

Bid Document



GUJARAT INFORMATICS LIMITED

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Sector - 10 A, Gandhinagar – 382010.
Phone No: 23256022, Fax No: 23238925

**Bid for Selection of IT Facility Management Services for
Gujarat State Tax Department, Govt. of Gujarat.**

(Tender No. HWIFM250825)

Pre-bid Meeting: 13-10-2025 at 12:00 Noon hours

**Venue for pre-bid meeting : E-governance branch, Office of the Chief Commissioner of
State Tax, M1 Rajyakar Bhawan, Near Times of India, Ashram Road, Ahmedabad, 380009**

Last Date of Submission of Bid: 28-10-2025 till 1500 hours

Last Date of Submission of Bid Processing Fees & EMD: 28-10-2025 till 1500 hours

Bid Processing Fee: Rs.17,700 /-

Introduction

Gujarat Informatics Limited (GIL), on behalf of on behalf of the Gujarat Commercial Tax (E Governance Branch), Finance Department Gujarat Govt. of Gujarat, Gandhinagar (herein after referred as the “TENDERER”) invites the bid for Selection of Agency for providing IT Facility Management Services for Gujarat State Tax Department, Govt. of Gujarat

The selected Agency shall be fully capable and experienced in the providing IT Facility Management Services. The Selected Agency must have trained and certified manpower capable of carrying out this job. The agency is required to deploy the trained & experienced manpower for this project.

Successful bidder will have to supply, manpower at each location as per terms and conditions of the bid document. Bidder is requested to offer the cost for all the items and all the accessories as mentioned in bid document. GIL does not guarantee any fixed quantity at the time of signing the tender.

Bids are hereby invited from the Bidders having capability and resources in IT Facility Management Services for Gujarat State Tax Department, Govt. of Gujarat. Proposal in the form of BID are requested for the item(s) in complete accordance with the documents to be uploaded as per following guidelines:

- 1) Bidder shall submit their bids
- 2) The Bidder will have to submit the Earnest Money Deposit (E.M.D.) of **Rs. 20,91,000/-** (Rupees twenty lakh ninety one thousand only) (Refundable) stipulated time defined in the bid in a sealed cover at GIL office with the heading “EMD for **Tender No HWIFM250825** for Selection of Agency for providing IT Facility Management Services for Gujarat State Tax Department, Govt. of Gujarat.
 - a. 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 up to validity of **9 months** from the date of bid submission) of any Nationalized Bank (operating in India having branch at Ahmedabad/ Gandhinagar) in the name of “Chief Commissionerate of State Tax.” payable at Ahmedabad (as per prescribed format given at as per prescribed format given at Annexure A) and must be submitted along with the covering letter.
 - b. Please affix the stamp of your company on the overleaf of demand draft.
 - c. Bidder has to submit Earnest Money Deposit in the form of Bank Guarantee as per below:

Chief Commissionerate of State Tax payable at Ahmedabad.

Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.

- 3) The bid shall specify time schedule of various activities.
- 4) Bid complete in all respects should be uploaded on or before the Bid due date.
- 5) Interested and eligible Bidders are required to upload the eligibility related document in Eligibility Bid Section, technical related document in Technical Bid Section & commercial bid in Commercial Bid Section. The Bids should be accompanied by a bid security as specified in this Bid Document. The Eligibility, Technical & Commercial Bid must be uploaded to & the Bid Security must be delivered to the office of Gujarat Informatics Ltd.

- 6) **The Bidder may quote only one option (i.e. one product can be quoted) against each item.** Bidders are required to mention Make and Model of the product (Do not write “OEM” against items. Bidders are expected to give the make and model of the product).
- 7) The Bid Security Section and Eligibility Section will be opened on the specified date & time in 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.
- 8) Services offered should be strictly as per requirements mentioned in this Bid document. Please spell out any unavoidable deviations, Clause / Article-wise in your bid under the heading Deviations.
- 9) 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.

Section - 1: Eligibility Criteria

Sr. No.	Specific Requirement	Documents required
1	<ul style="list-style-type: none"> The bidder should be a company registered in India under the Companies Act 1956, Act 2013 or a partnership registered under the India Partnership Act 1932, or a Partnership firm registered under the Limited Liability Partnership Act 2008 	<ul style="list-style-type: none"> Certificate of Incorporation or Registered Partnership Deed Copy of PAN card Copies of relevant GST registration certificates.
2	The bidder should have minimum average Annual Turnover of INR 5 crores for the last three financial years i.e., 2021-22, 2022-23, 2023-24 with positive net worth as on 31 st March 2024.	<ul style="list-style-type: none"> Copy of audited Balance Sheet, audited Profit & Loss statements for each of the last 3 financial years as on 31st March 2024. Certificate from the statutory auditor / Chartered Accountant (CA) clearly specifying the annual turnover and net worth for each of the last 3 financial years as on 31st March 2024.
3	Bidder should have executed FMS/Similar services for IT Infrastructure project during the last five years as mentioned below: 1) One project worth INR 8 Crores OR 2) Two projects worth INR 5 Crores each OR 3) Three projects worth INR 4 Crores each	<ul style="list-style-type: none"> Copy of Work Order / Agreement along with Completion.
4	Bidder must possess ISO 9001, ISO 20000 & ISO 27000 certification	Bidder must submit the Valid ISO Certificates
5	The bidder should have at least 60 technically skilled employees relevant to IT infrastructure FMS support tasks on own pay roll of the company.	Declaration by the HR Head on Company's letter head confirming the Name, Designation and relevant certification of the resources.
6	The bidder should not be blacklisted from any Government / PSU / BFSI / Large Enterprise within India in last 5 Years	Certificate of Undertaking for Non-blacklisting from supplying equipment /software to any Government / PSU / BFSI / Large Enterprise within India in the past.
7	The Bidder Should have an office in Gujarat. If the bidder is not having any office in Gujarat, then bidder should submit a letter of undertaking to open the office in Gujarat within 30 days from the date of issue of work order if (s) he is awarded the work	The Bidder should submit valid Proof such as registration certificate, latest utility bill, tax certificate, etc. If the bidder is not having his office in Gujarat, the bidder should submit Self-declaration, duly Signed and stamped by the authorized Signatory in format described in RFP.

Note:

- All details and the supportive documents for the above should be uploaded in the (n)procure bid.

2. Any bid failing to meet any of the required above pre-qualification criteria shall be disqualified.
3. A board resolution OR power of attorney in the name of the person executing the bid, authorizing the signatory to commit the Bidder.
4. All certificates requested in the RFP should be valid as on date of bid submission.
5. All annexures as sought in this bid should be complete as per the information requested.
6. No Consortium is allowed in this bid.
7. The eligibility evaluation will be carried out based on the criteria mentioned in the tender document.

Overall Evaluation (Lowest Bid Value)

- i. Bid evaluation committee will evaluate and compare the bids determined to be substantially responsive. It is bid evaluation committee's intent to select the proposal that is most responsive to the project needs and each proposal will be evaluated using the criteria and process outlined in this section.
- ii. Only the bidders, who qualifies the Eligibility criteria, will qualify for the financial bid evaluation.
- iii. Shortlisted bidder quoting lowest bid value (L1) will be considered for final selection.
- iv. Bidder may be called for negotiation if required.

Section - 2: Scope of work

This Request for Proposal (RFP) is being issued for inviting comprehensive proposals (e-bids) from qualified bidders/ Service Providers to provide IT Facility Management Services for **period of 03 years** as per following:

1. 75 Field Support Engineers across the state

- 75 Manpower is available at the field formations across the state to resolve general issues such as,

Normal hardware issues, Network connectivity issues, Software issues, User ID and password-related issues, old or new hardware shifting, Application issues and GSWAN-related issues etc. In context of these, during and after VATIs Project technology migration, currently deputed helpdesk manpower and field engineers will still be required for the smooth operation of the system. The support from these personnel is essential to manage ongoing tasks such as user assistance, hardware issues, network connectivity, and system maintenance during and post migration.

2. 10 (Ten) Manpower for Helpdesk at HQ, Ahmedabad:

- 04(Four) manpower is dedicated to supporting taxpayers Support, out of which 2(Two) Manpower working from 8AM to 8 PM (shift wise) and 02 (Two) manpower are available during working hours for taxpayer's support.
- 02 (Two) helpdesk manpower are assigned to support internal users during working hours (Out which one manpower act as team leader).
- 4(Four) manpower are dedicated to IT Infrastructure, out of which 2 (Two) work 6:10 PM to 10:30 AM in NOC Room and 2 (Two) are available during office hour.

2.1 Roles and responsibility of Manpower

1. Role Description-75 Field Support Engineers across the state:

The team of 75 field support engineers across the state is responsible for providing comprehensive IT support across multiple locations. Their key responsibilities include:

- **Technical Support:** Resolving issues related to desktops, laptops, printers, and scanners to ensure seamless functionality.
- **Installation & Configuration:** Setting up and configuring IT hardware and peripherals for end-users
- **Hardware Troubleshooting:** Diagnosing and repairing hardware-related problems to minimize downtime.
- **Upgradation & Maintenance:** Performing hardware upgrades and preventive maintenance to enhance system performance.
- **GSK Biometric Support:** Ensuring smooth IT operations at GSK Biometric Locations, addressing any technical concerns promptly.

- Hardware and software based Video Conferencing.

2. Role Description-04(Four) Helpdesk Support Engineer

The team is responsible for resolving technical and Process queries related to VAT, GST, E-Way Bill, CST, Professional Tax, and firm registration. Their key responsibilities include:

- Registration Assistance. Handling issues and queries related to tax registrations, compliance, and form submissions
- Support for Check Posts: Assisting check post operations by ensuring smooth processing of registration and tax related documentation.
- Multi-Shift Availability: Engineers are available from 8 AM to 8 PM, working in three shifts to provide continuous support
- Multi-Channel Support: Offering assistance via calls and emails to ensure quick resolution of issues
- Helpdesk Manpower are responsible to maintain call register daily.
- To assist technical queries related to VAT (Registration, Return, Refund Etc.), Vera Samadhan, ROF etc.
- To assist technical queries related GST.

3. Role Description - 02 (Two) helpdesk manpower support internal users during working hours (Out which one manpower act as team leader)

Role and responsibility of helpdesk support manpower for internal user 1 (Out which one manpower act as team leader) which includes.

- To Manages and monitors 75 IT Infra Support Engineers across all locations, Including Headquarter Rajyakar Bhavan.
- Oversees shift planning, attendance tracking, and team coordination to ensure smooth IT operations
- Handles communication and escalation with senior-level officers for all locations to address critical issues efficiently
- Coordinates tickets and calls, ensuring prompt logging and tracking of IT support requests.
- Assigns calls specifically to Field Support Engineers at Headquarter Rajyakar Bhavan for efficient issue resolution.
- Ensures seamless communication between users and support teams for quick and effective it assistance
- To Manage and Monitor Daily technical call.
- Control, Coordination and Reporting of field engineer.
- Coordination with GSWAN and other ISP.
- Coordination with hardware vendor and service provider.
- To Mange Attendance register of 75 Field Engineer and other Helpdesk Manpower deputed.

4. Role Description - 04(Four) manpower are dedicated to IT Infrastructure, out of which 2 (Two) work 6:10 PM to 10:30 AM in NOC Room and 2 (Two) are available during office hour.

The technical Manpower will ensure network operations monitoring (NOC) and technical & registration support

- NOC Monitoring Support
- Continuously monitor network operations to detect and resolve Queries proactively.
- ISP Link Monitoring: Continuously tracking link status and performance to detect any disruptions.
- Incident Coordination: Collaborating with location engineers to address links and provide real time updates.
- MIS Reporting: Creating and maintaining daily monthly and quarterly reports on link Performance
- Screenshot Logging: Capturing and storing in status screenshots every 30 minutes for documentation and analysis
- Regular Status Updates: Sending ISP link status emails Daily to keep stakeholders informed.
- 24/7 Coverage: 02(two) Engineer will work in shift (06:00PM to 10:30 AM), and other 02(Two) will work in office hour
- Provide support via calls and email, ensuring timely assistance

2.2. Responsibility of the successful bidder

The Successful bidder shall provide Competent Technically skilled, experienced resources responsible for System Management & Administration, and other necessary trouble shooting activities in order to execute the operation of the department in coordination with department authority.

3. On-site resources for FMS

Sr#	Role	Qualification and Experience	Quantity
1	Field Engineers	<p>Diploma or equivalent or higher Technical Education with Min. 03(three) Year Experience</p> <p>Skills:</p> <ul style="list-style-type: none"> • MS Office, • Proficiency in troubleshooting hardware and software issues, network configuration, and user support • Products and services being offered. • Turnaround time (TAT) for various services • Any other communications being sent from the NOC/local office etc. • Status and escalation of existing complaints and requests raised in the system • Knowledge of Hardware and software video conferencing. 	75

		<ul style="list-style-type: none"> Knowledge of Finance related and taxation related online services. 	
2	Helpdesk support for Tax payers helpdesk	<p>Diploma or equivalent or higher Technical Education with Min. 02(two) Year Experience</p> <p>Skills:</p> <ul style="list-style-type: none"> MS Office, Proficiency in troubleshooting hardware and software issues, network configuration, and user support Products and services being offered. Turnaround time (TAT) for various services Any other communications being sent from the NOC/local office etc. Status and escalation of existing complaints and requests raised in the system Knowledge of Hardware and software video conferencing. Knowledge of Finance related and taxation related online services. 	4
3	Helpdesk Support for internal users	<p>Diploma or equivalent or higher Technical Education with Min. 02(two) Year Experience</p> <p>Skills:</p> <ul style="list-style-type: none"> MS Office, Proficiency in troubleshooting hardware and software issues, network configuration, and user support Products and services being offered. Turnaround time (TAT) for various services Any other communications being sent from the NOC/local office etc. Status and escalation of existing complaints and requests raised in the system Knowledge of Hardware and software video conferencing. Knowledge of Finance related and taxation related online services. 	2
4	Helpdesk for IT infrastructure	<p>Diploma or equivalent or higher Technical Education with Min. 03(three) Year Experience</p> <p>Skills:</p> <ul style="list-style-type: none"> MS Office, 	4

		<ul style="list-style-type: none">• Proficiency in troubleshooting hardware and software issues, network configuration, and user support• Products and services being offered.• Turnaround time (TAT) for various services• Any other communications being sent from the NOC/local office etc.• Status and escalation of existing complaints and requests raised in the system• Knowledge of Hardware and software video conferencing.	
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Note: Deputed Manpower will be selected after interview and profile/document verification by Dept. or Dept. assigned agency

Section-3: Instructions to Bidders

ARTICLE - 1: GENERAL INSTRUCTION TO BIDDERS

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. 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.

ARTICLE - 2: COST OF BIDDING

- 2.1** The Bidder shall bear all costs associated with the preparation and submission of the Bid and TENDERER 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 submit Earnest Money Deposit (E.M.D.) of **Rs. 20,91,000/-** (Rupees Twenty lakh Ninety One thousand only) (Refundable). In case of non-receipt of EMD the bid will be rejected by GIL.

ARTICLE - 3: BIDDING DOCUMENTS

The Bidder(s) can download the bid document and further amendment if any freely available on <https://www.gil.gujarat.gov.in> and submit the bid on (n)Procure <http://gil.nprocure.in> on or before due date & time 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.

ARTICLE - 4: CLARIFICATION ON BIDDING DOCUMENTS:

- 4.1** Bidders can seek written clarifications up to **1 day before pre-bid meeting** to DGM(Tech.), Gujarat Informatics Ltd., 2nd Floor, Block No. 2, Karmayogi Bhavan Gandhinagar 382 010. GIL / TENDERER will try to clarify & issue amendments if any to all the bidders. No further clarification what so ever will be entertained after the bid submission date. Bidder can seek written clarification by email to prakashd@gujarat.gov.in, mgrhn-itcon@gujarat.gov.in and sa2hn-gil@gujarat.gov.in

ARTICLE - 5: AMENDMENT OF BIDDING DOCUMENTS

- 5.1** At any time prior to the deadline for submission of bids, The 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.
- 5.2** 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. Bidders are also requested to browse the website of GIL/GoG i.e. www.gil.gujarat.gov.in & (n)Procure for further amendments if any.
- 5.3** In order to allow prospective bidders a reasonable time to take the amendment into account in preparing their bids, GIL / TENDERER, at its discretion, may extend the deadline for the submission of bids.

ARTICLE - 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 GIL / THE OFFICE 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.

ARTICLE - 7: SECTIONS COMPRISING THE BIDS

7.1 The quotation should be scan-able and distinct without any option stated in.

7.2 The bid submitted shall have the following documents:

a) EMD Section:

The EMD (refundable) to be furnished to GIL office on or before stipulated time of bid in a sealed cover super scribed with the bid document number. The details are required to be filled in this section.

b) Eligibility & Technical Section:

- i. Clause by clause Compliance statement for Bid document including annexure to be uploaded.
- ii. All deviations and / or non-compliance clauses shall be listed separately & uploaded.
- iii. Letter of Authority for signing the bid.
- iv. All Annexure/Table, duly filled-in with necessary proofs, as required and stated in the bid document.
- v. Make & Model of quoted item in the bid with brochures\ website literature.
- vi. All Eligibility forms & technical specification & dealership\distributorship authorized certificate & supporting document related Eligibility & Technical Stage.

c) Price Bid Section in the prescribed format only.

ARTICLE - 8: BID FORMS

8.1 Wherever a specific form is prescribed in the Bid document, the Bidder shall use the form to provide relevant information. If the form does not provide space for any required information, space at the end of the form or additional sheets shall be uploaded to convey the said information. Failing to upload the information in the prescribed format, the bid is liable for rejection.

8.2 For all other cases, the Bidder shall design a form to hold the required information.

8.3 TENDERER shall not be bound by any printed conditions or provisions in the Bidder's Bid Forms.

ARTICLE - 9: FRAUDULENT & CORRUPT PRACTICE

9.1 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 TENDERER/GIL of the benefits of free and open competition.

9.2 "Corrupt Practice" means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of Contract execution.

9.3 GIL / THE OFFICE 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).

ARTICLE - 10: 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.

ARTICLE - 11: 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 fifteen (15) working days from the date of Lol/Work Order, along with the inception report and working schedule as per the tender requirements & if the operation are not started within fifteen (15) working days after submission of P.B.G. as mentioned, TENDERER reserves the right to cancel the contract and apply all remedies available to him under the terms and conditions of this contract.

ARTICLE - 12: BID PRICE

- 12.1 The priced bid should indicate the prices in the format/price schedule only.
- 12.2 Offered price should be inclusive of Packing\Forwarding, Insurance, FOR destination (anywhere in the Gujarat state) except GST. GST needs to be shown separately. GST will be paid extra on actual basis.
- 12.3 Discount if offered, should not be mentioned separately. It should be included in offered price.
- 12.4 Any effort by a bidder or bidder's agent\consultant or representative howsoever described to influence the TENDERER in any way concerning scrutiny\consideration\evaluation\comparison of the bid or decision concerning award of contract shall entail rejection of the bid.
- 12.5 Unit rates should be quoted separately for each item. The Quantities may increase or decrease up to 25% of the bid Quantity at the time of finalization, depending upon the change in the requirements/grants available with the purchaser(s), which shall be binding to the bidder.

ARTICLE - 13: BID CURRENCY

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

ARTICLE - 14: EARNEST MONEY DEPOSIT (EMD)

- 14.1 The Bidder shall furnish, as part of the Bid, EMD of **Rs. 20,91,000/-** shall be submitted in the form of Demand Draft OR in the form of an unconditional Bank Guarantee (which should be valid up to **3 months** from the 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. FD/MSM/e-file/4/2024/2859/D.M.O Date: 01-05-2025 issued by Finance Department or further instruction issued by Finance department time to time; in the name of "Chief Commissionerate of State Tax." payable at Ahmedabad (as per prescribed format given at Annexure A) in a separate envelope. The un-priced bid (Technical-bid) will be opened subject to the confirmation of valid EMD.
- 14.2 Unsuccessful bidder's E.M.D. will be returned as promptly as possible within 30 days after the expiration of the period of bid validity OR upon the successful Bidder signing the Contract, and furnishing the Performance Bank Guarantee @ 5% of the total order value as prescribed by GIL, whichever is earlier.
- 14.3 The successful Bidder's EMD will be discharged upon the Bidder signing the Contract/Agreement, and furnishing the Performance Bank Guarantee.

- 14.4 EMD amount is interest free and will be refundable to the unsuccessful bidders without any accrued interest on it.
- 14.5 The EMD may be forfeited, on account of one or more of the following reasons:
- The Bidder withdraws their Bid during the period of Bid validity.
 - Bidder does not respond to requests for clarification of their Bid.
 - Bidder fails to co-operate in the Bid evaluation process.
 - The bidder is found to be involved in fraudulent and corrupt practices, and
 - In case of a successful Bidder, the said Bidder fails:
(i) To sign the Agreement in time, (ii) To furnish Performance Bank Guarantee

ARTICLE - 15: PERIOD OF VALIDITY OF BIDS

- 15.1 Bids shall remain valid for **1 year** after the date of financial bid opening by Home Department. A Bid valid for a shorter period shall be rejected as non-responsive.
- 15.2 In exceptional circumstances, the TENDERER/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 EMD shall also be suitably extended. A Bidder granting the request is not required nor permitted to modify the Bid.

ARTICLE - 16: DURATION OF THE CONTRACT

The duration of the Contract will be of **3 years**. Hence the actual contract period starts after the successful deployment of eligible technical manpower.

ARTICLE - 17: BID DUE DATE

- 17.1 Bid must be uploaded by vendor not later than the due date specified in the RFP.
- 17.2 The TENDERER/GIL, as its discretion, may extend the bid due date, in which case all rights and obligations of the TENDERER/GIL and the bidders, previously subject to the bid due date, shall thereafter be subject to the new bid due date as extended.

ARTICLE - 18: LATE BID

- 18.1 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.
- 18.2 The bids submitted by telex/telegram/ fax/e-mail etc. shall not be considered. No correspondence will be entertained on this matter.

ARTICLE - 19: MODIFICATION AND WITHDRAWAL OF BID

- 19.1 The Bidder may modify or withdraw its Bid before the due date & time of bid submission.
- 19.2 No Bid may be modified subsequent to the deadline for submission of bids.
- 19.3 No Bid may be withdrawn in the interval between the deadline for submission of bids and the expiration of the period of Bid validity specified by the Bidder on the bid letter form. Withdrawal of a Bid during this interval may result in the bidder's forfeiture of its EMD.

ARTICLE - 20: OPENING OF BIDS BY GIL

- 20.1 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.
- 20.2 The Bidder's names, Bid modifications or withdrawals, discounts and the presence or absence of relevant EMD and such other details as the GIL / THE OFFICE officer at his/her discretion, may consider appropriate, will be announced at the opening.

- 20.3 Immediately after the closing time, the TENDERER/ GIL contact person shall open the Un-priced Bids and list them for further evaluation.

ARTICLE - 21: *CONTACTING GIL / THE OFFICE*

- 21.1 Bidder shall not approach GIL / THE OFFICE officers outside of office hours and / or outside GIL / THE OFFICE premises, from the time of the Bid opening to the time the Contract is awarded.
- 21.2 Any effort by a bidder to influence GIL / THE OFFICE 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 GOG, it should do so in writing.
- 21.3 "Any dispute arising out of this tender shall be referred to arbitration in accordance with the Arbitration and Conciliation Act, 1996. The venue of arbitration shall be Ahmedabad, and the proceedings shall be conducted in English."

ARTICLE - 22: *REJECTION OF BIDS*

The 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. Conditional bid will not be accepted.

ARTICLE - 23: *BID EVALUATION*

- 23.1 The TENDERER will form a Committee which will evaluate the proposals submitted by the bidders for a detailed scrutiny. During evaluation of proposals, the TENDERER, may, at its discretion, ask the bidders for clarification of their Proposals.
- a) **Pre-Qualification evaluation:**
- Bidders who have submitted the valid EMD shall be considered for further evaluation. If bidders fail to submit the bid security as per this RFP document, the Bid shall be out rightly rejected.
 - Thereafter, Un-priced Bid documentation of qualified bidder shall be opened and evaluated
 - Evaluation of Eligibility Criteria: As per the eligibility criteria defined in this bid document, committee will evaluate the bidder and OEM eligibility section, and if required may ask for clarification before finalization.
- b) **Technical Bid evaluation:** Bid evaluation will be done as per the RFP terms and conditions.
- c) **Financial Bid Evaluation:** The Financial Bids of qualified bidders only would be opened and evaluated to determine the L1 (lowest cost to the TENDERER) bidder from the sum total of prices for all line items with tax and then called for further negotiations if required. (Reverse Auction will be the part of the Financial evaluation process as per (n) Procure portal)

ARTICLE - 24: *AWARD OF CONTRACT*

- 24.1 **Award Criteria:** The Criteria for selection will be the lowest cost (with taxes) to the TENDERER for the qualified bid. The TENDERER may negotiate the prices with L1 Bidder, under each item/head offered by Bidder.
- 24.2 THE OFFICE's right to vary requirements at time of award: GIL/ THE OFFICE reserves the right at the time of award to increase or decrease quantity for the requirements originally specified in the document without any change in Bid rate or other terms and conditions.

- 24.3 In case, if lowest bidder does not accept the award of contract or found to be involved in corrupt and/or fraudulent practices, the next lowest bidder will be awarded the contract. In such scenario, the lowest bidder has to born the difference between lowest prices and next lowest prices.
- 24.4 The tendered quantities are estimated based on the survey carried out as well as receipt of the requirement from the TENDERER. The quantities may vary at the time of finalization, depending upon the change in the requirements/grants available with the purchaser(s), which shall be binding to the bidder.

ARTICLE - 25: NOTIFICATION OF AWARD & SIGNING OF CONTRACT

- 25.1 Prior to expiration of the period of Bid validity, the TENDERER will notify the successful Bidder and issue Lol/Work Order.
- 25.2 The Successful bidder has to submit Performance Bank Guarantee @ 5% of total order value within 15 days from the date of issue of Lol/ Work Order as per article 33 of this bid from any Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad / Gandhinagar) as per the G.R. no. FD/MSM/e-file/4/2024/2859/D.M.O Date: 01-05-2025 issued by Finance Department or further instruction issued by Finance department time to time. (The draft of Performance Bank Guarantee is attached herewith).
- 25.3 Successful Bidder will have to sign the contract upon receiving the Work Order with the purchaser(s) within 15 working days from the date of Work Order. (The draft is attached herewith).

ARTICLE – 26: PERFORMANCE GUARANTEE

- a) The successful bidder shall furnish Performance Guarantee equals to 5% of the contract value valid for the duration of 60 days beyond the expiry of the contract.
- b) The performance guarantee will be in the form of bank guarantee for the amount equal to 10 % of the contract value towards faithful performance of the contract obligation, and performance of the equipment's during Warrantee period. In case of material breach of the contract terms and conditions, the TENDERER shall invoke the PBG.
- c) The Performance Guarantee shall be denominated in Indian Rupees and shall be in the form of an unconditional Bank Guarantee issued by any Nationalized Bank including the public sector bank or Private Sector Banks authorized by RBI or Commercial Bank or Regional Rural Banks of Gujarat or Co-Operative Bank of Gujarat (operating in India having branch at Ahmedabad / Gandhinagar) as per the G.R. no. FD/MSM/e-file/4/2024/2859/D.M.O Date: 01-05-2025 issued by Finance Department or further instruction issued by Finance department time to time. in the format provided by the TENDERER to be submitted within 15 working days from the date of receipt of award.
- d) The Performance Guarantee shall be discharged by the TENDERER and returned to the Vendor within 30 days from the date of expiry of the Performance Bank Guarantee.
- e) During the contract period if agency is not performing over and above penalty and PBG invocation, office of the Chief Commissionerate of State Tax, Ahmedabad reserve the rights to take further legal action. If the performance will not be satisfactory and work shall not be done according to the conditions of the tender than PBG will be forfeited.

ARTICLE- 27 DELIVERIES AND INSTALLATION / IMPLEMENTATION:

- a) The work as defined under the Scope of work has to be completed in timely manner and any changes will be allowed prior approval of the department within scope of work. The Technical manpower has to be offered for technical interview/scrutiny before deployment.

ARTICLE –28: PAYMENTS TERMS

The Technical Services Payment will be processed on Quarterly basis and payment will be processed after performance and attendance report will be verified for respective duration. No advance or additional payment will be made.

PAYMENTS PROCEDURES

- a) Quarterly invoice payment will be evaluated based on actual available resource in the month using the following formula: a. Quarterly Payment = Quarterly Payment Value X Actual Man-days available in the Quarter / Total Man-days in the Quarter b. Over and above penalty will also be levied as per SLA.

ARTICLE – 29: SLA AND PENALTY CLAUSE

a) **Penalty for delay:**

#	SLA	Timelines/ Event	Applicable Penalty
1	To maintain log of all tickets/complaints/calls	Daily	INR 100/- per ticket per hour exceeding 24 hours for any

	raised and share the detail with status to the authority		incident reported for fulfilment of support request or resolution of issues. For critical issues INR 200/- per ticket per hour exceeding 6 hours from the time ticket raised.
2	Replacement of resources by the agency on formal submission of resignation by the resource in the company.	There should be minimum 7 days overlap between the new deployed resource and the replaced resource.	No penalty- On timely replacement. Rs. 500/- per resource per day for each day delay from stated timelines.
3	Absence without prior approval from the TENDERER and No Trained Backup resource arranged at office	per event	Penalty of Rs. 1000/- per resource per day shall be imposed.
4	Security Incident	Per event	10% penalty per quarter will applicable for any security breach/incident.

a. Support and Escalation

The bidder shall have to maintain log of all tickets/complaints/calls raised and share the detail with status to the authority on periodic basis.

b. Manpower related SLA and Penalties

1. Availability of the required manpower should be 100%. The agency has to implement the attendance system and share the attendance report of each person deployed as part of team on monthly basis with the user department.
2. Replacement of a profile by the agency (only one replacement per technical profile – with equal or higher qualification and experience – would be permitted per year)
3. Prior Intimated Leave of absence will be allowed: If a resource proceeding on leave or becoming absent is replaced with a resource approved by authority, then such substitution will not be treated as absence.
4. Inability to follow up on requests will initiate penalties, which may be pecuniary in nature.

Form 1 – Pre-Qualification Cover Letter

(To be submitted on the agency letterhead)

Date:

To,

Deputy General manager (Tech.)

Gujarat Informatics Limited

2nd Floor, Block -2, Karmayogi Bhavan,

Sector – 10 A, Gandhinagar - 382010

Gujarat, India

Ref: RFP Notification no _____ dated _____

Subject: Submission of proposal in response to the RFP

Dear Sir/Madam,

Having examined the RFP document, we, the undersigned, herewith submit our proposal in response to your RFP Notification no _____ dated _____ in full conformity with the said RFP document.

1. We have read the provisions of the RFP document and terms & conditions that these are acceptable to us. We further declare that additional conditions, variations, deviations, if any, found in our proposal shall not be given effect to.

2. We agree to abide by this Proposal, consisting of this letter, the Qualification Criteria forms and the Technical Proposal form, the duly notarized Board Resolution/ Power of Attorney, and all attachments, for a period of 180 days from the date of financial opening, and it shall remain binding upon us and may be accepted by you at any time before the expiration of that period. 3. If we are awarded the contract, we undertake to provide a Security Deposit in the form and amount prescribed.

4. We hereby declare that all the information and statements in this proposal are true and accept that any misinterpretation contained in it may lead to our disqualification.

5. We would like to declare that there is no conflict of interest in the services that we will be providing under the terms and conditions of this RFP.

6. We would like to declare that we are not involved in any major litigation that may have an impact of affecting or compromising the delivery of services as required under this assignment and we are not under a declaration of ineligibility for corrupt or fraudulent practices by any department/office of Government of Gujarat.

7. We understand you are not bound to accept any proposal you receive.

We hereby declare that our proposal submitted in response to this RFP is made in good faith and the information contained is true and correct to the best of our knowledge and belief.

Sincerely,

Dated this (date / month / year)

Authorized Signature [in full and initials]:

Name of Authorized Signatory:

Designation of Authorized Signatory:

Name of agency:

Address:

Form 2 – General Information

Description	Details to be filled by bidder
Name of the Organization	
Nature of the Organization Government / Public / Private / Partnership /Proprietorship	
Year of Establishment (Enclose any of the following for proof of establishment) <ul style="list-style-type: none"> • Certificate of Incorporation • Audited balance sheets (Latest) • Registered Partnership deed if any 	
Regd. Office Postal Address with Phone & Fax Number	
Authorized person with contact details with email-id.	

Form -3: Bidders Turnover over Last 3 Financial Years

Date: dd/mm/yyyy

To,
Deputy General manager (Tech.)
Gujarat Informatics Limited
2nd Floor, Block -2, Karmayogi Bhavan,
Sector – 10 A, Gandhinagar - 382010
Gujarat, India

Sir/Madam,

I have carefully gone through the Terms & Conditions contained in the tender Document for RFP No.....

I hereby declare that below are the details regarding Turnover of our company.

Financial Information			
	FY 2021-22	FY 2022-23	FY 2023-24
Revenue (in INR Crores)			
Net worth as on 31st March 2024 (in INR Crores)			
Mandatory Supporting Documents: (a) Audited Balance Sheets for the Last 3 financial years & CA Certificate for turn over			

Form-4 : List of documents

Sr. No.	Eligibility Criteria	Supporting document to be submitted	Compliance (YES/No)	Remarks
1				
2				
3				
Pre-Qualification Documents				

Form-5: Financial Bid

Financial bid for IT Facility Management Services for Gujarat State Tax Department, Govt. of Gujarat					
Sr. No.	Profile	Nos. (A)	Salary per Month (B)	Months (C)	Total Cost (Rs.) (D = A*B*C)
1	Field Engineers	75		36	
2	Helpdesk support for Tax payers helpdesk	4		36	
3	Helpdesk Support for internal users	2		36	
4	Helpdesk for IT infrastructure	4		36	
				Total	

Note:

1. Financial bid will be evaluated based on L1 price of total items quoted in the bid.
2. The prices are inclusive of GST or any other applicable taxes by the govt. authority.
3. The bidder will have to ensure compliance with all the applicable laws / acts / rules including but not limited to all Labour Laws such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972 etc. and any revision in during contract period.
4. RA has been enabled in the (n) Procure Bid. The discount offered in RA by the successful bidder will be applicable in the physical price breakup and price bid submitted by bidder at GIL office.

PROFORMA FOR BANK GUARANTEE FOR CONTRACT PERFORMANCE

Bank Guarantee No.....

Date:

To,

The Commissioner of the State Tax,
Ahmedabad.

Dear Sir,

In consideration of the GoG, (hereinafter referred to as the 'Purchaser' which expression shall unless repugnant to the context or meaning thereof include its successors, administrators and assigns) having awarded to M/s with its Registered/Head Office at(hereinafter referred to as the 'Seller' which expression shall unless repugnant to the context or meaning thereof, includes its successors, administrators, executors & assigns) a Contract by issue of Purchaser's Purchase Order No..... dated and the same having been unequivocally accepted by the seller resulting in a 'Contract' valued at for(scope of work/contract) and the seller having agreed to provide a contract performance guarantee of the faithful performance of the entire contract equivalent to Five percent (5%) of the said value of the contract to the purchaser.

We, (Name & Address of Bank) having our Head Office at (hereinafter referred to as the 'Bank' which expression shall unless repugnant to the context or meaning thereof, include its successors, administrators, executors & assigns), do hereby guarantee and undertake to pay the Purchaser, on demand any and all monies payable by the Seller to the extent of as aforesaid at any time up to.... (*) without any demur, reservation contest, recourse, or protest and/or without any reference to the Seller. Any such demand made by the Purchaser on the Bank shall be conclusive and binding notwithstanding any difference between the Purchaser and Seller or any dispute pending before any court Tribunal, Arbitrator or any other Authority. The bank undertakes not to revoke this guarantee during its currency without previous consent of the purchaser and further agrees that this guarantee herein contained shall continue to be enforceable till the purchaser discharges this guarantee.

The 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 of Contract by the Seller. The 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 or to forbear to enforce any covenants, contained or implied in the contract between the Purchaser and the Seller or any other course of remedy or security available to the Purchaser. The Bank shall not be released of its obligations under these presents by any exercise by the Purchaser of its liberty with reference to the matters aforesaid or any of them or by reason of any other act or forbearance or other acts of omission or commission on the part of the purchaser or any other indulgence shown by the Purchaser or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the Bank.

The Bank also agrees that the purchaser 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 notwithstanding any security or other guarantee that the purchaser may have in relation to the seller's liabilities.

Notwithstanding anything contained hereinabove our liability under this guarantee is restricted toand it shall remain in force up to and including (*) and shall be extended from time to time for such period (not exceeding one year), as may be desired by M/s..... on whose behalf this guarantee has been given.

Dated this day of20.....at

WITNESS

SIGNATURE NAME

OFFICIAL ADDRESS BANK'S COMMON SEAL

The successful bidder will have to submit within one week the PBG of 5% of Work Order Value for 38 Months (36 Months + 2 months). The Performance Bank Guarantee will be invoked during service contract period if there is any conditions breach. The PBG is to be submitted to Office of the Commissioner of the State Tax, Ahmedabad.