

Bid Document



GUJARAT INFORMATICS LIMITED
Block No. 2, 2nd Floor, Karmayogi Bhavan,
Sector-10 A, Gandhinagar 382 010
Phone No: 079 - 23256022

**Bid for Selection of Agency for providing
Comprehensive Annual Maintenance Contract (AMC)
& Operation & Maintenance Support (O&M) of IT
Infrastructure of Centralized Architecture Project on
behalf of Office of the State Tax, Government of
Gujarat (Tender No. HWT110220612)**

Last Date of Submission of Bid: 26.02.2020 up to 1500 hours

Last Date of Submission of Bid Processing Fees & EMD: 26.02.2020 up to 1500 hours

Date of Opening of Bids: 26.02.2020 on 1700 hours

Bid Processing Fee: Rs. 17,700/-

DISCLAIMER

The information contained in this Request for Proposal (RFP) document or subsequently provided to Bidder(s), whether verbally or in documentary or any other form by or on behalf of the TENDERER (herein after referred to as the Department) or any of their employees or consultants, is provided to Bidder(s) on the terms and conditions set out in this RFP and such other terms and conditions subject to which such information is provided.

The purpose of this RFP is to provide interested parties with information that may be useful to them in eliciting their financial offers (the "Proposal") pursuant to this RFP. This RFP includes statements, which reflect various assumptions and assessments arrived at by the TENDERER, in relation to the RFP. Such assumptions, assessments and statements do not purport to contain all the information that each bidder may require. This RFP may not be appropriate for all persons, and it is not possible for TENDERER, its employees or Consultants to consider the investment objectives, financial situation and particular needs of each party who reads or uses this RFP. The assumptions, assessments, statements and information contained in this RFP, may not be complete, accurate, adequate or correct. Each bidder should, therefore, conduct its own surveys and analysis and should check the accuracy, adequacy, correctness, reliability and completeness of the assumptions, assessments, statements and information contained in this RFP and obtain independent advice from appropriate sources before filling up the RFP. Any deviation in the specification or proposed solutions will be deemed as incapability of the respective Agency and shall not be considered for final evaluation process.

Information provided in this document to the Bidder(s) is on a wide range of matters, some of which depends upon interpretation of law. The information given is not an exhaustive account of statutory requirements and should not be regarded as a complete or authoritative statement of law. The TENDERER accepts no responsibility for the accuracy or otherwise for any interpretation or opinion on law expressed herein.

The TENDERER - its employees and advisors make no representation or warranty and shall have no liability to any person, including any Applicant or Bidder under any law, statute, rules or regulations or tort, principles of restitution or unjust enrichment or otherwise for any loss, damages, cost or expense which may arise from or be incurred or suffered on account of anything contained in this RFP or otherwise, including the accuracy, adequacy, correctness, completeness, delay or reliability of the RFP and any assessment, assumption, statement or information contained therein or deemed to form part of this RFP or arising in any way during the Bidding process.

Introduction

Gujarat Informatics Limited (herein after referred to as GIL), on behalf of Office of the State Tax, Government of Gujarat (herein after referred to as the Department) intend to invite bid for their requirement of Comprehensive Annual Maintenance Contract (AMC) and Operation & Maintenance Support (O&M) of IT Infrastructure of Centralized Architecture Project .

The selected agency will have to provide the Comprehensive Annual Maintenance Contract (AMC) and Operation & Maintenance Support (O&M) of IT Infrastructure of Centralized Architecture Project as per the scope defined in this bid for the contract period of three years.

Gujarat Informatics Limited, on behalf of Office of the State Tax, Government of Gujarat has published this bid for **“for Selection of Agency for providing Comprehensive Annual Maintenance Contract (AMC) and Operation & Maintenance Support (O&M) of IT Infrastructure of Centralized Architecture Project for Office of the State Tax, Government of Gujarat ”**. GIL invites your bid for the same.

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

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

The bidder will have to submit **Nonrefundable Bid Processing Fees of Rs. 17,700/- & Earnest Money Deposit (E.M.D.) of Rs. 20,00,000/- (Refundable)** on or before date & hours of submission of bid in a sealed cover at GIL office with the heading **“Bid processing Fees & EMD for E-tender no HWT110220612 for Selection of Agency for providing Comprehensive Annual Maintenance Contract (AMC) and Operation & Maintenance Support (O&M) of IT Infrastructure of Centralized Architecture Project for Office of the State Tax, Government of Gujarat .”**

- **Bid processing fees** must be in the form of **Demand Draft** in the name of **“Gujarat Informatics Limited”** payable at Gandhinagar along with the covering letter.
- **EMD** as mentioned above, shall be submitted in the form of Demand Draft **OR** in the form of an unconditional Bank Guarantee (**which should be valid for 9 months from the last date of bid submission**) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 (http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf) issued by Finance Department or further instruction issued by Finance department time to time; in the name of **“Gujarat Informatics Ltd.”** payable at Gandhinagar (as per prescribed format given at Annexure A) and must be submitted along with the covering letter.

Please affix the stamp of your company on the overleaf of demand draft.

Note: Failing to submit physical covers of EMD and Bid Processing Fees at GIL on or before the last date & time of submission as given in this bid, may lead to the rejection of the bid.

The Bid Processing Fees & EMD Section and Eligibility Section will be opened on the specified date & time in the presence of the committee members and representatives of the bidders who choose to attend. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process.

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

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

Section	Name of Section
Section - 1	Eligibility Criteria
Section - 2	Scope of Work
Section - 3	Instructions to Bidders / General Terms & Conditions
Section - 4	Financial Bid Format
Section - 5	Annexure
Section - 6	Performa of Compliance letter / Authenticity of Information Provided
Section - 7	Performa of Performance Bank Guarantee & Contract Form

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

1.	Bid Reference Number	Tender No. HWT110220612
2.	Last Date & Time for Submission of Bids electronically on https://www.gil.nprocure.com	26.02.2020 till 1500 hours
3.	Date & Time of Opening of Bids (Un-priced Bids)	26.02.2020 at 1700 hours
4.	Date & Time of Opening of Commercial Stage	Will be intimated to the qualified bidders at a later date.
5.	Venue of Opening of Bids	Gujarat Informatics Limited Block No. 2, 2 nd Floor, Karmayogi Bhavan, Sector-10A, Gandhinagar 382 010
6.	Bid Processing Fees (Non-refundable)	Rs. 17,700/-
7.	Earnest Money Deposit (E.M.D.)	Rs. 20,00,000/-
8.	GIL Contact Person	DGM (Tech.), GIL

Note: Please specify Tender Number in all your correspondence.

SECTION I

Eligibility Criteria for the Bidder:

1. The bidder should have an average annual turnover of **Rs. 20 Crore (Minimum)** of last three financial years as on 31.03.2019. The copies of Audited Annual Accounts/Balance Sheet along with Profit & Loss Account and CA Certified Statement for last three financial years shall be attached along with the bid. **(Form no. E-1)**
2. The bidder must have one office in Gujarat. Please upload the copies of any two of the following: Property Tax Bill of last year / Electricity Bills of last one year / Telephone Bills of last one year / VAT/CST/GST Registration / Valid Lease Agreement. **(Form no. E-2). In case, bidder does not have office in Gujarat, bidder should give undertaking to open office in Gujarat within 45 days from the date of work order.**
3. Bidder must ensure that the CAMC / Warranty Extension support & service should be available up to delivery locations to provide repairing cum replacement services of faulty equipments as per the service levels defined in RFP. **(Form no. E-3)**
4. The bidder must have at least 5 customer reference sites for providing AMC/O&M Support Services of IT equipment's at Data Center/Server farm in India having Minimum order value of Rs.50 Lacs each during last five years as on bid Issuance date. Customer references & Work orders stating project value must be attached along with the bid.**(Form no.E-4)**
5. The bidder must have at least 50 technically qualified professionals in Project Management, Networking, Network Security, Systems integration, Databases including Oracle, MS SQL, PG SQL as on date of bid submission. The bidder to submit the HR certificate with list of the manpower.
6. The bidder should have valid ISO 20000:2011 or latest certified for IT Service Management. **(Form No. E-5)**
7. Bidder should not be blacklisted/debarred by any Ministry of Government of India or by any State Government of India or any of the Government PSUs at the time of bidding. Self-Declaration / Certificate / affidavit mentioning that the Bidder is not blacklisted/debarred as per the clause should be submitted.

Note:

1. All the details and the supportive documents for the above mentioned items should be uploaded in eligibility section in the bid.
2. Bidders who wish to participate in this bid will have to register on <https://gil.nprocure.com>. Further bidders who wish to participate in online bids will have to procure Digital Certificate as per Information Technology Act 2000 using which they can sign their electronic bids. Bidders can procure the same from (n) code solutions – a division of GNFC Ltd., or any other agency licensed by Controller of Certifying Authority, Govt. of India. Bidders who already have a valid Digital Certificate need not procure a new Digital Certificate.

SECTION II

Scope of Work

Scope of Work for CAMC of IT Infrastructure of Centralized Architecture Project of Office of the State Tax, Government of Gujarat:

The bidder will have to provide onsite support under Comprehensive Annual Maintenance Contract & Operation & Maintenance support enabling smooth and uninterrupted operations of Centralized Architecture Project of Office of the State Tax, Government of Gujarat situated at following locations:

Primary Site: Office of the State Tax, Government of Gujarat

State Tax Bhavan,
Ashram Road, Ahmedabad

Near DR Site: Gujarat State Data Center

Statistical Bureau Building, Near Police Bhavan,
Sector No. 18, Gandhinagar (Gujarat)

Bidder should be capable to provide Comprehensive Annual Maintenance Contract and Operation & Maintenance support by providing technical manpower and by keeping required spares for the equipment's mentioned in the RFP. Bidder has to take the back to back warranty & spare support assurance from the respective OEMs before start of the AMC. The bidder will have to provide support services with required spares as a part of CAMC.

1. Scope of work for Operation & Maintenance:

Management of Central IT Infrastructure including Server, Storage etc.:

- Bidder shall manage the servers on end-to-end basis like server administration, performance tuning, security, hardware and software support and upkeep of the server.
- Handling of OS related issues, installation of OS upgrades and patches, re-installing OS if required, periodic system performance tuning, monitoring server usage statistics, network OS support, and start up and shut down of servers.
- Capacity Utilization, Monitoring and reporting
- Storage Management which includes configuration and patch update.
- OEM Liaisoning, Support to Application vendor
- Assisting in Simulation test
- Periodical check for NR DR, including failover to Nr DR site
- Log clearance
- Regular Backups and if required restoration
- Proactive and reactive maintenance, repair and replacement of defective components related to the equipments to be covered in this RFP. The cost of repair and replacement shall be borne by the selected bidder.
- Assist government in decision making for addition/alternation of H/W, S/W with proper reports. Agency will be responsible for O&M for any such additional equipment /devices /hardware/software procured by department specific to this project, 1% of the cost for each additional equipment/devices/hardware/software component, per annum would be applicable for additional payment as part of O&M and SLA will be enforced on new equipment /devices /hardware /software.
- Configuration Management & Testing
- Regular MIS report on hardware performance as decided by third party auditor/Government. (System Health Report (CPU and memory utilization, System availability Report, Call log Report Etc...)

- The bidder shall maintain and deliver all technical drawing/design, network diagram/design in soft and hard copy to Office of the State Tax. Any change in it has to be follow by new version of drawing and designs in soft and hard copy. It will be property of Office of the State Tax.
- Undertake Performance Tuning and ensuring optimum performance of the equipment's supplied.
- Server, and Network device configuration Storage and Backup Services
- The development of a detailed Test Procedures Plan;
- The configuration of the SAN and SAN Switch system
- The development of a detailed Backup plan and Test Procedures Plan;
- The configuration of the Tape Library and backup Software according to the Backup plan;
- **The Bidder will be required to co-ordinate with software vendor and / or do liasioning with other service provider to achieve the end-to-end connectivity. This also includes Server OS configuration with respect to LAN/WAN technologies implementation.**

Network Management:

- Bidder shall manage all the Network devices & Link monitoring.
- The configuration of the network devices and management of the connectivity links.
- SLA management of the connectivity provider shall be the responsivity of the bidder.
- The bidder shall be responsible to manage, monitor, MIS report generation, validating the invoices of the connectivity provider.

Manpower for Helpdesk Services: the department has a Help desk solution that enables end users to log their complaints or requests and tracks the same till the resolution. The bidder shall provide the required operator for the Helpdesk management stated below.

Vendor Management Services for Existing Client end IT Infrastructure:

- CTD has provisioned for the client end hardware viz. PCs, Printers, Scanners, UPS, DG sets, LAN etc for all its users at field and office locations and they are under maintenance contact with respective vendors. SI is expected to provision for manpower for providing the support to client officials as a single point of responsibility for coordinating with the respective vendor and assisting CTD in getting the services from the respective vendor. **The bidder should log all the support calls in the centralized helpdesk and co-ordinate with the respective vendors for the timely resolution of the calls. In case, if respective vendor do not close the call within stipulated time period, the same should be escalated to designated official of State Tax for penalty and other necessary actions. The SI bidder will not be responsible of closure of calls within stipulated time period. The SLA mentioned in the RFP is not applicable for this service.**

The minimum requirement of the manpower resources to carry out the above mentioned activities under Operation and Management and Support services and to adhere to uptime and SLA in the Bid are as under; However, if need be the bidder shall have to provide additional manpower, without any additional cost.

Sr. No.	Particular	Minimum nos. of resources required
Central Site IT Infrastructure (Should have relevant qualification & Experience)		
1.	Project Manager	1
2.	Linux Admin	1
3.	Windows Admin	1
4.	HP EMS tool admin	1
5.	Oracle DB Admin	1
6.	Oracle Web logic	1
7.	Storage Admin	1
8.	Network & Security Admin	1

Support to all Client end locations across the Gujarat State		
1.	Field Office Engineer (Details of the Offices is attached at Annexure B)	75
Helpdesk Operator & Support		
1.	Helpdesk for Tax payer	3
	- One person 8 AM to 8PM - Two person in working hours out of which one of them is Team Leader	
2.	Help desk for internal users for working hours	4
3.	Help desk for IT Infrastructure (NoC)	3
	- It is expected that bidder shall provide helpdesk support by providing manpower i.e. one person for 24X7 and Two person for Office hours. Bidder may quote in financial bid accordingly.	

All the Helpdesk Operators sit in the same premises. However, dedicated resources for all the helpdesk functions to be considered.

The helpdesk manpower expected to provide call based support.

Qualification of skilled manpower to be deployed at all client end locations: Diploma (EC/IC/IT/Computer)/ITI (IT/computer trade) with min. 1 year relevant experience in the IT supports Field. If the said manpower is found to be absent without prior permission at the location, then a penalty of Rs. 500/- per absent day will be levied which would be deducted from the quarterly payment.

For Helpdesk, SI need to provide the manpower with relevant skill and experience required. If the said manpower is found to be absent without prior permission at the location, then a penalty of Rs. 500/- per absent day will be levied which would be deducted from the quarterly payment

2. Scope of Comprehensive Annual Maintenance Contract:

The bidder is expected to provide Back-to-Back OEM support from the date of issue of work order.

- If OEM doesn't exist or OEM support does not available in the market (for Desktop & UPS) in that case, the system integrator will replace with equivalent product.
- During the AMC period, if any OEM declares his product end of support & OEM is not in the position to continue the warranty extension/ AMC support then State Tax Department will approve the claim of system integrator and discontinue the AMC of that particular product & not pay for that item. State Tax Department will initiate the process for procurement of that product.

Following Components of IT Infrastructure of Centralized Architecture Project of Office of the State Tax, Government of Gujarat will be covered under CAMC.

Item No.	Item	Quantity (Primary Site - CTD)	Quantity (Near DR Site - SDC)
System Hardware			
1(a)	Blade Server Chassis/Enclosure	3	3
1.	Database Servers	2	2
2.	Application Servers	5	5
3.	Web Servers	4	4
4.	BI Deployment Server or reporting server	0	1
5.	UAT and Maintenance Servers	4	0
6.	Backup Server	1	1

7.	SMTP Server and SMS Gateway Sever	2	1
8.	Proxy / AV Updates	1	1
9.	NTP Server	1	1
10.	LDAP Servers	2	2
11.	Help Desk Server	1	1
12.	EMS Servers	5	5
13.	Log Collector	1	1
14.	IVR Server	1	0
15.	Internal DNS Servers	2	2
16.	External DNS Servers	2	2
17.	Server for IPS (Absolute Vision)	1	0
18.	Web Security / Tritan Manager	1	0
19.	Server for Digital signature and SSL (Emudra)	1	1
20.	BI Additional Server	0	1
21.	BI Development server	2	0
22.		1	0
Storage and Backup Device			
23.	SAN Switches	2	2
24.	Tape Library	1	1
25.	Backup Software	1	1
26.	SAN Storage	1	1
Other Requirement			
27.	Desktops for Helpdesk and Central IT Infra Support Staff	15	
28.	NW Laser Printer	3	
Network and Security Component			
29.	SSL VPN	2	2
30.	Server Load Balancer with Web Accelerator	4	4
31.	Link Load Balancer	2	2
32.	Internal Firewalls	2	2
33.	External Firewalls	2	2
34.	Internet Routers	2	2
35.	Intranet Routers	2	2
36.	Modular Switches	2	2
37.	Application Switches	6	6
38.	IPS	2	2
39.	8 Port Cisco Switch	8	8
Digital Signature and SSL			
1.	SSL Certificate	4	4
2.	Signing and Verification Tool	1	1
System Software			
1.	Server Management	48	41
2.	Network Management	500	0
3.	Service Desk	5	0
4.	Host base Intrusion Prevention System for Server	49	43
5.	IVR software with Voice recording	1	0
6.	Log Correlation Engine	1	1
7.	Log Collector Software	1	1
8.	Web Security and content filtering solution	1	0
9.	SMS Gateway application	1	0
VoIP Communication Solution			
10.	IP –PBX manager	1	
Router, Voice Gateway & POE Switches for VOIP Solutions			

1.	Router and Voice gate way with 2 PRI and required DSP resources as per tech. spec. (for primary site)	2	
2.	Router and Voice gate way with no PRI and required DSP resources as per tech. spec.(for NDR)	1	
3.	Router and Voice gate way with 1 PRI and required DSP resources as per tech. spec.(3 no. of Range office + 7 no. of other offices)	10	
4.	Router and Voice gate way with 2 FXO and required DSP resources as per tech. spec.(7 div. off + 11 check post))	18	
5.	Router and Voice gate way with 6 FXO and required DSP resources as per tech. spec. (Ghatak office)	103	
6.	Min. 2 port POE module for Router/external switch to provide 2 POE ports	11	
7.	Min. 5 port POE module for Router/external switch to provide 5 POE ports	30	
8.	24 Port POE 10/100/1000 Manageable Switch	122	
9.	UPS with 30 min. Battery backup and accessories	122	
10.	Cisco 29xx series routers	10	
11.	Cisco 37xx series switches	10	
12.	Routers with Voice Gateway for remaining 23 nos. Of Range Offices	20	

Note: The details of the above BoQ with their make & model with serial number is attached at Annexure C - Details of the IT Infrastructure with corrected serial numbers

However, interested agency may visit the site in consultation with Office of the State Tax, Government of Gujarat for more clarity regarding the equipment's to be covered under CAMC as per the scope defined in this bid before submitting their proposal under this bid.

Responsibilities of Successful bidder for CAMC:

The successful bidder will have to provide following services to Office of the State Tax, Government of Gujarat for the maintenance of the Equipments and related peripherals under this CAMC contract:

These are critical equipment's and are installed at Office of the State Tax, Government of Gujarat (Primary Site) and GSDC, Gandhinagar (Near DR Site). Successful bidder's personnel will have to coordinate with various OEM/suppliers for the maintenance purpose.

Successful bidder will be responsible for the following activities enabling smooth and uninterrupted operations:

- Responsible for providing Comprehensive AMC at site for the equipments mentioned in the RFP.
- Vendor Co-ordination for various Infrastructure components.
- The bidder should ensure for the necessary spare component will be available for the duration of contract period.
- In case, it is not possible to repair some equipment or not possible to repair at site and has to be taken out for repairs, the bidder shall provide a suitable replacement as Standby arrangement so that the work is not hampered. The packing / unpacking, transportation, loading / unloading, connection / disconnection, configuration / re-configuration and any associated activity with the repair and maintenance shall be the sole responsibility of the bidder. **In case if the bidder is not in the position to repair the original equipment, then the bidder has to provide the compatible equipment i.e. of equivalent or higher configuration with prior approval and without any additional cost to the Department.**
- In case of failure of any component bidder has to repair or replace faulty component free of cost.

- Contract includes **onsite** technical support of all hardware with necessary parts and materials for repair and replacement.
- During the term of the agreement the bidder agrees to maintain the equipments in good working order.
-
- The bidder shall provide repair and maintenance service, in response to oral including telephonic notice by the office and such services should be available for all working days. However, due to any reason if the office will remain open on any public holiday then the bidder has to provide service on the request of the office.
- Successful bidder is also responsible to submit quarterly report on complaint logged (if any) along with its resolution time.
- In case, bidder is not providing satisfactory support & doing unwarranted delay in providing CAMC support, Government offices reserves right to repair the equipment at risk & cost to the bidder.
- **Hardware Support Services**
 - a) The maximum response time to attend any onsite call should not exceed 4 hours from our initial call to the Response Center;
 - b) Successful vendor will deliver 24-hour Repair-Time Commitment, to correcting hardware malfunctions & resolution of the issue/problem. This will have to be done within 24 hours from our initial call to the Response Center;
 - c) Support services should be available 24 x 7 x 365 days in a year.
- To provide an Escalation Matrix to end users.
- Qualified maintenance engineer totally familiar with the equipment shall perform all repair and maintenance service described herein.
- Contract duration will be counted from the date of issue of the order under this RFP.

SECTION III

General Terms & Conditions:

1. The last date of submission of bid on the website <https://gil.nprocure.com> is **26.02.2020 up to 1500 Hrs.** No physical bids will be accepted under normal circumstances. However, GIL reserves the right to ask the bidders to submit the bid and/or any other documents in physical form.
2. The bid is non-transferable.
3. **The details of Equipments for which bidder has to quote for Comprehensive Annual Maintenance Contract (CAMC) AND Operation & Maintenance (O&M) are provided in Section II. Bidder shall make provision for all the required spares for providing onsite CAMC Support.**
4. The Bidder shall bear all the costs associated with the preparation and submission of its bid, and GIL in no case will be responsible or liable for these costs, regardless of conduct or outcome of bidding process.
5. The bidder has to upload the compliance letter on its letter head duly signed by the authorized signature & other supporting documents as asked for in the bid in scanned format. Failing to submit the same or non-compliance / deviation from any bid terms and conditions, eligibility criteria or technical specifications may result in rejection of the bid.
6. The Bidder has to examine all instructions, forms, terms, conditions and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
7. In order to allow prospective bidders reasonable time to take into consideration, while preparing their bids GIL, at its discretion, may extend the deadline for the submission of bids.
8. Amendment of Bidding Documents (Corrigendum)
 - 8.1. At any time prior to the deadline for submission of bids, GIL may, for any reason, whether its own initiative or in response to the clarification request by a prospective bidder, modify the bidding documents.
 - 8.2. The corrigendum will be published on website <https://gil.nprocure.com> & www.gil.gujarat.gov.in.
 - 8.3. In order to allow prospective bidders reasonable time to take into consideration the amendments while preparing their bids GIL, at its discretion, may extend the deadline for the submission of bids.
9. Bid Currency - Prices shall be quoted in Indian Rupees only. Payment for the services as specified in the agreement shall be made in Indian Rupees only.
10. The bidder will have to submit **Nonrefundable Bid Processing Fees of Rs. 17,700/- & Earnest Money Deposit (E.M.D.) of Rs. 20,00,000/- (Rupees Twenty Thousand Only) (Refundable)** on or before date & hours of submission of bid in a sealed cover at GIL office with the heading "**Bid processing Fees & EMD for E-tender no HWT110220612 for Selection of Agency for providing Comprehensive Annual Maintenance Contract (CAMC) AND Operation & Maintenance (O&M) of Central IT Infrastructure of VATIS Project on behalf of Office of the State Tax, Government of Gujarat.**"
 - Bid processing fees must be in the form of Demand Draft in the name of "Gujarat Informatics Ltd." payable at Gandhinagar along with the covering letter.
 - EMD as mentioned above, shall be submitted in the form of Demand Draft **OR** in the form of an unconditional Bank Guarantee (**which should be valid for 9 months from the last date of bid submission**) of any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 (http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf) issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Gujarat Informatics Ltd." payable at Gandhinagar (as per prescribed format given at Annexure A) and must be submitted along with the covering letter.

Please affix the stamp of your company on the overleaf of demand draft.

Note: Failing to submit physical covers of EMD and bid processing fees at GIL on or before the last date and time for bid submission for this bid may lead to the rejection of the bid.

11. In case of non-receipt of Bid processing fees & EMD as mentioned above in your bid will be rejected by GIL as non-responsive.
12. Unsuccessful bidder's E.M.D. will be returned as promptly as possible after the expiration of the period of bid validity OR upon the successful Bidder signing the Contract, and furnishing the Performance Bank Guarantee as prescribed by GIL, whichever is earlier.
13. In exceptional circumstances, GIL may solicit the Bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing. A Bidder may refuse the request without forfeiting its E.M.D. A Bidder granting the request will not be permitted to modify its bid.
14. The Successful bidder has to submit Performance Bank Guarantee @ 10 % of total order value within 15 days from the date of issue of Purchase order **for the duration of contract period + extra 3 months** from any Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative Banks and Rural Banks (operating in India having branch at Ahmedabad / Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 (http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf) issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is attached herewith).
15. Successful bidders will have to sign the Comprehensive AMC AND O&M contract for **3 Years** upon receiving the confirmed order with department within 15 working days from the dated of work order. (The draft is attached herewith). However, Department will review the performance of the successful bidder after 3 year and decide to extend the AMC contract for further period of 1 Year or 2 Year on same rate and same terms & conditions of last contract rates. Department will have right to terminate the contract if the performance is found not satisfactory.
16. The successful Bidder's E.M.D. will be returned upon the Bidder signing the Contract, and furnishing the Performance Bank Guarantee as mention in this document.
17. The E.M.D. may be forfeited at the discretion of GoG / GIL, on account of one or more of the following reasons:
 - (a) If a Bidder withdraws its bid during the period of bid validity.
 - (b) If Bidder does not respond to requests for clarification of their Bid
 - (c) If Bidder fails to co-operate in the Bid evaluation process, and
 - (d) In case of a successful Bidder, if the Bidder fails:
 - (i) To sign the Contract as mentioned above or
 - (ii) To furnish performance bank guarantee as mentioned above or
 - (iii) If the bidder is found to be involved in fraudulent practices.
18. Termination for Default:

Department / GoG may, without prejudice to any other remedy for breach of contract, by prior written notice of 30 days for default sent to the Bidder. Bidder will be given notice/cure period of 30 days, after that purchaser will terminate the Contract in whole or part after:

 - a. If the Bidder, in the judgment of the department has engaged in corrupt or fraudulent practices in competing for or in executing the Contract.

"Corrupt practice": means the offering, giving, receiving or soliciting of anything of value of influence the action of a public official in the procurement process or in contract execution.

"fraudulent practice": A misrepresentation of facts in order to influence a procurement process or the execution of a contract to the detriment of the purchaser, and includes collusive practice among Bidders (prior to or after bid submission) designed to establish bid prices at artificial non-competitive levels and to deprive the purchaser of the benefits of free and open competition;

- b. If the bidder does not start performing the contract within stipulated time period.
 - c. If the bidder stop performing the contract or withdraw the activity to perform the contract
 - d. If the bidder breach any terms & conditions of the contract or do not perform the contract in whole or part.
 - e. If the bidder do not follow the written instructions given by the department.
 - f. If the bidder does not perform the contract up to the satisfactory level even after regular feedback from the department.
 - g. In the event that the bidder shall cease conducting business in the normal course, or wind up, make a general assignment or the benefit of creditors, suffer or permit the appointment of a receiver for its business or assets or shall avail itself of, or become subject to, any proceeding under any act or statute of any country or state relating to insolvency or the protection of rights of creditors.
- 19.** In case of any disputes, Arbitration should be held at Gandhinagar Jurisdiction as per Arbitration Act 1996 & its 2015 or latest Amendments.
- 20.** If the successful bidder fails to submit the Performance Bank Guarantee & sign the Contract Form within prescribed time limit, the EMD of the successful bidder will be forfeited.
- 21.** Price shall be inclusive of all freight, forwarding, transit insurance, reinstallation and maintenance charges.
- 22.** Prices shall be in Indian Rupees. The prices shall strictly be submitted in the given format. Quoted prices shall be inclusive of all taxes except GST. The tax components like GST as applicable shall be mentioned separately in the respective columns.
- 23.** Late Bids: The bidder will not be able to submit the bid after final submission date and time.
- 24.** Modification and Withdrawal of Bids
- 24.1.** The Bidder may modify or withdraw its bid before the due date of bid submission.
 - 24.2.** No bid will be allowed to be modified subsequent to the final submission of bids.
 - 24.3.** No bid will be allowed to be withdrawn in the interval between the deadline for submission of bids and the expiry of the bid validity. Withdrawal of a bid during this interval will result in the forfeiture of bidder's E.M.D.
- 25.** Bids will be opened with the buyer's private digital key in the presence of Bidder's representatives, who choose to attend. The Bidder's representatives who are present shall sign a register/attendance sheet evidencing their attendance. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this bid process. In the absence of the bidder(s), the Tender Committee may choose to open the bids as per the prescribed schedule.
- 26.** The Bidder's names, Bid modifications or withdrawals, discounts and the presence or absence of relevant E.M.D. and such other details as GIL/GOG officer(s) at their discretion, may consider appropriate, will be announced at the opening.
- 27. Evaluation of the Bids:** After the closing time of submission, GIL / GoG committee will verify the submission of Bid Processing Fees & EMD as per bid terms and conditions. The eligibility & technical criteria evaluation will be carried out of the responsive bids. GIL may seek clarifications if required on eligibility & technical section. The financial bid of the bidders who are eligible & technically qualified will be opened and financially L1 bidder will be decided from the sum total of prices for all line items without tax and then called for further negotiations, if required.
- 28.** The Contract will be awarded by the department at their own discretion to successful L1 bidder at finalized negotiated rates.
- 29.** In case of successful bidder is found in breach of any condition(s) of bid or work order, at any stage during the course of contract period, the legal action as per rules/laws, shall be initiated against the

successful bidder and EMD/PBG shall be forfeited, besides debarring and blacklisting the bidder concerned for the time period as decided by Govt., for further dealings with GoG.

30. Bid validity will be of **180 days after the date of financial bid opening**. A bid valid for shorter period shall be rejected as non-responsive. **If required, GIL may extend the bid validity for further period from the date of expiry of bid validity in consultation with the successful bidder.**

31. Bidders are required to quote all items including optional add-ons as well. Incomplete bids will be treated as non-responsive and will be rejected.

32. CAMC Support Services to be provided by Successful Vendor

32.1. Support Services Terms

32.2. Successful bidder has to co-ordinate with Office of the State Tax, Government of Gujarat for providing CAMC services.

32.3. Bidder has to ensure back to back CAMC Support services from respective OEMs & the same shall be ensured at the time of making the payment to the successful bidder.

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

32.5. Any worn or defective parts/equipment withdrawn from the equipment and replaced by the bidder shall become the property of the bidder; and the parts/equipment replacing the withdrawn parts/equipment shall become the property of the department.

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

32.7. The equipment shall not be shifted to an alternate site and installed there at during the currency of this Agreement without prior written notice. However, if purchaser/department desire to shift any equipment to a new site and install it thereat urgently, the bidder shall be informed accordingly. The purchaser/department shall bear the charges for such shifting and reinstallation and the bidder shall provide necessary assistance to the purchaser in doing so. This Agreement, after such shifting and reinstallation, would continue to be binding on the both the parties i.e. successful bidder and the purchaser/department.

32.8. The purchaser/department shall arrange to maintain appropriate environmental conditions, such as those relating to space, temperature, power supply, and dust to within the acceptable limits required for equipment similar to that covered by this Agreement.

32.9. No terms or provision hereof shall be deemed waived and no breach excused, unless such waiver or consent shall be in writing and signed by the party claimed to have waived or consented. Any consent by any party to or waiver of a breach by the other, whether express or implied, shall not constitute a consent to, or waiver of, or excuse for any other, different or subsequent breach.

33. Penalty Clause

33.1. Operation & Maintenance Related Penalty:

The Service Window for IT Infrastructure of the current bid scope of GUJ-VATIS Application at State Tax Department Data Centre at Ahmedabad and Gujarat State Data Centre at Gandhinagar – 24 hrs x 7 Days in three shifts.

SLA Objectives

The Bidder shall provide onsite support for a period of three years for the Primary and NR DR Site from primary site and in case of requirements -travel to NR DR at his cost. Bidder shall ensure comprehensive maintenance, troubleshooting and repair of all IT infrastructure available and covered under the contract, including replacement of parts as may be required, to make the system operational. Availability of system is paramount and SI shall be responsible for ensuring the same. For SLA calculation, System is defined as VATIS and PORTAL Application and other application running on Central IT Infrastructure. The cumulative downtime of System in quarter

(except for the pre-approved planned down time) due to failure of Central IT Infrastructure (Hardware and/or System Software) will be considered for penalty calculation.

These SLAs are mandatory and obligatory for SI bidders to meet with an exception of dependency on /power supply and end user's infrastructure availability with quality and shall be determined by availability of systems at primary site and NR DR site, and not at end user machine. The downtime of System due to Connectivity shall not be considered.

IT Infrastructure Service Level-Severity Level Definitions

Severity Levels	Response Time from time of logging complaint	Penalty	Restoration Time -if under control/scope of SI	penalty
L1 : Non availability of system	30 min	Rs. 500/- for every 30mins delay	2 hours (Any ways)	Rs. 3000/- for every 1 hour delay
L2: System Impaired but available at Primary/Near DR site	60 minutes	Rs. 500/- for every 30mins delay	6 hours	Rs. 1000/- for every 2 hour delay
L3: Problem- System Operation Normal but need improvements.	4 Hours	Rs. 500/- for every 2hrs delay	48 Hours	Rs. 1000/- for every 24hrs delay

Detailed explanation of the Severity levels and possible responses are described below:

Severity 1 problem: Complete System Down/not available at data centre and work is halted. (Excluding reasons attributable to power shut down, network congestion/non availability)

- System hangs (unable to save work in progress);
- System functionality failure causes data losses or renders system unusable;
- Functionality failure renders system ineffective;
- System malfunction causes mission-critical applications to restart, hang, or suspend; and
- Security breach vulnerability is identified.

Severity 1 Response: Customer's request for support will be transferred to the first available engineer on site and checked at the primary server site for availability. Engineer will take all decisions as may be necessary to make the system available either through replacement of the damaged part or redirecting the users to NR DR site in consultation with designated STD officials.

Severity 2 problem: System Impaired but available. System is not operating with full capability but is still operational. Some examples of severity 2 calls may include but are not limited to:

- Impaired or broken functionality with significant impact to applications;
- Frequent system failure, but no data loss;
- Serious but predictable management system failure; and
- Significant system performance degradation.

Severity 2 Response: An engineer will respond to Customer's request for support after due preliminary analysis of root cause within 60 minutes of receiving the request and prepare a plan for restoration in consultation with the govt. appointed project manager and execute the same to make the system available in 6 hours.

Severity 3 Problem- System Operation Normal but need improvements. System is up and running with limited or no significant impacts. Some examples of Severity 3 calls may include:

- Bugs which cause limited or no direct impact to performance and functionality;
- Request to replace a bug /provide workaround;
- Limited impact –performance not as per the specified std,; and
- System performance support questions
- Changes in systems/access controls/tuning requirements.

Severity 3 Response: An engineer can be expected to respond to Customer's request for support within 4 Hours of receiving the request. The engineer will solely determine on-site support as appropriate. The Resident engineer will propose the plan for restoration in consultation with govt. appointed coordinator and resolve the issue not later than 48 Hours.

Service Level measurement, definitions, targets and measurements in table below

No	Measurement	Definition	Target	How to Measure
1	System availability at the primary server room (not at client/user machine end)	Availability={1- [(system downtime) / (Total Time-Maintenance Time)]}	Minimum 99.5% uptime measured on a quarterly basis.	Log reports of the system

System log files shall be conclusive and should provide sufficient proof of the availability of the system.

Penalties for not meeting SLAs

Non meeting of SLAs would attract a penalty calculated on cumulative basis in a quarter, of Rs 3,000/- per hour for every hour of downtime beyond the period allowed under uptime (i.e. uptime <99.5%) and calculated as detailed above. SI bidder will have to make the system available as quickly as possible. The decision of using NR DR resources shall be taken as may be determined by the SI to meet the SLA requirements (period during which a site is not available will be considered as non-availability of system even if usage of Near DR make system availability)

Penalty Calculations

- The time of fail over to alternate site will be measured against RPO and RTO defined in the RFP. Any deviation from the same will be considered as downtime.
- The downtime of the system shall be calculated beyond the allowed downtime defined under "Restoration time" and mentioned respective severity level.
- Penalty calculations shall be calculated on accumulated non-compliance for all of the above SLAs for the downtime beyond the period allowed under uptime calculation (i.e. in case of uptime is <99.5% within quarter) .
- Total Time shall be measured on 24*7 basis.
- Penalty charges will be Rs 3,000/- per hour for every non-compliance hour to be charged on quarterly basis beyond the period allowed under uptime calculation.
- Any planned downtime for maintenance shall be with prior written permission from Commercial Tax Department) and must be intimated to all users.

33.2. Comprehensive AMC related Penalty:

- If Successful bidder is unable to resolve the hardware break fix problems within committed resolution time, from call logging, then a penalty Rs. 5,000/- per day after 24 hrs lapse from call logging, would be charged, up to a maximum of 10% of quarterly payment amount.
- The penalty, if any, would be deducted from the subsequent payment bills.

The overall maximum penalty that can be imposed on selected agency under this contract shall not exceed 10% of the quarterly payment amount. However, if the penalty exceeds 10% in two consecutive quarters then department reserves the rights to terminate the contract.

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

34.1. No advance payment will be made.

34.2. Payment would be made in after completion of each quarter on submission of Invoice with applicable taxes paid extra at actual. The invoices shall be submitted with all relevant reports / documents as specified in RFP / Work Order.

34.3. Successful bidder should raise payment invoices after the end of each quarter along with the supporting documents.

35. GoG / GIL's Right to accept any Bid and to reject any or all Bids – GoG / GIL reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time prior to awarding the Contracts, without thereby incurring any liability to the affected Bidder or bidders or any obligation to inform the affected Bidder or bidders of the grounds for such decision.

36. Limitation of Vendor's Liability: Vendor's cumulative liability for its obligations under the contract shall not exceed the contract value and the vendor shall not be liable for incidental, consequential, or indirect damages including loss of profit or saving.

37. All correction/addition/deletion shall require authorized countersign.

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

- a) Fire, explosion, cyclone, earthquake, flood, tempest, lightening or other natural physical disaster;
- b) War / hostilities, revolution, acts of public enemies, blockage or embargo;
- c) Any law, order, Riot or Civil commotion, proclamation, ordinance, demand or requirements of any Government or authority or representative of any such Government including restrictive trade practices or regulations;
- d) Strikes, shutdowns or labor disputes which are not instigated for the purpose of avoiding obligations herein, or;
- e) Restrictions imposed by the Government or other statutory bodies which prevents or delays the execution of the order;
- f) Any other circumstances beyond the control of the party affected;

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

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

The BIDDER shall categorically specify the extent of Force Majeure conditions prevalent in their works at the time of submitting their bid and whether the same have been taken in to consideration or not in their quotations. In the event of any Force Majeure cause, the BIDDER shall not be liable for

delays in performing their obligations under this order and the delivery dates can be extended to the BIDDER without being subject to price reduction for delayed deliverables, as stated elsewhere.

Service Provider undertakes that it is compliant to State minimum wages act at the time of execution of the Agreement and the commercials are accordingly factored. In the event there is a change to the State minimum wages act or if the Customer wants the Service Provider to comply to some other minimum wages act including but not limited to Central minimum wages act or the existing minimum wages act is repealed by another act, then in such cases, Customer will support Service provider with change request for additional cost incurred by Service Provider for complying to new minimum wages. Service provider will not ask for Change request for any changes that is within 10% increase year on year from the State minimum wages as on the date of contract sign off.

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

Your bid should be submitted online through website <https://gil.nprocure.com> on or before **1500 Hours, 26.02.2020**.

Proposals after due time period will not be accepted.

The Technical Bids will be opened on **26.02.2020 at 1700 Hours at GIL, Block No. 2, 2nd Floor, Karmayogi Bhavan, Sector-10A, Gandhinagar**, in the presence of the committee members and representatives of the bidders, who have submitted valid bids. Only one representative from each bidder will be allowed to attend the tender opening. The representative will be held responsible for all commitments made on behalf of the bidder and that will be considered valid for all further dealings related to this tender process.

Please address all queries and correspondence to

Vivek Upadhyay, DGM (Tech.),
Gujarat Informatics Limited,
Block No. 2, 2nd Floor, Karmayogi Bhavan,
Sector-10A, Gandhinagar 382 010
Phone No. 079-232 59239, 59235

E-mail: viveku@gujarat.gov.in, vipulp@gujarat.gov.in

Fax / Email should be followed by post confirmation copy.

SECTION IV

FINANCIAL BID FORMAT

Amount in INR

Sr. No.	Item Description	UOM	Qty	Total charges for three years (In Rs. Without tax)	Rate of GST (%)
A	B	C	D	E	F
1	Total CAMC Charges for three years Central IT Infrastructure of VATIS Project as per the scope of work and terms & conditions specified in the RFP	Nos	1		
2	Total Operation & Maintenance charges for three years of IT Infrastructure of VATIS Project as per the scope of work and terms and conditions specified in the RFP	Nos	1		
Grand Total					

Note:

1. L1 will be the lowest sum total of rates for 3 Year CAMC AND O&M without tax. Payment will be made in 12 equated quarterly installments for the discovered price.
2. The Bidder shall explicitly mention the applicable rate of GST.
3. OEM Authorization is not required to quote this bid.
4. Bidder will have to upload the scanned copy for the price quoted for CAMC & M as per the format Part 1 & Part 2 their letterhead with authorized signed and stamped. Bidder will have to upload the same in financial stage only.

Part -1 Total CAMC Charges for Central IT Infrastructure of VATIS Project as specified in RFP

Item No.	Item	Quantity (Primary Site - CTD)	Quantity (Near DR Site - SDC)	Total Qty.	Unit Charges			Total (Rs.)
					1st Year CAMC Charges (Without Tax)	2nd Year CAMC Charges (Without Tax)	3rd Year CAMC Charges (Without Tax)	
		A	B	C= A + B	D	E	F	G= C X (D+E+F)
1	Blade Server Chassis/Enclosure	3	3					
2	Database Servers	2	2					
3	Application Servers	5	5					
4	Web Servers	4	4					
5	BI Deployment Server or reporting server	0	1					
6	UAT and Maintenance Servers	4	0					
7	Backup Server	1	1					
8	SMTP Server and SMS Gateway Sever	2	1					
9	Proxy / AV Updates	1	1					
10	NTP Server	1	1					
11	LDAP Servers	2	2					
12	Help Desk Server	1	1					
13	EMS Servers	5	5					
14	Log Collector	1	1					
15	IVR Server	1	0					
16	Internal DNS Servers	2	2					
17	External DNS Servers	2	2					
18	Server for IPS (Absolute Vision)	1	0					
19	Web Security / Tritan Manager	1	0					
20	Server for Digital signature and SSL (Emudra)	1	1					
21	BI Additional Server	1	0					
22	BI Development server	3	0					
23	SAN Switches	4	2					
24	Tape Library	1	1					
25	Backup Software	1	1					
26	SAN Storage	2	1					
27	Desktops for Helpdesk and Central IT Infra Support Staff	15	0					
28	NW Laser Printer	3	0					
29	SSL VPN	2	2					
30	Server Load Balancer with Web Accelerator	4	4					

31	Link Load Balancer	2	2					
32	Internal Firewalls	2	2					
33	External Firewalls	2	2					
34	Internet Routers	2	2					
35	Intranet Routers	2	2					
36	Modular Switches	2	2					
37	Application Switches	6	6					
38	IPS	2	2					
39	8 Port Cisco Switch	8	8					
40	SSL Certificate	4	4					
41	Signing and Verification Tool	1	1					
42	Server Management	48	41					
43	Network Management	500	0					
44	Service Desk	5	0					
45	Host base Intrusion Prevention System for Server	49	43					
46	IVR software with Voice recording	1	0					
47	Log Correlation Engine	1	1					
48	Log Collector Software	1	1					
49	Web Security and content filtering solution	1	0					
50	SMS Gateway application	1	0					
51	IP –PBX manager	1	0					
52	Router and Voice gateway with 2 PRI and required DSP resources as per tech. spec. (for primary site)	2	0					
53	Router and Voice gateway with no PRI and required DSP resources as per tech. spec.(for NDR)	1	0					
54	Router and Voice gateway with 1 PRI and required DSP resources as per tech. spec.(3 no. of Range office + 7 no. of other offices)	10	0					
55	Router and Voice gateway with 2 FXO and required DSP resources as per tech. spec.(7 div. off + 11 check post))	18	0					
56	Router and Voice gateway with 6 FXO and required DSP resources	103	0					

	as per tech. spec. (Ghatak office)							
57	Min. 2 port POE module for Router/external switch to provide 2 POE ports	11	0					
58	Min. 5 port POE module for Router/external switch to provide 5 POE ports	30	0					
59	24 Port POE 10/100/1000 Manageable Switch	140	0					
60	UPS with 30 min. Battery backup and accessories	122	0					
61	Cisco 29xx series routers	10	0					
62	Cisco 37xx series switches	10	0					
63	Routers with Voice Gateway for remaining 23 nos. Of Range Offices	20	0					
Grand Total (Rs.)								

Part-2 Total Operation & Maintenance of IT Infrastructure of VATIS Project as specified in RFP

Sr. No.	Particular	No. of Manpower	Man-month Rate (Rs.) - Y1	Man-month Rate (Rs.) - Y2	Man-month Rate (Rs.) - Y3	Total cost (Rs.)
		A	B	C	D	E=A*(B+C+D)
Resources for Central IT Infrastructure						
1.	Project Manager	1				
2.	Linux Admin	1				
3.	Windows Admin	1				
4.	HP EMS tool admin	1				
5.	Oracle DB Admin	1				
6.	Oracle Web logic	1				
7.	Storage Admin	1				
8.	Network & Security Admin	1				
Resources for support all client end locations across the Gujarat State						
1.	Field Office Engineer	75				
Helpdesk Manpower						
1.	Helpdesk support for Tax payer - One person 8 AM to 8PM - Two person in working hours out of which one of them is Team Leader	3				
2.	Help desk for internal users for working hours	4				
3.	Help desk for IT Infrastructure - One person 24X7 Two person in office hours	3				

	Grand Total (Rs.)
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SECTION V

Bid Processing Fees & Earnest Money Deposit Details

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

ELIGIBILITY CRITERIA

Form No. E1: Financial strength of the bidder

Financial Year	Turnover (Rs. In Crores)	Audited Accounts uploaded? (Yes/No)
2016-17		
2017-18		
2018-19		
Grand Total		

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

Form No. E2: Office in GUJARAT

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

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

Form No. E3: CAMC / warranty support & service up to delivery locations

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

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

Form No. E4: Experience Details (Customer References)

Sr. No.	Name of the Organization	Contact Person	Contact telephone no. & Address	Date/Period of work	No. of Servers	Type of Supporting Document attached
1						
.						

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

Form no. E5: ISO 20000 Certification for IT Services Management

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

SECTION VI

Performa of Compliance letter/Authenticity of Information Provided

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

Date:

To,
DGM (Tech.)
Gujarat Informatics Limited
Block No. 2, 2nd Floor, Karmayogi Bhavan,
Sector-10A, Gandhinagar 382 010

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

Ref: Bid for Selection of Agency for providing Comprehensive Annual Maintenance Contract of Central IT Infrastructure of VATIS Project on behalf of Office of the State Tax, Government of Gujarat. (Tender no. HWT110220612)

Dear Sir,

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

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

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

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

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

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

Thanking you,

Dated this _____ day of _____ YYYY

Signature: _____

(In the Capacity of) : _____

Duly authorized to sign bid for and on behalf of

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

Annexure A

Format of Earnest Money Deposit in the form of Bank Guarantee

Ref:

Bank Guarantee No.

Date:

To,

DGM (Technical)

Gujarat Informatics Limited

Block No. 2, 2nd Floor, Karmayogi Bhavan,

Sector-10A, Gandhinagar 382 010

Gujarat, India

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the Bid for Selection of Agency for providing Comprehensive Annual Maintenance Contract of Central IT Infrastructure of VATIS Project on behalf of Home Department, Government of Gujarat KNOW ALL MEN by these presents that WE ----- having our registered office at ----- (hereinafter called "the Bank") are bound unto the Gujarat Informatics Limited in the sum of ----- for which payment well and truly to be made to Gujarat Informatics Limited, the Bank binds itself, its successors and assigns by these presents. Sealed with the Common Seal of the said Bank this -----day of -----YYYY.

THE CONDITIONS of this obligation are:

1. The E.M.D. may be forfeited:

- a. if a Bidder withdraws its bid during the period of bid validity
- b. Does not accept the correction of errors made in the tender document;
- c. In case of a successful Bidder, if the Bidder fails:
 - (i) To sign the Contract as mentioned above within the time limit stipulated by purchaser or
 - (ii) To furnish performance bank guarantee as mentioned above or
 - (iii) If the bidder is found to be involved in fraudulent practices.
 - (iv) If the bidder fails to submit the copy of work order & acceptance thereof.
 - (v) If the successful bidder fails to submit the Performance Bank Guarantee & sign the Contract Form within prescribed time limit, the EMD of the successful bidder will be forfeited. GIL also reserves the right to blacklist such bidder from participating in future tenders if sufficient cause exists.

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

This guarantee will remain valid up to 9 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that if this guarantee is extended for a period as mutually agreed between bidder & owner/purchaser, the guarantee shall be valid for a period so extended provided that a written request for such extension is received before the expiry of validity of guarantee.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER / PURCHAER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

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

Dated at _____ on this _____ day of _____ YYYY.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch & its official Address

Approved Banks: All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 (http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf) issued by Finance Department or further instruction issued by Finance department time to time.

SECTION VII

Performa of Contract-cum-Equipment Performance Bank Guarantee

(To be stamped in accordance with Stamp Act)

Ref:

Bank Guarantee No.

Date:

To

Name & Address of the Purchaser/Indenter

Dear Sir,

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

The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that the guarantee herein contained shall continue to be enforceable till the OWNER/PURCHASER discharges this guarantee. OWNER/PURCHASER shall have the fullest liberty without affecting in any way the liability of the Bank under this guarantee from time to time to extend the time for performance by the SELLER of the aforementioned CONTRACT. The OWNER/PURCHASER shall have the fullest liberty, without affecting this guarantee, to postpone from time to time the exercise of any powers vested in them or of any right which they might have against the SELLER, and to exercise the same at any time in any manner, and either to enforce to forebear to enforce any covenants contained or implied, in the aforementioned CONTRACT between the OWNER/PURCHASER and the SELLER or any other course of or remedy or security available to the OWNER/PURCHASER.

The Bank shall not be released of its obligations under these presents by any exercise by the OWNER/PURCHAER of its liability with reference to the matters aforesaid or any of them or by reason or any other acts of omission or commission on the part of the OWNER/PURCHASER or any other indulgence shown by the OWNER/PURCHASER or by any other matter or things.

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

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

Dated at _____ on this _____ day of _____ YYYY.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

List of approved Banks

Approved Bank: All Nationalized Bank including the public sector bank or Private Sector Banks or Commercial Banks or Co-Operative & Rural Banks (operating in India having branch at Ahmedabad/ Gandhinagar) as per the G.R. no. EMD/10/2018/18/DMO dated 16.04.2018 (http://www.gil.gujarat.gov.in/grs/DMO_2173_16_Apr_2018_714.pdf) issued by Finance Department or further instruction issued by Finance department time to time.

CONTRACT FORM

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

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

NOW THIS AGREEMENT WITNESSETH AS FOLLOWS:

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

TOTAL VALUE:

DELIVERY SCHEDULE:

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

Signed, Sealed and Delivered by the

Said _____ (For the Purchaser)

In the presence of _____

Signed, Sealed and Delivered by the

Said _____ (For the Supplier)

In the presence of _____

Annexure B

No	Location	Count	Office Address
1	Ahmedabad vastrapur	1	UNIT 11 MULTISTORY BUILDING VASTRAPUR
2	Ahmedabad Apanabazar	4	Div 1 Ghatak Office unit 1 to 11, Apna Bazar Lal darwaja
3			
4			
5			
6	Ahmedabad Bachat Bhavan	2	Div 2 Ghatak office unit 16 to 23, Bachat Bhavan Relief Road
7			
8	Ahmedabad RKB	9	RAJY KAR BHAVAN AHMEDABAD, ASHRAM ROAD OPP. TIMES OF INDIA BUILDING AHMEDABAD
9			
10			
11			
12			
13			
14			
15			
16			
17	Ahmedabad Sevasadan Bhadra	1	Div 2 Ghatak office unit 15, 2nd floor, Sevasadan Building, opp. Treasury office, Bhadra
18	Ahmedabad Training Centre (Vasna)	1	Training center vasna Umasut Society Bhind Anjali Cinema Vasna
19	Amreli Savarkundla	1	Div 9 Ghatak office Unit 82 C-Block Ground Floor Multi Storage Bulding
20	Anand	1	Div 6 Ghatak office unit 50 and 51 Prant office up stair Amul Dairy Road
21	Ankleshwar	1	2nd Floor, Taluka Seva Sadan, GIDC, Ankleshwar
22	Bharuch	1	Div 6 Range 14 and Ghatak office unit 55 Panch Batty
23	Bhavnagar	2	
24			
25	Bhilad	1	
26	Bhuj	1	Div 11 Ghatak office Unit 102 2 Multi storage Bulding
27	Bilimora	1	Adinath Arcade, Ghahar Bag College Road, Billimora
28	Botad	1	Div 9 Ghatak office Unit 77 Motiwadi Opp Jain Boarding
29	Dahod / Dahod Checkpost	1	Div 5 Ghatak office Unit 46 Multi Storage Building Civil Lines Road
30	Deesa / Gundari	1	Div 4 Ghatak office Unit 35 Near Mamlatdar office
31	Dhangandhra	1	Div 10 Ghatak office Unit 81 Out side Delhi Darwaja
32	Dhoraji / Upleta	1	Div 10 Ghatak office Unit 96 Zapanal Manzil vokala Kantha
33	Gandhidham	1	Div 11 Range 25 and Ghatak office Unit 103 Krushna Bhavan Gandhidham
34	Gandhinagar	1	2nd&3rd Floor, Block no:20, Dr.Jivraj Mehta Bhavan,Old Sachivalay, Gandhinagar
35	Godhara	1	Div 5 Ghatak office Unit 46 , Godhra Multi Storage Building, Civil Lines Road GODHRA GJ 389151 INDIA WIRELINE null GODHRA
36	Gondal / Jetpur	1	Div 10 Ghatak office Unit 94 Prasthan Land Development House S.T Road /JETPUR = Div 11 Ghatak office Unit 87 Behind Mamlatdar office Rajendra

			Bhavan Road
37	Himatnagar / Pratij	1	Div 3 Ghatak office Unit 26 Near S.T Bus stand
38	Jamkhambhaliya	1	Div 11 Ghatak office Unit 101 Bethak Road Jamkhambhaliya Jamnager
39	Jamnagar	1	Div 11 Range 24 and Ghatak office Unit 98,99,100 Block-c 2nd 3rd Floor Multi storage Bulding
40	Junagadh	1	Div 11 jc office,Range 21 Unit 84,85 1st and 2 Floor Multi storage Bulding Sardar Baug
41	Kadi	1	Div 4 Ghatak office Unit 33 1st floor Bhumi complex Nr.Bus stand
42	Kalol	1	Div 3 Ghatak office Unit 25 Near Municipal garden
43	Kapadvanj	1	Div 6 ghatak office unit 52 A.C Hospital 2nd floor Dholikui Kapadvanj
44	Khambhat / Petlad	1	Div 6 ghatak office unit 54 Khetiwadi Utpann Bazar Samiti Near Tower Pin no: 388620
45	Mahuva	1	Div 9 Ghatak office Unit 78 Vasi Talav Opp Jain Bhojnalay
46	Mehsana	1	Div 4 jc office,Range 8 and Unit 30 Block No-2 2nd floor Multi storage bulding
47	Modasa	1	Div 3 Ghatak office Unit 27 1st floor Shreenathji Shopping Center
48	Morbi	1	Div 10 Ghatak office Unit 91 House of Reliet Farm Reliance Nagar Ravapar Road
49	Nadiad	1	Div 6 jc office Range 13 and Unit 48 and 49 Block C and D 1st floor Sardar Patel Bhavan
50	Navsari	1	Div 8 Ghatak office Unit 72 Multi Storage Bulding Ground Floor Juna Thana
51	Palanpur / Amiragadh Checkpost	1	Div 4 Ghatak office Unit 34 Jorawar Palace Compound
52	Patan	1	Behind Railway Station, Patan
53	Porbandar	1	Div 11 Ghatak office Unit 86 Court Compound Sudama Chowk
54	Rajkot	3	Div 10 jc office,Appel,Enf,Audit,Range 22,24 and Unit 88 to 90,92,93 Block 1 and 3 4th floor multi Storage Bulding
55			
56	Rajkot_DC	1	Commercial Tax Check Post, Samakhyali KUTCH /DC OFFICE RAJKOT ANXYS BUILDING
57			
58	Surat	2	JC 7 & 8
59			
60	Surat Nanpura	3	Div 7 & 8 Ghatak Office Unit 57 to 64 and 65 to 68 1st,2nd,3rd,4th,6th,7th Floor Sales Tax Bhavan Surat Nanpura
61			
62			
63	Surendranagar	1	Div 10 Ghatak office Unit 79 and 80 Collector Office Compound
64	Tharad /Thavar Checkpost	1	
65	Unjha/Siddhapur	1	Div 4 Ghatak office Unit 36 Sarkari Bulding Patan road /Div 4 Ghatak office Unit 37 Court Compound Near Bus Stand
66	Vadodara	3	Div 5 jc office,Enf,Appel,Audit,Range 10,11,12,Unit 39 to 45 I and E Block 1st ,3rd,4th,5th floor Kuber Bhavan
67			
68			
69	Valsad	1	Div 8 Range 18 Aditya Chambers 2nd floor Station Road

70	Vapi	1	Div 8 Ghatak office Unit 73 and 74 Nagarsheth Chambers Opp Gunjan Cinema GIDC
71	Veraval	1	Commercial Tax Office, UNIT-88,B/H. Mamlatdar office Rajendrabhavan Road, VERAVAL 362265
72	Viramgam	1	Div 1 Ghatak Office unit 12, Sales tax office 382150 sumeru complex near Station AHDB GJ 382201 INDIA WIRELINE null Viramgam
73	Visnagar/Vijapur	1	1st Floor, Muslim Building, Nr. M N College, Visnagar / Div 4 Ghatak office Unit 32 Gurukrupa Building Nr. Jain Derasar
74	Vyara/Songardh Checkpost	1	Div 8 Ghatak office Unit 69 Divya Darshan Above Bank of Baroda Surati Bazar
75	Idar	1	Div 3 Ghatak office Unit 28 In k.m.patel Highschool Compound

*******END*******