be affecting for longer period.
 - 30.12.5. After repairing or replacement of the part/component/device, the Bidder needs to put the same into operation.

31. APPROVALS / CLEARANCES

- 31.1. Necessary approvals/ clearances concerned authorities, for establishing the proposed project are to be obtained by the Bidder.
- 31.2. Necessary approvals/ clearances from concerned authorities, as required, for fire protection, government duties / taxes / Octroi, are to be obtained by the Bidder.
- 31.3. Necessary approvals/ clearances, from concerned authorities (like City Nagar, Nigam, Public Works Department (PWD), Department of Irrigation, State Electricity Board etc. for "Right of way"), as required, are to be obtained by the Bidder for laying cables to meet system requirements.

32. PROJECT IMPLEMENTATION

- 32.1. The Bidder will implement the project strictly as per the plan approved by DST/GoG. The Vendor shall carry out cabling work at such locations as may be selected by DST/GoG within a specified period as specified in Instruction letter / LOI / Order and complete their Acceptance Test to the satisfaction of DST/GoG within 10 days from the date specified. This period may be extended depending upon the fulfillment of Conditions Precedent.
- 32.2. Government of Gujarat will appoint Engineer-In-Charge of the Project and all inspection, installation; commissioning and acceptance of work will be undertaken by Engineer-in-charge. All Invoices, Vouchers, Bills for supplied goods and services by the Supplier under the scope of the work will be verified measured and accepted by the Engineer-In-Charge for release of payment.
- 32.3. As part of implementation the Bidder shall provide details of equipment that will be incorporated in the proposed system, material and manpower as required. The location for storing spare parts and quantity there on should also be clearly indicated.
- 32.4. The Bidder shall provide the necessary technical support, Standard Operating Procedure (SOP) and other information to DST/GoG and its user organizations in implementing the

- proposed system applications. DST/GoG at any time during the currency of the Agreement should have access to the proposed sites.
- 32.5. The Bidder shall arrange to obtain all statutory permission with no cost to the Government of Gujarat. The Bidder may have to work during Holidays and Sundays, according to the urgency of work. The Bidder will obtain such permission on his own in consultation with the Engineers-in-charge. It will be the responsibility of the Bidder to co-ordinate with all other agencies of Government of Gujarat in order to obtain NOC required to execute the job.
 - 32.6. The Bidder shall not disturb or damage the existing network of communication. If in case any damage to the network is done, the same shall be corrected by bidder with no extra cost. The Bidder shall also be responsible for paying penalty, as imposed by the service owner to which the damage is incurred.
 - 32.7. In case of the material/solution supplied and installed is rejected owing to its non-conformity to the specification or due to the poor quality of workmanship, the same shall be replaced promptly.
 - 32.8. Bidder shall treat all matters connected with the contract strictly confidential and shall undertake not to disclose, in any way, information, documents, technical data, experience and know how, without prior written permission from DST/GoG.
 - 32.9. Any damage caused to the property of Government of Gujarat while executing the job shall be solely Bidder's responsibility. In case any damage to the property is caused, the same will be recovered from the Bidder. No any extra cost shall be paid to the Bidder for such reasons.
 - 32.10. The Bidder shall have to furnish the documentation of the work undertaken in consultation with TPA/GoG rep. in 3 sets of such documentation should be provided before the issue of completion certificate.
 - 32.11. It is a turnkey project. The Bidder shall be fully responsible for implementing the Project in totality and should include the items and their prices, if not included in Schedule of Requirement to complete the project on turnkey basis. Any claim whatsoever in this regard will not be entertained later on.
 - 32.12. In the event of the delay in delivery of contracted services or services is not satisfactory the purchaser may procure goods from elsewhere as prescribed in bid and Bidder shall be liable with out limitations for the difference between the cost of such substitution and the price set forth in the contract for the goods involved i.e. at the risk and cost of the Bidder.
 - 32.13. GIL/GoG reserves the right to visit any working site of the Bidder. The concern Vendor has to make necessary arrangement for the same.
 - 32.14. The Supplier shall be responsible and take required insurance for all of their representations working on the site at their own cost. DST/GoG will not be responsible for any loss or damage to any of the representatives of the Supplier during the said contract.
 - 32.15. All work shall be performed and executed by the Supplier in strict conformity with the TPA/ representative from GoG and any relative instruction issued to the Supplier by the TPA/Engineer-in-charge time to time.
 - 32.16. TPA/GIL/GoG shall associate few engineers / technicians during installation and commissioning work. Bidder shall ensure proper participation of the nominated personnel from GoG and train them on the system related. Also, Bidder shall organize the systematic training of selected personnel from TPA/GIL/GoG on the operation/management of equipments.

33. ACCEPTANCE TEST

- 33.1. Acceptance Test will be conducted in as follows:
 - 33.1.1. TPA/GoG reserves the right to inspect equipments and JFC cables etc. The cost of all such tests shall be borne by the Bidder. Any inspected goods fail for confirm to

specification after installation, the Government of Gujarat may reject them and the Bidder shall have to replace the rejected goods. In case of inspection waiver, the same shall be obtained before the dispatch of goods. Inspection of rest of material shall be done at site by the TPA/GoG. Sample approval should be obtained before installation for such material.

- 33.1.2. The first step will involve successful installation of all sites. The provisional acceptance of these sites will be defined as Partial Acceptance.
- 33.1.3. Final Acceptance Test (FAT): After successful installation of the System in accordance with the requirements as mentioned in Schedule of Requirement, Final Acceptance Test will be conducted. After successful testing, Acceptance Test Certificate will be issued by TPA to the Bidder.
- 33.1.4. The date on which Acceptance certificate is issued shall be deemed to be the date of successful commissioning of the System.
- 33.1.5. Any delay by the Bidder in the Acceptance Testing shall render, the Bidder liable to the imposition of appropriate Penalties.
- 33.1.6. All goods and services should have approval of TEC with ISI or other certification, as applicable, to prove the quality standards applicable in India.
- 33.1.7. All the work carried out by the bidders need to be registered and maintain in the inventory register by the bidder as per instruction by DST/Third party Agency. Further; bidder will have to submit inventory report monthly or as per the requirement by DST/Third party Agency.
- 33.1.8. The final acceptance test (FAT) report should confirm with cabling standard under the ISO certification.

34. INSTALLATION REQUIREMENTS

- 34.1. The Bidder needs to pull necessary cables up to required place, using approved PVC Casing/Piping/Channel/Cable.
- 34.2. The necessary Civil & Electrical work has to be carried out by the Bidder. The GoG will not reimburse any cost towards the same. The Bidder need to take necessary permission if require from concern authority.

35. INSTALLATION OF ADDITIONAL HARDWARE (IF APPLICABLE)

During the currency of the Agreement, if any additional hardware/equipment including interface equipment is required, the same will be procured separately by the TENDERER and bidder will be responsible to undertake integration, operation and maintenance for the same for the contract duration. No additional cost will be paid by tenderer as all these items will become part of bidder's scope.

36. THIRD PARTY AGENCY

DST/GoG may appoint Third Party Agency, who would monitor the project during implementation, commissioning and operation. The Third-Party Agency will also conduct the Partial and Final Acceptance Test as per the technical requirement of the Agreement and will issue the Certificate of Completion of each proposed site. Third Party Agency will verify the services provided by the Bidder under the Agreement. The Bidder will co-operate with such Third-Party Agency.

37. SUPPORT FROM EXTERNAL AGENCY (IF APPLICABLE)

In case, if Bidder wish to have support from any external agency, it's very necessary to inform DST/GIL in written prior to allow them to work on GIL/GoG infrastructure. The information should contain all respective information about the company from whom support has been extended, the person/group of people and the segment in which services has been taken. On completion of the task, another report should be submitted by mentioning action taken by this person/group of people from external agency, with duration. The Bidder is sole responsible for the action taken by such agency on their behalf. No Data/

Information should be sent out of the premise without obtaining prior written confirmation from the GIL/GoG.

Section – 6: SPECIFICATIONS

1) CABLE LAYING WORKS

1.1 General

The Underground JFC are extensively used in outdoor SICN networks. The cables are laid from SICN nodes to Distribution Points (DPs). For the purpose of flexibility, Pillars / Junction boxes are introduced in the network. The primary cables, which are of higher size, are laid from SICN locations to Pillars / Junction boxes. The distribution cables are laid from Pillar / Junction box to DP. The capacity of Pillars and DPs are decided in accordance with demand and size of the network. The quality of construction of U/G cable Net Work decides the quality and reliability of SICN services, delivered to the users to a large extent. Therefore, the construction practices of the U/G cables should be of very high quality, strictly in accordance with constructions specifications.

The Cables / Components / Accessories to be used in the project must be of specified brand. Wherever it is not specified it must be of standard quality (ISI / BIS standards). Bidder will have to provide test certificate from the manufacturer, to ensure the quality of the each and every lot of the cable / material used. Bidder will have to submit quality certificate issued by EQDC, Gandhinagar or its equivalent authority, for all the passive material supplied such as Cables, accessories, GI / HDPE pipes, Cable guides, Casing & Capping, Patch Cords, Racks, DP, Krone / connectors etc.

Bidder should supply/install all required accessories whether it is mentioned explicitly or not to adhere to the scope of work of this RFP. All active network components should be IPv6 compatible and should be with IPv6 ready from Day1.

1.2 Construction Specifications:

- a) Classification of Soil: For the purpose of trenching, the soil shall be categorized as under.
- Soft Soil: This will include all types of soils- soft soil/hard soil / morrum i.e any strata, such as sand, gravel, loam, clay, black cotton morrum, single, river or nalla bed boulders, soiling of roads, paths, densely pebbles/stones etc., lime concrete, mud concrete and their mixtures which for excavation yields to the application of picks, showels, sacrifiers, ripper and other manual digging implements including chiseling.
 - Footpaths / Along Road Side:
Trenching on Foot Path or along Road on carpeted surface may be necessary in certain stretches where roads have been metalled edge to edge and there is no un-metalled corridor or footpath available for trenching and laying the cables.
 - ⇒ Tarmac (Asphalt) Foot Path/ Road: means Foot path / Road with tarmac surface with or without compacted strata below the tarmac surface, irrespective of thickness of Tarmac/Metal.
 - ⇒ Kharanja: means Footpath / Road covered with various types of bricks with or without compacted strata below the surface, irrespective of thickness of bricks.
 - ⇒ Tiled Foot Path/ Roads: means Footpath / Road covered with various types of tiles/stone slabs with or with out compacted strata below the tiled surface, irrespective of thickness of tiles / stone slabs.
 - ⇒ Cement Concrete Foot Path Road: means the surface on Footpath / Road covered with CC (Cement Concrete) with or without compacted strata below the surface, irrespective of thickness of cement concrete.
 - Road Crossings:
 - ⇒ "Tarmac or Asphalt Road" means the road surface, which is metalled by sphalt/tarmac normally having compacted strata below the metalled surface, irrespective of thickness of asphalt/tarmac.

- ⇒ Kharanja Road: means road covered with various types of bricks with or without compacted strata below the tiled road surface, irrespective of thickness of bricks.
- ⇒ Tiled/CC Road: means road made of tiles of any type/stone slabs/bricks or CC road normally having compacted strata below the tiled/CC surface, irrespective of thickness of tiles/CC.
- ⇒ RCC Road: means the surface made of cement concrete duly reinforced with steel bars normally having compacted strata below RCC, irrespective of thickness of RCC.
- ⇒ WBM road: means water bound mecadam surface made of stone, metal and gravel and rolled with road roller.
- ⇒ At road crossings, the trenches shall be so dug that top of RCC pipe shall be at one-meter depth from ground level.
- Excavation of Trenches
 - ⇒ Before excavation of trenches the route should be marked for trenching. Care should be taken to see that the route of the trench to excavate is reasonably straight avoiding the existing underground service.
 - ⇒ The Bidder should take trial pits to locate the underground services before commencement of actual trenching. These trial pits shall be 30 cms. wide, 120 cms. deep and 120 cms. long at right angles to the proposed trench at an interval of 20 to 50 Mtrs along the proposed cable route. If a slab is encountered, the same may be removed and trial pits may be made.
 - ⇒ In city areas, the trench will normally follow the footpath or the road except where it may have to come to the edge of carriage way or cutting across roads with the specific permission from the concerned authorities maintaining the road (such permission shall be obtained by the Bidder). Outside the city limits, the trench will normally follow the boundary of the roadside land. However, where the roadside land is full of burrow pits or when the cables have to cross culverts / bridges or streams, the trench may come closer to the road edge or in some cases, over the embankment or shoulder of the road (Permission for such deviations for cutting the embankment as well as shoulder of the roads shall be obtained by the Bidder).
 - ⇒ The alignment of the trench will be decided by Engineer-In-Charge or by TPA. Once the alignment is marked, no deviation from the alignment is permissible except with the approval of Engineer-In-Charge or TPA. While marking the alignment only the centre line will be marked and the Bidder shall set out all other works to ensure that, the excavated trench is as straight as possible. The Bidder shall provide all necessary assistance and labour, at his own cost for marking the alignment. Bidder shall remove all bushes, undergrowth, stumps, rocks and other obstacles to facilitate marking the centre line without any extra charges. It is to be ensured that minimum number of bushes and shrubs shall be removed to clear the way and the Bidder shall give all consideration to the preservation of the trees.
 - ⇒ The line-up of the trench must be such that cables shall be laid in a straight line except at locations where it has to necessarily take a bend because of change in the alignment or gradient of the trench.

1.3 Methods of Excavation:

In city limits as well as in built up areas, the Bidder shall resort to use of manual labour only to ensure that no damage is caused to any underground or surface installations belonging to other public utility services and / or private parties.

However, along the Highways and across country routes, there shall be no objection to the Bidder resorting to mechanical means of excavation, provided that no underground Installations exist in the path of excavation, if any, are damaged.

There shall be no objection to resort to horizontal boring to bore a hole of required size and to push through G.I. Pipe through horizontal bore at road crossing or rail crossing or small hillocks etc. Necessary

barricades, night lamps, warning boards and required watchman shall be provided by the Bidder to prevent any accident to pedestrians or vehicles.

When trenches are excavated in slopes, uneven ground, inclined portion, and the lower edge shall be treated as normal level of the ground for the purpose of measurement of depth of the trench. In certain locations, such as uneven ground, hilly areas and all other places, due to any reason whatsoever it can be ordered to excavate beyond standard depth of 100 Cms. above the cable to keep the bed of the trench as smooth as possible.

If excavation is not possible to the minimum depth of 100 Cms. above the cable, as detailed above, full facts shall be brought to the notice of the Engineer-In- Charge / TPA in writing giving details of location and reason for not being able to excavate that particular portion. Approval may be granted in writing under genuine circumstances.

The Bidder shall be responsible for all necessary arrangements to remove or pump out water from trench. The Bidder should survey the soil conditions encountered in the section and make his own assessment about dewatering arrangements that may be necessary. Wherever the soil is hard due to dry weather conditions, if watering is to be done for wetting the soil to make it loose, the same will be done by the Bidder.

a) Trenching near culverts / Bridges:

At bridges and culverts the cable shall be laid in GI pipe of suitable size with the permission of concerned authorities maintaining the roads/bridges. Such permission shall be obtained by the Bidder. While carrying out the work on bridges and culverts, adequate arrangement for cautioning the traffic by way of caution boards during day time and danger lights at night shall be provided.

The GI pipe should be clamped to the outside of the parapet wall of the culvert or bridge with the help of clamps, nails, nuts, bolts and screws of suitable size to ensure that the pipe is securely fixed. The GI clamps should be of minimum 25 mm width and 3 mm thickness and should be fixed at an interval of 50 cms. If necessary, the pipe should be taken to the parapet walls at the ends where the wall diverges away from the roads. The work should be carried out in consultation with the authorities concerned maintaining the roads and bridges.

In case of small bridges and culverts, where there is a likelihood of their subsequent expansion and remodeling, the cable should be laid with some curve on both sides of the culvert or the bridge to make some extra length available for readjustment of the cable at the time of reconstruction of culvert or the bridge.

b) Excavation in Surfaced Strata:

• Excavation on Footpath

The excavation of trenches in all types of footpaths including dismantling of asphalt/all type of tiles/CC and WBM shall be done up to a depth such that the top of the cable is 1.0 M below the normal ground level. The excavation on the footpaths will be done manually. The Bidder shall have to provide shoring wherever necessary, in case the depth of trench is more than one meter. It is expected that the other services may be present below the footpath, therefore, extra care need to be exercised while excavation of trenches.

• Excavation of Trenches along the roads (which are carpeted end to end)

The excavation of trenches along the roads which are carpeted from end to end including dismantling of asphalt, concrete and WBM shall be done up to a depth such that the top of the cable is 1.0 M below the normal ground level. The excavation along the roads shall be done manually. The Bidder shall have to provide shoring wherever necessary, in case the depth of trench is more than one meter. It is expected that the other services may be present below the roads, therefore, extra care need to be exercised while excavation of trenches.

- Excavation at Road Crossings:

The excavation of trenches in all types of roads including dismantling of asphalt / all type of tiles / CC and WBM shall be done up to a depth such that the top of the RCC pipe is 1.0 meter below the normal ground level. After excavation of trench, RCC Pipes of 100mm/ 150mm/225mm /300mm dia shall be laid at the road crossings. The roads, which are broad, may be opened for half their width, allowing the other half for use of vehicular traffic. The second half of the width should be opened after laying pipes and reinstating the first half of the trench. Pipes laid in the second half should be coupled firmly with those laid in the first half. Care must be taken to couple the pipes fully. The pipes should be laid with a slight slope from the center to the sides of the road to prevent collection of water. 8 mm PP Rope shall be drawn through the laid pipes to facilitate cleaning and cable pulling at a later date before closing the trench.

As the work on road crossings entails lot of inconvenience to vehicular traffic and pedestrians, it is desirable to bury extra pipes for future expansion at the initial stage itself. The spare pipes must be sealed properly at both the ends of the road to obviate the possibility of pipe getting choked due to settlement of sedimentation etc. The Bidder shall have to provide shoring, wherever necessary, in case the depth of trench is more than one meter. Necessary barricades, night lamps, warning boards and required watchman shall be provided by the Bidder to prevent any accident to pedestrians or vehicles.

1.4 Trenches of Less Depth:

The depth of trench is very important for future life of cables. Therefore, it is very much necessary for Bidder to ensure that the standard depth is maintained in normal circumstances. However, due to obstructions, if the standard depth cannot be achieved, lower depths up to certain limits are acceptable by the authorities with extra protection as per specifications. The relaxation shall be obtained from the Engineering in charge/ TPA, giving reasons for not achieving standard depth.

1.5 Laying of Cables:

After excavation of trenches, approximately 5 Cms thick bed of soft soil/ or sand (in case the excavated material contains sharp pieces of rock/stones) is laid before directly laying the cable. Adequate care shall be exercised while laying the cables so that the cables are not put to undue tension/pressure as this may adversely affect the electrical characteristics of cables with passage of time.

Sharp bends shall be avoided. Bends, if any, the radius of curvature should be more than at least six times the diameter of the cable. After the completion of laying, sand/ sieved earth, free of stones etc., shall be placed over the cable to a height of 7.5 Cms. duly levelled and rammed lightly to form a bedding for warning bricks or Half round RCC pipes/ stone slab/ Pre cast RCC slab for mechanical protection.

The cables may be required to be pulled through RCC/ GI Pipes at road crossings, Extra care should be taken to avoid damage to the cable while pulling through pipes which may occur due to kinks. The Bidder should have the required tools and equipments for the purpose to complete the job in a professional manner.

The Bidder shall ensure that trenching and cable laying activities are continuous, without leaving patches or portions incomplete in between.

When there are number of cables of the same size in the same trench it becomes difficult to identify the particular cable at time of maintenance. Therefore, identification collars bearing L.I. Number of the cable shall be tagged to all the cables. The identification collars shall be provided at an interval of not more than 2 meters.

a) Laying of OFC through Horizontal Directional Drilling (H.D.D.)

Excavation of trench and laying of HDPE Pipes through H.D.D. technique. The Optical Fibre Cable shall be laid through PLB HDPE pipes. Back filling and dressing of the excavated trenches. Blowing/pulling of Optical Fiber Cable with proper tools and accessories.

1.6 Placing of Half Round RCC Pipes / Layer of Bricks

After laying of cables, it is covered by a consolidated layer of 8 Cms. of soft earth (or sand in special cases where excavated material contains sharp stones/objects) which should be free from stones or other sharp objects, carefully pressed and lightly tamped. On this layer of soft earth, a layer of half round RCC pipes (100/150 mm dia) / Bricks is placed as a warning layer and also as a mechanical protection. The choice for protection layer out of half round RCC Pipes or bricks may be decided based on availability and comparative cost.

1.7 Back Filling and Compacting of the Excavated Trenches:

After laying the cables and providing warning/protection layer as per specifications, the remaining portion of the trench shall be filled in and well tamped in steps. The trench should be back filled in layers not exceeding 20 cms. each at a time and rammed. The Bidder shall remove the excess earth from the site and leave only a crown of earth rising approximately 5 cms. in the centre. This allows for natural subsidence. When digging on footpaths, along roads and crossings, care should be taken to see that the road is made motorable as soon as the work is completed. The permanent reinstatement of roads and pavement shall be done by the local authorities.

1.8 Erection of Pillars:

The pillars should be installed in safe places on footpaths at suitable locations convenient and accessible for maintenance. The positions close to the edge of footpaths, near transformers or below Electric Lines particularly H.T. Lines must be avoided. The location of pillar, which may obstruct the view of drivers of vehicles as on kerb lines at street intersections, locations in which the doors of the pillars when opened constitute a danger to pedestrians or traffic must be avoided. In general, the pillar shall be so located that reasonable and safe working conditions to the staff are possible throughout the year. The height of the pillar shall be such that the pillar does not get submerged during rains.

1.9 Erection of DPs:

The Distribution Points (DPs) are fitted on poles, walls or in the staircase walls easily accessible for maintenance, to terminate distribution cables coming from pillars. The items of work in erection of DPs are as under:

- a) Fixing of 20/32 mm G.I. Pipe with the help of clamps, nails and saddles at every 30 cms. The clamps should be made of 25 mm wide and 3 mm thick G.I. strips properly galvanized.
- b) Pulling of L.I. Cable (5 Pairs/10 pairs/20 pairs/50 pairs) through 20/32 mm dia G. I. Pipe of approximately 7 to 10 ft. and terminating the cable pairs in DP box and fixing of DP box on the wall with the help of suitable rawl plugs/wooden gitti and screws.

1.10 Termination of Cables in MDF & Pillars:

The U.G. Cables are terminated on tag blocks on line side of the MDF. The MDF consists of iron frame work and line side tag blocks are fitted on verticals. In the department, depending upon the height of the MDF room, MDFs of different sizes are erected. For simplicity and uniformity, a standard numbering scheme of verticals, tag blocks and tag numbers in the tag block is followed.

While terminating the cables in MDFs and Pillars, the correspondence of pairs shall be maintained from the point of view of counting of pairs and maintenance of the cables. In case of armoured cables, the armour of the cable shall be connected to the C.T box mounting frame in the pillar and to the verticals of MDF, which are earthed. The work of "termination on MDF and pillars "includes:

- ⇒ Fixing of tag blocks on MDF vertical/CT boxes in Pillars.
- ⇒ Drawing the cable in to the pillar and removing the cable sheath for required length.
- ⇒ Providing earth continuity with the armour of the cable(s).

- ⇒ Cleaning the insulated conductor and covering the formed bunches with PVC sleeve/tape.
- ⇒ Termination of cable pairs in Tag blocks/CT boxes.
- ⇒ Sign writing with white enamel paint of reputed brand on inner panel of the pillar shall be done indicating the termination details. On MDF, the written labels shall be put in place provided for it indicating the termination details. The details of sign writing shall be given by the Engineer-in-charge.
- ⇒ The termination of cables should be done using standard tools.

1.11 Jointing of cables:

The quality of jointing work is of immense importance and therefore, the jointing work should be done experienced jointers using standard tools and accessories. The work of cable jointing involves jointing of pairs by twisting. The quality of joint is vital for overall electrical characteristics and quality of transmission of the subscriber loop and therefore, the same has to be done meticulously. The items of work involved in jointing are as under:

- ⇒ Digging the Pit for the Joint.
- ⇒ Preparation of cable ends for jointing.
- ⇒ Jointing of cable conductors by twisting or by machine jointing using modular connectors.
- ⇒ Closing the joint & Flooding of the joint (Flooding of Joints shall be mandatory).
- ⇒ Providing protection to the joint with half round RCC Pipe/ Briks
- ⇒ Back filling and compacting.
- ⇒ Providing joint indicator and noting distances from three permanent points for future reference to locate the joints.

The Bidder shall make hundred percent pairs available from end to end. To ensure the availability of 100% pairs end to end it is a good practice not to close the joints until all the pairs are tested from MDF to pillar for primary cable work and from pillar to DP for distribution cable work. In case of some pairs missing, the defects should be rectified at this stage itself, as the joints are still kept open. Once, all the pairs are available, joint shall be closed properly using jelly and other accessories as per instructions. Proper and adequate filling of jelly in the joints is of importance as any water ingress and trapped in the cavities will result into low insulation fault at later date.

1.12 End-to-End Testing:

The cables are to be tested for continuity of pairs and electrical and transmission characteristics of the cable pairs, between MDF and pillar in case of primary cables and pillar and DPs in case of distribution cables separately. Broadly the Parameters are tested such as Insulation, Cross Insulation, Continuity, Loop resistance, Transmission loss, Cross talk level etc.

1.13 Cable route & Joint Indicators:

Cable route and joint indicators are to be provided to indicate the cable route and location joints. The route and joint indicators are to be used for cables laid in rural areas as availability of land marks over wide expanse of lands is scanty. The route indicators are to be placed at every 200 mts. and at every place where the cable changes direction. Joint indicators are to be provided at all joints. For the sake of uniformity and from viewpoint of identification of cable at later date for maintenance, the route / joint indicators shall be provided in the alignment of the trench.

The route/Joint indicators shall be painted with Primer before painting with oil paint. The route indicators shall be painted with yellow paint and joint indicators shall be painted with red paint.

1.14 Documentation:

The documentation, consisting of route diagrams, depicting joint locations, termination details of cables on MDF, pillars and D.Ps., is of immense help at the time of maintenance or undertaking any re-arrangement work.

The documentation shall be prepared primary cable wise for one or more than one primary cables with all its pillars shown and for all its pillars the distribution cables shown pillar wise, for each work order. Vender will have to undertake preparation of route diagram depicting alignment of cables on roadsides on a geographical map. Though it is desirable to prep are these diagrams on geographical maps to the scale but in case geographical maps are not available, the maps should be constructed to a reasonable accuracy by taking details from the local bodies of the area. On this diagram, besides showing alignment of the cable, the topographical details of the road, location of pillars and landmarks along side should also be shown to locate the cable(s) easily as and when required.

2) The Cables / Components / Accessories to be used in the project must be of reputed brand. However, bidder has to supply the all items of quoted brands only during the contract period. Bidders will have to provide test certificate (ETL/UL/TEC/ERTL-Meity, GOI) for the cable/material used, to ensure the quality of the each and every lot. All the components like JFC, Passive Networking Components, DPs, Phones needs to be Restriction of Hazardous Substances (RoHS) complied and bidders shall provide RoHS Compliance for the same. All work performed on this project will be installed in accordance with the current edition of the following:

- Building Industry Consulting Service International (BICSI) Telecommunications Distribution Methods Manual
- BICSI Cabling Installation Manual
- ANSI/TIA/EIA Standards
- All local codes and ordinances.

During the installation activities, records and route layout diagram must be kept of all items installed, including reference to cable pathways used, final location, identity of cables and equipment. The presentation of all of these records will provide the "As-Installed" basis for all future reference to the installation.

The JFC cabling shall be installed in accordance with manufacturer's installation instructions. The installer will ensure that the manufacturer's specifications for the JF cable to meet the transmission characteristics required by Cabling Standards.

All installed cables, termination boxes, distribution panels and wall outlets shall be marked and numbered in accordance with Administration Standard for the Telecommunications Infrastructure.

The documentation required at the completion of the installation phases shall contain all of the following information, together with any other information the installer has acquired during the installation.

- "As-Installed" documentation, showing total cabling and connections installed using floor space plans and cable record sheets. This documentation must show all cables and outlets incorporating the full numbering and marking convention supplied.
- All test results and certification information, identified by cable, connection and numbering convention, necessary for all cables.
- Bidder is required to update the details of Hardware installed in the Assest Master of IWDMS before completion of FAT.

Section – 7: FINANCIAL BID FORMAT

Bidder should quote firm rates for the entire Scope of Work and Technical Requirements mentioned in the Tender Document including cost of add-on functionality/features proposed by bidder over and above the scope of work:

Amount in Rs.

S/N	Item Description	UOM	Qty	Unit Rate	Total Amount (W/o tax)	Rate of Tax (%)
A	B	C	D	E	F = E x D	
1	Comprehensive AMC (Inclusive of all as per the technical & functional scope of work, material, labour, repair cost for the entire contract duration period of 2 years)	Nos	1			
2	Operations and Maintenance Support for 2 Years from the date of issuance of work order (as per the scope of work, inclusive of all the cost such as manpower for the entire contract duration)	Nos	1			
JFC cabling work related items						
3	New Telephone Connection (JFC cabling work including Supply, installation and Termination of JFC cables, PVC flexible Pipes and accessories, RJ11 termination at work station along with I/O boxes, Face Plates, Casing & Capping, conduits, RJ-11 Connector and configuring node in network) without telephone instrument	Per User End Point	1000			
4	New Analog Telephone Supply, Installation & implementation of analogue telephone instrument along with all the required accessories (Push Button Type with speaker) as per the scope of work of RFP with 3years of warranty	Nos	1000			
5	New Plan Telephone (1+1 for Boss Secretary feature) Supply, Installation & implementation of plan phone instrument along with all the required accessories (with speaker) as per the scope of work of RFP with 3years of warranty	Nos	100			
6	Jelly Filled Cable (armoured 0.5 JF cable) [Unit price should Inclusive of all the required line items like JFC Cost, Labour charges, digging/ trenching/laying, Brick work, Clamping, Distribution Point, Route-marker/Indicator (Iron Made with Reflective Painting- with Min. height of 1ft) at every 100 MTRs and any other item, if any as per the Specification of this RFP]	Per Mtr				
	10 Pairs		1000			
	20 Pairs		400			
	50 Pairs		673			

	100 Pairs		2000			
	200 Pairs		583			
7	Supply installation & commissioning of krone type Distribution point (DP) with Lock and shelter, (Including CRCA sheet, 18 Gauge powder coated both side (inside and outside), rubber sealing, Cable Entry-Exit whole at both side (Top & Bottom), back mounting frame, Jumper wires, ferruling, labeling, rosset etc..)	Nos				
	For 10x10 Pairs		50			
	For 20x20 Pairs		200			
	For 50x50 Pairs		100			
	For 100x100 Pairs		50			
	For 200x200 Pairs		25			
8	Laying of Jelly filled underground cable in the existing trench including supply and labour work					
	Up to 10 pairs	Per Mtr	100			
	Up to 20 pairs		100			
	Up to 50 pairs		100			
	Up to 100 pairs		50			
	Up to 200 pairs		50			
9	Supply, installation, jointing & testing JFC jointing kit inclusive of all (Material, Labour etc..)					
	10 pair JFC jointing kit	Per Jt	100			
	20 pair JFC jointing kit	Per Jt	100			
	50 pair JFC jointing kit	Per Jt	100			
	100 pair JFC jointing kit	Per Jt	50			
	200 pair JFC jointing kit	Per Jt	50			
10	Krone strips inclusive of all accessories	Nos	1000			
11	line cord extension cable with RJ-11 at both end					
	3 mtrs	Nos	500			
	5 mtrs	Nos	200			
12	Repairing Charges for faulty telephone instruments of any make which are not covered under warranty repairs	Nos	1000			
13	Repairing Charges for faulty push button of analogue telephone	Nos	1000			
14	Repairing Charges for Faulty 1+1 plan phones	Nos	100			
15	Removal of Old cabling work including shifting/ rework, Bidder is required to remove the same & shift at new place or at DST store.	Mtr	1000			
			Grand Total			

Note:

- 1) The quantity mentioned above for Line item no 3 to 15 is notional for evaluation purpose only. However, actual quantity may vary during the period of contract depending upon the actual requirement of the Government of Gujarat and price quoted shall be valid for the contract duration.
- 2) Non-acceptance of the above condition(s) or Conditional bid shall be rejected.
- 3) L1 will be the lowest sum total of rates of all line items without taxes.

Section - 8

1) Format for 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 Gujarat Informatics Ltd. ,Gandhinagar 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 _____ 2019.

Signed and delivered by

For & on Behalf of
Name of the Bank & Branch &
Its official Address

List of 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/10/2019/50/DMO dated 18.06.2019 issued by Finance Department or further instruction issued by Finance department time to time.

XXXXX---XXXXXX

2) Format for Pre-Qualification Bid Letter

(On Bidder's letter head)

To,

<Name & Designation>

Gujarat Informatics Limited

Gandhinagar, Gujarat

Sir/ Madam,

Sub: "Request for Proposal (RFP) for Selection of Agency for providing CAMC, Operations & Maintenance services and JFC Cabling work for Telephony connections under the SICN Project to User within the Gandhinagar, Gujarat for the period of 2 years"

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

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

- 1. Earnest Money Deposit (EMD):** We have enclosed an EMD in the form of a Demand Draft/ Bank Guarantee no. _____ dated xx/xx/xxxx for Rs. XXXXX (Rupees _____ only) drawn on _____. This EMD is liable to be forfeited in accordance with the provisions of this RFP.
- 2. Contract Performance Bank Guarantee:** We hereby declare that in case the contract is awarded to us, we shall submit the contract performance bank guarantee in the form and General Terms Conditions mentioned in this RFP and Contract document.
- 3.** We hereby declare that our bid is made in good faith, without collusion or fraud and the information contained in the bid is true and correct to the best of our knowledge and belief. In case of breach of any tender terms and conditions or deviation from bid specification, the decision of DST/GIL Tender Committee for disqualification will be accepted by us.
- 4.** 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, DST/GIL reserves the right to take legal action on us.
- 5.** We understand that our bid is binding on us and that you are not bound to accept a bid you receive.

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Seal Date:

Name & Designation:

Business Address:

XXXXX---XXXXXX

3) Format- General Information about the Bidder

Details of the Bidder		
1	Name of the Bidder & Address of the Bidder	
2	Status of the Company (Public Ltd/ Pvt. Ltd)	
3	Details of Incorporation of the Company	Date:
		Ref. #
4	Details of Commencement of Business	Date:
		Ref. #
5	Company Identification Number (CIN)	
6	Registered Office of the Company:	
7	Composition of the Board of Directors of the Company. Please furnish Name, Designation and their DIN.	
8	Name of Company Secretary of the Company and his/her Membership No.	
9	Name and address of the Statutory Auditors of Company for the Financial years 2013-14, 2014-15 and 2015-16.	
10	GST No & Date	
11	CIN No. & Date	
12	Permanent Account Number (PAN)	
13	Name & Designation of the contact person to whom all references shall be made regarding this tender	
14	Local office Address & Telephone No. (with STD Code)	
15	E-Mail of the contact person:	
16	Fax No. (with STD Code)	
17	Website	

XXXXX---XXXXXX

4) Format – Compliance Statement & Eligibility Criteria Check list

S/N	Specific Requirements	Documents Required	Compliance Yes/No	Supporting Documents Attached or Not
1				
2				

XXXXX---XXXXXX

5) Format – Declaration Letter regarding Black listing

(On Bidder's letter head)

To,

<Name & Designation>

Gujarat Informatics Limited

Gandhinagar, Gujarat

Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No. _____] regarding "Request for Proposal (RFP) for Selection of Agency for providing CAMC, Operations & Maintenance services and JFC Cabling work for Telephony connections under the SICN Project to User within the Gandhinagar, Gujarat for the period of 2years".

I hereby declare that my company has not been blacklisted by any Ministry of Government of India or by Government of any State in India or by Government of Gujarat or any of the Government PSUs.

I further certify that I am the Director/ Authorized Signatory/ Company Secretary and am therefore, competent in my Company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Name & Designation

Seal

DIN/Membership No.

Date:

BusinessAddress:

Note: In case of Authorized signatory proper Power of Attorney should be enclosed with the document confirming the signing person as an authorized signatory.

XXXXX---XXXXXX

6) **Format – Unconditional Acceptance of RFP terms and conditions**

(On Bidder's letter head)

To,

<Name & Designation>

Gujarat Informatics Limited

Gandhinagar, Gujarat

Sir/ Madam,

I have carefully gone through the Terms & Conditions contained in the RFP Document [No _____] regarding "Request for Proposal (RFP) for Selection of Agency for providing CAMC, Operations & Maintenance services and JFC Cabling work for Telephony connections under the SICN Project to User within the Gandhinagar, Gujarat for the period of 2years".

I declare that all the terms and conditions and provisions of this RFP Document including Scope of Work and SLAs are acceptable to my company.

I further certify that I am the Director/Authorized signatory/ Company Secretary and am therefore, competent in my Company to make this declaration.

Yours faithfully,

(Signature of the Bidder)

Name & Designation:

Seal DIN/Membership No.:

Date:

BusinessAddress:

Note: In case of Authorized signatory proper Power of Attorney should be enclosed with the document confirming the signing person as an authorized signatory.

-----XXX-----

7) Format – Annual Sales Turnover Statement
(On Applicant’s Statutory Auditor’s/CA letterhead)

Date: __/__/__

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

S/N	Turnover	2015-16	2016-17	2017-18
1	Annual Turnover generated from IT/Telecom System Integrator business as per Profit and Loss Account			
2	Net worth as per Audited Balance Sheet			
3	Annual Turnover solely generated from <i>Telephony Business/VoIP/unified Communication</i>			
4	Net Profit as per Profit & Loss Account			

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

-----XXX-----

8) Form E1 Format – Statement of Projects completed of Prescribed Nature & Size

Please fill one separate form for each project according to pre-qualification criteria/eligibility criteria: -

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

Note:

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

-----XXX-----

9) Format – Technical Bid Letter

(on Bidder's letterhead duly signed by Authorized signatory)

Date: __/__/__

To,

<Name & Designation>

Gujarat Informatics Limited
Gandhinagar, Gujarat

Sir/ Madam,

Sub: "Request for Proposal (RFP) for Selection of Agency for providing CAMC, Operations & Maintenance services and JFC Cabling work for Telephony connections under the SICN Project to User within the Gandhinagar, Gujarat for the period of 2years"

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

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

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

Thanking you,

Yours faithfully,

(Signature of the Bidder)

Seal Date:

Name & Designation:

Business Address:

-----XXX-----

10) Format – Technical Compliance Sheet

S/N	Name of Item	Make	Model	Supporting Documents (uploaded or Not)
1				
2				
3				
4				
5				
6				
7				
8				
9				
10				
11				
12				

-----XXX-----

11) Form E4: Format- Manpower Details

Sr. No.	Name	Date of Joining	P.F. No./ ESIC No.	Education Qualification	Experience Details with Project work upon
1					
2					
3					
7					
8					
9					
10					

Note: attach the necessary supporting proof/document for above details.

12) Form no. E5 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".

13) Form no. E6 Service Centers Detail

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

Note: You have to mention service centers as per eligibility criterion. If you like to add more service centers (if applicable) by adding multiple form which may be added by "NUMBER OF ROWS TO ADD".

14) Form no. E8 ISO 9001:2008 and 14001:2004 certification for Manufacturing

Sr. No.	Item	Make & Model	Name of OEM	ISO certification valid up to	ISO certification attached? (Yes/No)
1					
2					
3					
4					
5					
6					
7					

15) Format-Earnest Money Deposit in the form of Bank Guarantee

Ref:

Bank Guarantee No. & Date:

To,

DGM (Technical)

Gujarat Informatics Limited

Block No. 2, 2nd Floor,

Karmyogi Bhavan, Gandhinagar-382010

Gujarat, India

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the RFP no: GIL/DST/SICN/2019 dated 24.05.2019 for "Request for Proposal (RFP) for Selection of Agency for providing CAMC, Operations & Maintenance services and JFC Cabling work for Telephony connections under the SICN Project to User within the Gandhinagar, Gujarat for the period of 2years" Project on behalf of Department of Science & Technology, 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 -----2019.

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. f 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.

We undertake to pay to the GIL/TENDERER up to the above amount upon receipt of its first written demand, without GIL/TENDERER 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 six months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the TENDERER 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 TENDERER 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 TENDERER or any other indulgence shown by the TENDERER or by any other matter or things.

The Bank also agree that the TENDERER 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 TENDERER may have in relation to the SELLER's liabilities.

Dated at _____ on this _____ day of _____ 2019.

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/10/2019/50/DMO dated 18.06.2019 issued by Finance Department or further instruction issued by Finance department time to time.

-----**XXX**-----

Annexure-1 Location of existing Remote Unit (Rus) of SICN project situated in Gandhinagar, Gujarat

S/n	Locations of _Remote unit	Total no of analog extension	Total no of digital extension
1	Vidhansabha PPN	72	24
2	Block 5, New Sachivalaya	1368	192
3	Vidhansabha EPN	288	24
4	Block 12, New Sachivalaya	1464	72
5	Old Sachivalaya	1344	24
6	Sector 19, Gandhinagar	576	24
7	Udhyog bhavan	1128	48
8	Sector 20, Gandhinagar	528	72
9	Police bhavan, Gandhinagar	696	48
10	Krishi bhavan, Gandhinagar	696	48
11	Old Sachivalaya- New RU	408	24
12	Swarnim Sankul-1, New Sachivalaya	216	144
Total		8784	744

Annexure-2

Indicative Assets list of existing SICN project situated in Gandhinagar, Gujarat is as mentioned below. Further, bidders may visit the RU's/locations for realistic preparation of their bids with prior permission of tenderer.

S/N	Items	Qty
1	EPABX (Main System, Processor) along with all its necessary hardware	1
2	Analog Telephone	8784
3	Digital Phone	744
4	Plan Phone (1+1)	735
5	DC Power Supply	Lump sum
6	Voice Mail System	1
7	Announcement Card	1
8	Call Billing System	1
9	24 Port Analog Line Card	366
10	24 Port Digital Line Card	31
11	PRI Lines with Card	23
12	E1R2MFC	1
13	Call Classifier	1
14	8 Port CO trunk	1
15	ANNC BOARD	1
16	AUX TRUNK	6
17	Port Cabinet	1
18	EPN	2
19	FCBC (60+60) with Battery Bank	@ 1 RU's
20	FCBC (25 + 25) with Battery Bank	@ 6 RU's
21	FCBC (50 + 50) with Battery Bank	@ 4 RU's
22	ISDN-PRI Cards	5

23	Port Carrier for Expanding the slots capacity on the EPN including power supply, telco cables and necessary MDF accessories	1
24	DS1 INTERFACE CARD	23
25	200 Pair DP	3
26	100 Pair DP	9
27	50 Pair DP	12
28	20 Pair DP	6
29	10 Pair DP	6
30	Riser Cable	Lump sum
31	OFC-backbone	Lump sum
32	Voice Cabling (JFC/Structured cabling for end user)	Lump sum
33	Misc. items like gateways, interfaces, switch node, tone clock required for successfully running of the SICN project	Lump sum

Quantity used in last Two years for reference:

S/N	Item Description	UOM	Total Quantity used in last Two years
A	B	C	D
3	New Telephone Connection (JFC cabling work including Supply, installation and Termination of JFC cables, PVC flexible Pipes and accessories, RJ11 termination at work station along with I/O boxes, Face Plates, Casing & Capping, conduits, RJ-11 Connector and configuring node in network) without telephone instrument	Per User End Point	-
4	New Analog Telephone Supply, Installation & implementation of analogue telephone instrument along with all the required accessories (Push Button Type with speaker) as per the scope of work of RFP with 3years of warranty	Nos	659
5	New Plan Telephone (1+1 for Boss Secretary feature) Supply, Installation & implementation of plan phone instrument along with all the required accessories (with speaker) as per the scope of work of RFP with 3years of warranty	Nos	130
6	Jelly Filled Cable (armoured 0.5 JF cable) [Unit price should Inclusive of all the required line items like JFC Cost, Labour charges, digging/ trenching/laying, Brick work, Clamping, Distribution Point, Route-marker/Indicator (Iron Made with Reflective Painting- with Min. height of 1ft) at every 100 MTRS and any other item, if any as per the Specification of this RFP]	Per Mtr	-
	10 Pairs		1177
	20 Pairs		898

	50 Pairs		673
	100 Pairs		3772
	200 Pairs		583
7	Supply installation & commissioning of krone type Distribution point (DP) with Lock and shelter, (Including CRCA sheet, 18 Gauge powder coated both side (inside and outside), rubber sealing, Cable Entry-Exit whole at both side (Top & Bottom), back mounting frame, Jumper wires, ferruling, labeling, rosset etc..)	Nos	-
	For 10x10 Pairs		35
	For 20x20 Pairs		31
	For 50x50 Pairs		27
	For 100x100 Pairs		29
	For 200x200 Pairs		17
8	Laying of Jelly filled underground cable in the existing trench including supply and labour work	Per Mtr	
	Up to 10 pairs		35
	Up to 20 pairs		31
	Up to 50 pairs		27
	Up to 100 pairs		29
	Up to 200 pairs		17
9	Supply, installation, jointing & testing JFC jointing kit inclusive of all (Material, Labour etc..)		-
	10 pair JFC jointing kit	Per Jt	9
	20 pair JFC jointing kit	Per Jt	-
	50 pair JFC jointing kit	Per Jt	-
	100 pair JFC jointing kit	Per Jt	7
	200 pair JFC jointing kit	Per Jt	-
10	Krone strips inclusive of all accessories	Nos	1363
11	line cord extension cable with RJ-11 at both end		-
	3 mtrs	Nos	-
	5 mtrs	Nos	-
12	Repairing Charges for faulty telephone instruments of any make which are not covered under warranty repairs	Nos	-
13	Repairing Charges for faulty push button of analogue telephone	Nos	-
14	Repairing Charges for Faulty 1+1 plan phones	Nos	-
15	Removal of Old cabling work including shifting/ rework, Bidder is required to remove the same & shift at new place or at DST store.	Mtr	-