

बिड दस्तावेज़ / Bid Document

बिड विवरण / Bid Details	
बिड बंद होने की तारीख/समय / Bid End Date/Time	29-09-2025 12:00:00
बिड खुलने की तारीख/समय / Bid Opening Date/Time	29-09-2025 12:30:00
बिड पेशकश वैधता (बंद होने की तारीख से) / Bid Offer Validity (From End Date)	180 (Days)
मंत्रालय/राज्य का नाम / Ministry/State Name	Gujarat
विभाग का नाम / Department Name	Urban Development And Urban Housing Department Gujarat
संगठन का नाम / Organisation Name	N/a
कार्यालय का नाम / Office Name	Bhavnagar Municipal Corporation
वस्तु श्रेणी / Item Category	Operation & Maintenance of Data Centre Assets - Enterprise; Tier-1
अनुबंध अवधि / Contract Period	5 Year(s)
एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / MSE Exemption for Years of Experience and Turnover	No
स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है / Startup Exemption for Years of Experience and Turnover	No
विक्रेता से मांगे गए दस्तावेज़ / Document required from seller	Certificate (Requested in ATC), OEM Authorization Certificate, Additional Doc 1 (Requested in ATC) *In case any bidder is seeking exemption from Experience / Turnover Criteria, the supporting documents to prove his eligibility for exemption must be uploaded for evaluation by the buyer
क्या आप निविदाकारों द्वारा अपलोड किए गए दस्तावेज़ों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेनू है / Do you want to show documents uploaded by bidders to all bidders participated in bid?	Yes (Documents submitted as part of a clarification or representation during the tender/bid process will also be displayed to other participated bidders after log in)
बिड लगाने की समय-सीमा बढ़ाने के लिए आवश्यक न्यूनतम सहभागी विक्रेताओं की संख्या / Minimum number of bids required to disable automatic bid extension	1
दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी / Number of days for which Bid would be auto-extended	7

बिड विवरण/Bid Details	
बिड से रिवर्स नीलामी सक्रिय किया/Bid to RA enabled	Yes
रिवर्स नीलामी योग्यता नियम/RA Qualification Rule	H1-Highest Priced Bid Elimination
बिड का प्रकार/Type of Bid	Two Packet Bid
तकनीकी मूल्यांकन के दौरान तकनीकी स्पष्टीकरण हेतु अनुमत समय /Time allowed for Technical Clarifications during technical evaluation	3 Days
मूल्यांकन पद्धति/Evaluation Method	Total value wise evaluation
मूल्य दर्शाने वाला वित्तीय दस्तावेज ब्रेकअप आवश्यक है / Financial Document Indicating Price Breakup Required	Yes
मध्यस्थता खंड/Arbitration Clause	No
सुलह खंड/Mediation Clause	No

ईएमडी विवरण/EMD Detail

एडवाइजरी बैंक/Advisory Bank	HDFC Bank
ईएमडी राशि/EMD Amount	1800000

ईपीबीजी विवरण /ePBG Detail

एडवाइजरी बैंक/Advisory Bank	HDFC Bank
ईपीबीजी प्रतिशत (%) /ePBG Percentage(%)	5.00
ईपीबीजी की आवश्यक अवधि (माह) /Duration of ePBG required (Months).	62

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित कटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने हैं। एमएसई कटेगरी के अंतर्गत केवल वस्तुओं के लिए विनिर्माता तथा सेवाओं के लिए सेवा प्रदाता ईएमडी से छूट के पात्र हैं। व्यापारियों को इस नीति के दायरे से बाहर रखा गया है।/EMD EXEMPTION: The bidder seeking EMD exemption, must submit the valid supporting document for the relevant category as per GeM GTC with the bid. Under MSE category, only manufacturers for goods and Service Providers for Services are eligible for exemption from EMD. Traders are excluded from the purview of this Policy.

(b).ईएमडी और संपादन जमानत राशि, जहां यह लागू होती है, लाभार्थी के पक्ष में होनी चाहिए। / EMD & Performance security should be in favour of Beneficiary, wherever it is applicable.

लाभार्थी /Beneficiary :

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EMD in Favor of "Gujarat Informatics Limited" and PBG in Favor of "Commissioner ,Bhavnagar Municipal Corporation", Bhavnagar

(--)

विभाजन/Splitting

बोली विभाजन लागू नहीं किया गया/ Bid splitting not applied.

एमआईआई अनुपालन/MII Compliance

एमआईआई अनुपालन/MII Compliance	Yes
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एमएसई खरीद वरीयता/MSE Purchase Preference

एमएसई खरीद वरीयता/MSE Purchase Preference	No
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1. Estimated Bid Value indicated above is being declared solely for the purpose of guidance on EMD amount and for determining the Eligibility Criteria related to Turn Over, Past Performance and Project / Past Experience etc. This has no relevance or bearing on the price to be quoted by the bidders and is also not going to have any impact on bid participation. Also this is not going to be used as a criteria in determining reasonableness of quoted prices which would be determined by the buyer based on its own assessment of reasonableness and based on competitive prices received in Bid / RA process.

2. Reverse Auction would be conducted amongst all the technically qualified bidders except the Highest quoting bidder. The technically qualified Highest Quoting bidder will not be allowed to participate in RA. However, H-1 will also be allowed to participate in RA in following cases:

- If number of technically qualified bidders are only 2 or 3.
- If Buyer has chosen to split the bid amongst N sellers, and H1 bid is coming within N.
- In case Primary product of only one OEM is left in contention for participation in RA on elimination of H-1.
- If L-1 is non-MSE and H-1 is eligible MSE and H-1 price is coming within price band of 15% of Non-MSE L-1
- If L-1 is non-MII and H-1 is eligible MII and H-1 price is coming within price band of 20% of Non-MII L-1

एक्सेल में अपलोड किए जाने की आवश्यकता /Excel Upload Required :

Bidder has to Submit Price Breakup at the time of bidding. - [1756963439.xlsx](#)

अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required

Scope of Work:[1756970447.pdf](#)

Payment terms:[1756970453.pdf](#)

Bill of Materials:[1756970458.pdf](#)

Eligibility criteria if required by the Buyer:[1756970460.pdf](#)

Pre Bid Detail(s)

मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time	प्री-बिड स्थान/Pre-Bid Venue
16-09-2025 12:00:00	Bhavnagar Municipal Corporation Sir Mangalsinhji Road, Near Kalanala, Bhavnagar - 364001,

Operation & Maintenance Of Data Centre Assets - Enterprise; Tier-1 (1)**तकनीकी विशिष्टियाँ /Technical Specifications**

विवरण/ Specification	मूल्य/ Values
कोर / Core	
DC Type	Enterprise
Data Centre Classification	Tier-1
No of Data Centre location	Refresh IT Infrastructure includes Supply Installation Testing Commissioning and 5 years Warranty supportservices of required hardware software licenses NonIT Components and accessories to complete this solution
Compute-Server Assets	Refresh IT Infrastructure includes Supply Installation Testing Commissioning and 5 years Warranty supportservices of required hardware software licenses NonIT Components and accessories to complete this solution
Storage & Backup Assets	Refresh IT Infrastructure includes Supply Installation Testing Commissioning and 5 years Warranty supportservices of required hardware software licenses NonIT Components and accessories to complete this solution
Network and Security Assets	Refresh IT Infrastructure includes Supply Installation Testing Commissioning and 5 years Warranty supportservices of required hardware software licenses NonIT Components and accessories to complete this solution
Software /Tools	Refresh IT Infrastructure includes Supply Installation Testing Commissioning and 5 years Warranty supportservices of required hardware software licenses NonIT Components and accessories to complete this solution
Cabling	Refresh IT Infrastructure includes Supply Installation Testing Commissioning and 5 years Warranty supportservices of required hardware software licenses NonIT Components and accessories to complete this solution
Electrical System	Refresh IT Infrastructure includes Supply Installation Testing Commissioning and 5 years Warranty supportservices of required hardware software licenses NonIT Components and accessories to complete this solution
Safety and Surveillance	Refresh IT Infrastructure includes Supply Installation Testing Commissioning and 5 years Warranty supportservices of required hardware software licenses NonIT Components and accessories to complete this solution
Facility (Furniture)	Refresh IT Infrastructure includes Supply Installation Testing Commissioning and 5 years Warranty supportservices of required hardware software licenses NonIT Components and accessories to complete this solution
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.No.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Arvindbhai Gatorbhai Mer	364001,Bhavnagar Municipal Corporation, Mangalsihji Road, Bhavnagar	1	N/A

Operation & Maintenance Of Data Centre Assets - Enterprise; Tier-1 (1)

तकनीकी विशिष्टियाँ /Technical Specifications

विवरण/ Specification	मूल्य/ Values
कोर / Core	
DC Type	Enterprise
Data Centre Classification	Tier-1
No of Data Centre location	CAMC and Operation Management Services of Existing and Refresh Components of BMC Data Centre for valid contract period as per RFP
Compute-Server Assets	CAMC and Operation Management Services of Existing and Refresh Components of BMC Data Centre for valid contract period as per RFP
Storage & Backup Assets	CAMC and Operation Management Services of Existing and Refresh Components of BMC Data Centre for valid contract period as per RFP
Network and Security Assets	CAMC and Operation Management Services of Existing and Refresh Components of BMC Data Centre for valid contract period as per RFP
Software /Tools	CAMC and Operation Management Services of Existing and Refresh Components of BMC Data Centre for valid contract period as per RFP
Cabling	CAMC and Operation Management Services of Existing and Refresh Components of BMC Data Centre for valid contract period as per RFP
Electrical System	CAMC and Operation Management Services of Existing and Refresh Components of BMC Data Centre for valid contract period as per RFP
Safety and Surveillance	CAMC and Operation Management Services of Existing and Refresh Components of BMC Data Centre for valid contract period as per RFP
Facility (Furniture)	CAMC and Operation Management Services of Existing and Refresh Components of BMC Data Centre for valid contract period as per RFP
एडऑन /Addon(s)	

अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents

प्रेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity

क्र.सं./S.N o.	प्रेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer	पता/Address	संसाधनों की मात्रा / Quantity	अतिरिक्त आवश्यकता /Additional Requirement
1	Arvindbhai Gatorbhai Mer	364001,Bhavnagar Municipal Corporation, Mangalsihji Road, Bhavnagar	1	N/A

क्रेता द्वारा जोड़ी गई बिड की विशेष शर्तें/Buyer Added Bid Specific Terms and Conditions

1. Generic

OPTION CLAUSE: The buyer can increase or decrease the contract quantity or contract duration up to 25 percent at the time of issue of the contract. However, once the contract is issued, contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration

2. Service & Support

AVAILABILITY OF OFFICE OF SERVICE PROVIDER: An office of the Service Provider must be located in the state of Consignee. DOCUMENTARY EVIDENCE TO BE SUBMITTED.

3. Generic

Bidder financial standing: The bidder should not be under liquidation, court receivership or similar proceedings, should not be bankrupt. Bidder to upload undertaking to this effect with bid.

4. Certificates

Bidder's offer is liable to be rejected if they don't upload any of the certificates / documents sought in the Bid document, ATC and Corrigendum if any.

5. Buyer Added Bid Specific ATC

Buyer Added text based ATC clauses

BID DOCUMENT ATTACHED

6. Generic

Manufacturer Authorization:Wherever Authorised Distributors/service providers are submitting the bid, Authorisation Form /Certificate with OEM/Original Service Provider details such as name, designation, address, e-mail Id and Phone No. required to be furnished along with the bid

7. Service & Support

Dedicated /toll Free Telephone No. for Service Support : BIDDER/OEM must have Dedicated/toll Free Telephone No. for Service Support.

8. Service & Support

Escalation Matrix For Service Support : Bidder/OEM must provide Escalation Matrix of Telephone Numbers for Service Support.

9. Forms of EMD and PBG

Bidders can also submit the EMD with Account Payee Demand Draft in favour of

Gujarat Informatics Limited
payable at
Gandhinagar

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.

अस्वीकरण/Disclaimer

The additional terms and conditions have been incorporated by the Buyer after approval of the Competent Authority in Buyer Organization, whereby Buyer organization is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any eccentricity / restriction arising in the bidding process due to these ATCs and due to modification of technical specifications and / or terms and conditions governing the bid. If any clause(s) is / are incorporated by the Buyer regarding following, the bid and resultant contracts shall be treated as null and void and such bids may be cancelled by GeM at any stage of bidding process without any notice:-

1. Definition of Class I and Class II suppliers in the bid not in line with the extant Order / Office Memorandum issued by DPIIT in this regard.
2. Seeking EMD submission from bidder(s), including via Additional Terms & Conditions, in contravention to exemption provided to such sellers under GeM GTC.
3. Publishing Custom / BOQ bids for items for which regular GeM categories are available without any Category item bunched with it.
4. Creating BoQ bid for single item.
5. Mentioning specific Brand or Make or Model or Manufacturer or Dealer name.
6. Mandating submission of documents in physical form as a pre-requisite to qualify bidders.
7. Floating / creation of work contracts as Custom Bids in Services.
8. Seeking sample with bid or approval of samples during bid evaluation process. (However, in bids for [attached categories](#), trials are allowed as per approved procurement policy of the buyer nodal Ministries)
9. Mandating foreign / international certifications even in case of existence of Indian Standards without specifying equivalent Indian Certification / standards.
10. Seeking experience from specific organization / department / institute only or from foreign / export experience.
11. Creating bid for items from irrelevant categories.
12. Incorporating any clause against the MSME policy and Preference to Make in India Policy.
13. Reference of conditions published on any external site or reference to external documents/clauses.
14. Asking for any Tender fee / Bid Participation fee / Auction fee in case of Bids / Forward Auction, as the case may be.
15. Any ATC clause in contravention with GeM GTC Clause 4 (xiii)(h) will be invalid. In case of multiple L1 bidders against a service bid, the buyer shall place the Contract by selection of a bidder amongst the L-1 bidders through a Random Algorithm executed by GeM system.
16. Buyer added ATC Clauses which are in contravention of clauses defined by buyer in system generated bid template as indicated above in the Bid Details section, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by GeM GTC.
17. In a category based bid, adding additional items, through buyer added additional scope of work/ additional terms and conditions/or any other document. If buyer needs more items along with the main item, the same must be added through bunching category based items or by bunching custom catalogs or bunching a BoQ with the main category based item, the same must not be done through ATC or Scope of Work.

Further, if any seller has any objection/grievance against these additional clauses or otherwise on any aspect of this bid, they can raise their representation against the same by using the Representation window provided in the bid details field in Seller dashboard after logging in as a seller within 4 days of bid publication on GeM. Buyer is duty bound to reply to all such representations and would not be allowed to open bids if he fails to reply to such representations.

All GeM Sellers / Service Providers are mandated 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. Any non-compliance will be treated as breach of contract and Buyer may take suitable actions as per GeM Contract.

This Bid is governed by the [सामान्य नियम और शर्तें/General Terms and Conditions](#), conditions stipulated in Bid and [Service Level Agreement](#) specific to this Service as provided in the Marketplace. However in case if any condition specified in सामान्य नियम और शर्तें/General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement, then it will over ride the conditions in the General Terms and Conditions.

जेम की सामान्य शर्तों के खंड 26 के संदर्भ में भारत के साथ भूमि सीमा साझा करने वाले देश के बिडर से खरीद पर प्रतिबंध के संबंध में भारत के साथ भूमि सीमा साझा करने वाले देश का कोई भी बिडर इस निविदा में बिड देने के लिए तभी पात्र होगा जब वह बिड देने वाला सक्षम प्राधिकारी के पास पंजीकृत हो। बिड में भाग लेते समय बिडर को इसका अनुपालन करना होगा और कोई भी गलत घोषणा किए जाने व इसका अनुपालन न करने पर अनुबंध को तत्काल समाप्त करने और कानून के अनुसार आगे की कानूनी कार्रवाई का आधार होगा।/In terms of GeM GTC clause 26 regarding Restrictions on procurement from a bidder of a country which shares a land border with India, any bidder from a country which shares a land border with India will be eligible to bid in this tender only if the bidder is registered with the Competent Authority. While participating in bid, Bidder has to undertake compliance of this and any false declaration and non-compliance of this would be a ground for immediate termination of the contract and further legal action in accordance with the laws.

---धन्यवाद/Thank You---

Bid Document



GUJARAT INFORMATICS LIMITED

Block No. 2, 2nd Floor, Karma yogi Bhavan,
Sector-10-A, Gandhinagar 382 010
Phone No: 079 - 23256022
Fax No: 079 - 23238925

**Bid for Selection of System Integrator(SI) for
Supply, Installation, and 5 years warranty
support/services of IT Infrastructure and
Operation & Maintenance Services for 5 years on
behalf of Bhavnagar Municipal Corporation,
Bhavnagar**

Project Preamble

The objective is to strengthen existing IT infrastructure and procurement of Servers, Storage, Networking, Software, CCTV Surveillance and Data Centre related items including supply, implementation and post implementation support for the same.

Bhavnagar Municipal Corporation (BMC) is a local government committed to provide basic infrastructure facilities to the people of the city. BMC is very well known for the managing the city by using private sector participation as well as introduction of innovative mechanism in management to serve people efficiently. City has prepared different plans for improving services and to nullify gap between services and demands.

Development of Information Technology (IT) has enabled facilities for handling the voluminous data. The balanced urban development in the local bodies and the probe for generating revenue using IT has become mandatory. It is possible only by upgrading infrastructure that envisages for easy understanding, planning and generating revenue. While so, after analysing trends in various sources of server, networking, software, CCTV surveillance and data centre, it was found that the concept and the technology would be viable.

In its continued pursuit to provide best Quality & Quantity (Q&Q) and enhanced service of global standards to the people of Bhavnagar, Bhavnagar Municipal Corporation wants to purchase, implement and post implementation support for Server, Storage, Networking, Software, CCTV surveillance and Data centre equipment's (with 5 year of Warranty). New setup would help the corporation for planning and management of the city by Decision Support System as well as in generating higher revenue using latest IT infrastructure.

The broad objective of the work is to establish a latest IT infrastructure (including server, networking, software & CCTV Surveillance) for BHAVNAGAR MUNICIPAL CORPORATION which will help BMC in planning, management and governance of entire functioning of the organization.

Bidders shall be deemed to have full knowledge of the requirements of the work. Municipal Corporation Bhavnagar will not accept any responsibility or liability for any errors, omissions, inaccuracies or errors of judgment with respect to information or materials provided by Municipal Corporation, in this tender Document or otherwise, with respect to this Project. Although such information and materials are to the best of Municipal Corporation's belief, however their verification is the sole responsibility of Bidder. Neither Corporation, nor their employees or Bidders make any representation or warranty as to the accuracy, reliability or completeness of the information provided nor will have any liability to any bidder which may arise from or be incurred or suffered in connection with anything contained in this tender and the award of the work or otherwise arising in any way from the selection process.

Invitation for the Proposal

Gujarat Informatics Limited (herein after referred to as GIL), on behalf of Bhavnagar Municipal Corporation (BMC) (herein after referred to as the Purchasers) for the requirements to establish a latest IT infrastructure (including server, networking, software & CCTV Surveillance) which will help BMC in planning, management and governance of entire functioning of the organization, intend to invite Bid for Selection of Agency for Supply, Installation, and 5 years Warranty support / services of IT Infrastructure and Operation & Management Services for 5 years on behalf of Bhavnagar Municipal Corporation, Bhavnagar.

Proposal in the form of BID are requested for the item(s) in complete accordance with the documents to be uploaded on GEM portal.

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.

Important Dates & Details:

1	Venue of Pre-Bid Meeting	Office of BMC Bhavnagar Municipal Corporation Sir Mangal Sinhji Road, Near Kalanala, Bhavnagar – 364001
2	Period of Warranty (New Component) /Support/Maintenance	5 (Five) Years from the date of FAT
3	GIL Contact Person	DGM (Tech.), GIL

Note:

1. Please specify tender number in all your correspondence.
2. Please address all queries and correspondence to:

DGM (Tech.)

Gujarat Informatics Limited,

Block No. 2, 2nd Floor, Karma yogi Bhavan,

Sector-10-A, Gandhinagar 382 010

Phone: 079 - 232 52026

E-mail: dgmTech-gil@gujarat.gov.in ; mgrhninfra1-gil@gujarat.gov.in

SECTION I

Eligibility Criteria for the bidder:

1. Bidder should be a company registered under Indian Companies Act, 1956 and should have been operating for the last five years as on bid submission date. Copy of Certificate of Incorporation to be submitted.
2. The bidder should have average annual turnover of at least Rs. 4.5 Crore of last three financial years as on bid submission date. 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.
3. The Bidder should have at least one office in the state of Gujarat and preferably support centers/logistics for the entire state. Please attach copies of any of the following: Property Tax Bill of last year / Electricity Bills of last one year / Telephone Bills of last one year / GST Registration / Valid Lease Agreement. In case, bidder does not have office in Gujarat, bidder should give an undertaking to open an office in Bhavnagar within 45 days from the date of purchase order, if the order is placed with it.
4. Bidder should be an established IT System Integrator and should have been engaged in SITC and Operations & Maintenance Services in Datacenter and ITES projects with the following capacity during the last 5 years in Central and State Government /PSU/BFSI/Listed Company.
 - a) Bidder having one project of 7 crore and above or
 - b) Bidder having two projects of 5 crores and above or
 - c) Bidder having three projects of 3 crores and above

Copies of PO & customer certificates to be submitted.

Note: Project means server, storage, networking and security components etc.

5. The OEM should have average annual turnover of at least Rs. 45 Crore of last three financial years as on bid submission date. The copies of Audited Annual Accounts/Balance Sheet along with Profit & Loss Account and CA Certified Statement for the last three financial years, shall be attached along with the bid.
6. The OEM must have supplied same or similar Product 22 crore in project during the last 3 years before the bid opening date.
Similar product OEM means server, storage, networking and security components.
7. The bidder must have experience of executing **at least ONE project of 25 CCTV Surveillance & Networking components in India during the last five years** as on bid submission date. Copies of PO & customer certificates to be submitted.
8. The bidder should be authorized by its OEM to quote new product, software, licenses this bid. Please attach the copy of Authorization on OEM letterhead and signed by authorized signatory for the item(s) to be offered in this bid.
9. The proposed new product (OEM) should be ISO 9001 Process Certified for manufacturing. ISO certificates are required for items like Server, Storage, Switches, Tape Library, CCTV Camera, NVR and UPS.
10. Bidder should have certification from the list below. Certificate should be valid on the date of bid submission.
 - ISO 9001:2015 or higher
 - ISO 27001:2015 or higher
11. Bidder should not be blacklisted by any Ministry of Government of India or by Government of any State in India or any of the Government PSUs at the time of bidding. Anti-blacklisting Certificate (On Non judicial Stamp paper

of Rs. 100 duly attested by the First class Magistrate/Notary Public) mentioning that the Bidder is not blacklisted as per the clause to be submitted. (As per Annexure B).

- 12.** No consortium will be allowed. The bidder must meet all the eligibility criteria by self. Bidders undertaking should be submitted.

SECTION II

Scope of Work

The Bhavnagar Municipal Corporation is equipped with robust, reliable, fast, secure and well-established/managed IT infrastructure by installing/establishing Server, Storage, Networking, Software, CCTV surveillance and Data Centre equipment's.

BMC is planning a significant upgrade to its IT infrastructure to enhance its compute capacity. This expansion involves adding new compute resources, storage solutions, and advanced security tools. By integrating these new components, BMC aims to improve performance, scalability, and security. Additionally, the agency/SI will replace any components that have reached their End of Life (EOL) or End of Service Support (EOSS), ensuring that all systems are up-to-date and fully supported.

To maintain the reliability and efficiency of its IT infrastructure, BMC is looking for Comprehensive Annual Maintenance Contract (CAMC) for a period of five years ensuring that any issues are promptly addressed and maintained to the highest standards.

Bidder is free to provide Non Back-to-Back Support for existing IT and Non-IT infra of BMC. In Non-Back-to-back CAMC bidder undertaking is required for support as per SLA mentioned in this RFP.

The bidder, at his discretion or any existing infra component/device fault consecutive three times in a quarter or non-repairable, may upgrade/replace /refresh existing IT components/device with equal or higher capabilities within SLA time. Bidder should take prior approval of the BMC before the replacement for proposed refresh product and plan activity. In such cases successful bidder has to perform all migration activity within downtime given by BMC. Delay in such implementation/migration will attract the penalty.

Note:

- The Bidders should note that the number of items mentioned in the bid may vary and is not an absolute number. The number of items can also increase/decrease subject to the requirements.
- BMC reserves the rights to increase or decrease the quantity of any mentioned item, at the time of placing purchase order, without increasing the quoted/accepted rates.
- The Bidder should consider and delivery all the components and accessories to install and integrate the systems as per solution mentioned in this bid.
- If the items / components mentioned is declared as EOL / EOSS or not available in the market then the bidder should supply higher version of that item / components which is compatible with environment without any extra cost to BMC.
- The Municipal Commissioner, Bhavnagar Municipal Corporation, Bhavnagar reserves the rights to reject any one or all tenders without assigning any reason thereof.
- Each of the items of this RFP must have to be quoted with 5 years of warranty.
- If any item has upper side compliance deviation, then bidder must have to specify it in remarks along with necessary proof/documents.

Site Address and Details

Proposed infrastructure of this Bid will have to be created at below three locations.

1) BMC Main Office

- **Address :** Sir Mangalsinhji Road, Near Kalanala, Bhavnagar – 364001,
- This office infrastructure will be treated as Primary Site.

- In this office, bidder will have to create New Server, New Networking, Softwares, CCTV Surveillance and Data centre.
- This office may have approximately 400 nodes/computers.

2) BMC West Zonal Office

- **Address:** Near Aakhil Jakatnaka, Bhavnagar-364004, Gujarat
- This office infrastructure will be treated as Secondary Site.
- CCTV new Network Switch with 100 Node Rack.

3) BMC East Zonal Office

- **Address:** Near Tarasamiya Ring Road, Bhavnagar-364002, Gujarat.
- This office infrastructure will be treated as Secondary Site.
- Configure 100 node Points.

Configuration Requirement

BMC is looking to expand its compute capacity by adding computes, storage and security tools, and replacing components having EOL & EOSS and maintain existing IT equipment through Comprehensive Annual Maintenance Contract (CAMC) for 5 years.

Through this RFP, BMC wants to

1. Add New Computes, Storage, Security tools and other non-IT components to strengthen for their data Centre.
2. Procurement of New Software with Licenses and renewal of licenses for existing software.
3. CCTV Surveillance system for two zonal offices (East & West)
4. CAMC support for all existing IT and Non-IT components.

Site survey of BMC Data Centre is Mandatory for the bidders participating in the bid. The bidder is required to submit the site visit certificate issued by BMC along with the bid response.

The Bidder shall be responsible to install and integrate the tape library with the existing system of BMC to execute Backup of existing Applications, Database, VMs and other data sources. Once the backup is verified, the bidder shall proceed for migration of VMs and application from existing systems to new solution. Later on, the bidder will integrate the tape library with the new solution.

The bidder shall be responsible for providing services comprising of but not limiting to the following:

1. New Components:

Under this new Procurement, BMC has planned to procure below components:

SR #	Components	Quantity
1	Blade Chassis	1
2	Blade Servers	4
3	Backup Server	1
4	SAN Storage with 50 TB usable disk space	1
5	Firewall (Fortinet-201F)	1
6	Tape Library with 2 Tape Drive	1
7	Data Cartridge for Tape Library with barcode	50
8	43-inch LED TV	2
9	20 KVA UPS (Without Batteries)	2
10	DG-Set 50kVA	1
11	Rack – 42U	1

The Bidder shall have to Supply, Install, Configure, Integrate, Test, and handover to the BMC authority within the defined timeline of the RFP. The Bidder shall maintain documentation for installation, configuration, testing, commissioning, and FAT of any system/sub-systems deployed. The Bidder shall submit the detailed BOM of all required elements to complete the solution along with the Bid response.

The Bidder shall also supply an adequate quantity of license as required for smooth functioning and operation. Bidder has to Install and configure the Tape Library with the existing storage of BMC to execute the backup on the Tape Cartridge. Once the backup on the Tape Cartridge is verified than only the bidder shall execute the installation and implementation of other new components.

1.1 Blade Chassis and Blade Servers

- a. Bidder shall be responsible to supply all required components to install and commission the Blade Chassis and Blade Server. The Bidder shall also provision for all networking components and required switches and SFP's to connect the Blade Chassis and Server to proposed SAN Storage and other components under the project.
- b. Mounting and fitting of blade chassis and all blade servers inside the rack, Connecting Power cables and network cabled for configuration, testing of all I/O Modules will have to be done by successful bidder.
- c. The bidder has to implement the complete cabling as per standard structured cabling rules, site certification and performance warranty by OEM.
- d. The bidder shall have to create new virtualized environment as per BMC requirement, install operating system and all needful drivers for management, networking and storage.
- e. The Bidder shall be responsible for activating OS installed with genuine License copy.
- f. The Bidder in coordination with the BMC Authority shall migrate and Install existing BMCs application and other new applications on new servers integrated with new storage.
- g. The Bidder shall also be responsible for
 - a. Initial server configuration (BIOS settings, network settings, time zone settings, etc.).
 - b. Integration into the existing infrastructure (network, domain, etc.).
 - c. Configuration and integration with Storage, backup server and other equipment's at DC.
 - d. Automated Monitoring of resources through open source tool.

1.2 Storage

- a. Bidder shall be responsible to supply all required components to install and commission the SAN Storage.
- b. The new SAN Storage should be integrated with New Blade Chassis & blade Servers, existing Blade Chassis and Blade Server, Backup Server and other components under the project.
- c. The Bidder shall provision for all networking components with required bandwidth to connect the SAN Storage all required component in Data Centre of BMC.
- d. The bidder shall be responsible to consider and deploy all required components for connecting the new and existing compute with New SAN Storage through redundant connection.
- e. The bidder shall be responsible for mounting and fitting of SAN Storage inside the rack, Connecting Power cables and network cabled with required SFPs/QSFPs for configuration, testing of all I/O Modules, etc..
- f. The Bidder shall perform Cabling as per standard structured cabling rules, site certification and performance warranty by OEM.
- g. The storage should be configured in such a way so that minimum 50 TB of usable storage space should be available for utilization.
- h. The bidder shall be responsible for Data Migration from Existing SAN Storage to New SAN Storage along with all VM. All required components and tools required for migration shall be in scope of the bidder.
- i. BMC wants to keep minimum 7 days backup on SAN/storage in such a manners which can be retrieved on the spot basis as and when required and can be restored on the user's desk with minimum time span.

1.3 Virtual Machine Configuration

- a. The bidder shall be responsible to deliver, deploy and configure virtual machine on blade servers to install various application of BMC. In consultation with the BMC Authority, the final number of VM servers will be decided and the bidder shall configure VMs and assist BMC to migrate applications from existing VMs to New VMs.
- b. Virtual servers must be capable of keep itself live during failure of any single node server.
- c. VM should be capable of providing zero downtime for most critical application.
- d. All VM must be monitored and managed centrally.
- e. The solution should provide alert when resource utilization crosses critical thresholds.
- f. The solution should provide alert on configuration to know which servers are running low on resources.
- g. VM must be capable of providing automated server workload balancing.
- h. VM must be capable of providing automated storage load balancing.
- i. VM must be capable of providing cluster wise priority storage.
- j. The bidder should deliver the license valid for entire contract period.

1.6 Firewall Configuration

- a. BMC has Fortinet 201F – 200 users firewall as primary firewall. Successful bidder has to supply Fortinet 201F equivalent or higher to configure it as a secondary firewall in BMC Data Centre.
- b. Proposed Firewall (the existing and the new one) should be configured in high availability, active-active mode with existing firewall Fortinet 201F.
- c. URL screening and filtering
- d. Content filtering
- e. Spam filtering
- f. High availability with load balancing and failover
- g. Block Social networking sites, Gaming/Gambling sites, adult/porn sites, Share broking sites, Online shopping etc.
- h. Stop malicious and virus infected downloading.
- i. Stop access by unauthorized and unauthenticated users in BMC network.
- j. Capable of Incorporation of VPN gateways.
- k. Needful configuration for zonal office connectivity with Main office network to establish intranet between them.
- l. Control access via policies and apply different policies to different users.
- m. Telnet OS banner and other banners such as FTP banner, etc. have been eliminated.
- n. Root cannot telnet to the system.
- o. Should be capable to sync in HA.
- p. Use of the firewall's automatic notification/alerting features and archiving the detail intruder information to a database for future analysis.
- q. Firewall require in sync with HA.

1.7 Tap library, Data Cartridge, and Backup Software

- a. The bidder shall physically install the tape library with 2 tape drives in the designated data center rack.
- b. Connect the tape library to the network and power sources. Ensure all cables are properly managed and secured.
- c. Configure the tape library settings, including network settings, drive configurations, and tape management policies.
- d. The Bidder shall be responsible to install and Integrate the tape library with your existing system to execute backup of existing system and later on with the new solution.
- e. Conduct comprehensive tests to ensure the tape library is fully operational within your environment. This shall include loading and unloading tapes, reading and writing data, and verifying data integrity.
- f. The bidder shall also supply 50 Nos. of Data Cartridge (latest version compatible with the supplied tape drives)
- g. Backup mechanism should capable of taking backup of virtual servers with whole configuration, SQL database, MySQL database, user's data and OS.

- h. It is possible to take the backup in Windows, Linux and UNIX operating system environment.
- i. Backup software should be configured to capture/create the image on weekly basis of servers (all the virtual server) along with OS (Windows, Linux), server's all configurations and it can be restored on immediate basis in case of server crash/failure.
- j. Backup should be capable of taking backup in following way :
 - Monthly (Capable of storing each 12 months backup individually in compress mode)
 - Weekly (Capable of storing backup of each week of whole month individually in compress mode)
 - Daily (2 or 3 times in day, backup should be incremental).

1.9 20 KVA UPS (Without Batteries)

- BMC wants to install 2 Nos of latest smart 20 KVA online UPS. BMC is already having new batteries with them which has to be used under delivered UPS.
- Each UPS must be capable to keep running all components of data centre (includes blade servers & chassis, rack servers, storage, firewalls, L3/L2 switches etc.), L2 switches scattered in BMC main office, all POE switches and cameras, and 15 computers in the time of power cut.
- Successful bidder will have to supply UPS solution (without batteries) as specified in the UPS technical specification (for complete detail regarding batteries).
- UPS solution should capable of running parallelly in active-active mode (automatic switch over when failure of any one UPS) with other UPS solution using Automatic Transfer Switch.
- UPS and ATS switch will be installed in a battery room approximately 15 feet aside the data centre. Successful bidder has to provide needful battery - links and coper power cables related along with the UPS.
- Successful bidder must have to consider inbuilt / external Automatic Transfer Switch with UPS.
- Successful bidder must have to provide appropriate racks and links to integrate UPS with external batteries.

1.10 DG Set (50kVA)

The bidder shall supply and Install DG Set of minimum 50 kVA to cater emergency power requirement of Data Centre. BMC is having power supply to Data Centre from two different sources to LT Panel.

The bidder shall also be responsible to supply and execute below work to install DG-Set:

- a. Build the required concrete base to install the DG-Set
- b. Provision of Earthing as per standard norms
- c. Laying of Power Cable from DG-Set to Destination (Min 50 Meter Cable to be considered)
- d. Design, supply and install all required Panel to integrate and automate power supply from various sources (LT Panel (redundant power source), UPS (redundant) and DG-Set).
- e. Installation of DG-Set as per the norms and guidelines of Electricity Board / PGVCL.
- f. Bidder shall coordinate with PGVCL procure NOC and other certificate related to installation of DG-Set.
- g. The Successful bidder shall have to install IRON fencing across the DG Set with proper gate having key lock to safeguard from unauthorized access. The successful bidder shall also Install shed above the DG Set to protect from direct exposure to rain and sunlight.

The DG set should have facility for auto start and auto stop with 12 hours of uninterrupted operation with 1 time full tank fuel capacity.

The bidder shall be responsible to maintain and operate the DG-SET for entire contract period and maintain Log for operation of DG-Set. BMC shall reimburse the actual consumption of fuel (Diesel) cost to the bidder on quarterly basis. The bidder shall submit the fuel receipt along with the Invoice for processing.

Rack 42U

The bidder shall be responsible for supply and Install the Rack with redundant PDU at BMC, in case of having challenges to fit all procured equipment in existing rack. The Bidder shall connect the Power to the source and execute proper network cabling as per standards.

Proxy Server

The bidder shall supply and configure Proxy Server appliance or software with required hardware to host the software. The proxy tool should hide users' IP addresses and block unwanted content. It needs to ensure secure access by requiring user logins and providing different access levels. The tool should filter malicious content by scanning and blocking viruses and malware, and prevent unauthorized access to the network. It should act as an intermediary for requests to internal servers, hiding the internal network from outsiders. Additionally, it should store frequently accessed content to speed up access and distribute traffic evenly across multiple servers. It should keep detailed logs of user activities and generate reports to ensure compliance with organizational policies.

2. New Software with License / Licenses Renewal

Under this, BMC has planned to procure the following software with the required license or renewal of licenses for existing software:

Sr.	Components	Quantity
New Software with required Licenses		
1.	Latest Windows Server Datacenter Edition stable version for 128 Physical Cores	1
2.	Latest Microsoft SQL Server Enterprise Edition with 2-Physical core license packs (10 Physical core licenses)	5
3.	Proxy Software with Licenses	1
4.	TeamViewer basic Licenses	2
5.	Virtualization –Premium and Highest Support from OEM and Subscription for 256 cores	1
6.	Backup Server with Software	1
7.	Anti-Virus (Trend Micro) License renewal with 5-year support	400
8.	Anti-Virus (Trend Micro) License renewal for Server VM's with 5 year support	50

- The bidder shall be responsible for supply, installation, configuration, testing and handover of the required new software at BMC.
- The bidder shall install all required OS on new VMs. The bidder shall also be responsible to deploy DB licensed and update all latest patches.
- The bidder shall deploy, configure and maintain security software for entire contract period. Domain controller service shall be maintained by the bidder.
- The bidder shall be responsible for Installation of all software in coordination with BMC authorities. The bidder shall also deliver and deploy all required licenses to BMC valid for entire contract period.
- The bidder shall be responsible for delivering/patching/providing time -to - time upgrades and updates as released by respective OEMs.
- The bidder shall also be responsible for providing Premium / Highest level of support for all software's during the contract period.
- All Software's, APIs, third-party software's, Licenses should be in the name of BMC from day 1.

3. CCTV surveillance for two Zonal Offices

Sr.	Components	Quantity
1	Dome Camera for 2 Zonal Office First Floor	28
2	Network Video Recorder 16 CH with 16 TB HDD	2
3	Cat-6 Factory Crimped Patch Cord - 1 Feet	28
4	Cat-6 Cable (in meter)	1400
5	"25mm" PVC Pipe/Casing capping (in meter)	700

- The bidder shall be responsible for CCTV surveillance setup includes complete fitting and mounting of the cameras, installation of POE switches, installation and configuration of NVR, demanded recording and intelligent surveillance features with as on when required backup on USB/CD/DVD media devices.
- As per government rules, BMC want to preserve/store CCTV recording at minimum 1080P resolution with 15fps till 30 days. After that new recording will be overwritten on existing 30 days recording from oldest recording overwritten first and so on.
- Successful bidder has to install the camera on proper and desired places.
- CCTV surveillance's monitoring of Main offices cameras as well as both zonal offices cameras must be possible at minimum 3 or more different places in BMC Main office premises as well as on internet and on mobile.
- CCTV surveillance must be capable of identifying and retrieving clip of any incident with ease.
- CCTV cameras must be capable of night vision surveillance.

CCTV Surveillance LAN configuration/Set up

- CCTV Surveillance should be done by using 2 cores of master six core fiber backbone cable and will be designed as a separate network/VLAN.
- All POE switches used for CCTV surveillance should be uplink with core switch using 1 Gbps fiber SFP and all IP cameras must connected using CAT6 cables with POE switches.
- All POE switches should be connected with a central CCTV L2 switch using 1G SFP module and OFC cable only.
- From all POE switches to each camera in different part/places of BMC, successful bidder has to use CAT6 cable to create network.
- Complete CCTV networking should be done using different color CAT6 cable then data network cable.
- Each POE switch must have its power supply from central UPS, so that all POE switches can also be alive during power cut till the capacity of UPS.
- Successful bidder must have to number/tag /do marking of each CAT6 and OFC cable in/out at POE and NVR for easy maintenance purpose and provide the final list to EDP department at the time of completion of project.
- Successful bidder must have to provide complete CCTV network drawing of full CCTV network of main office and zonal offices separately.
- Zonal office CCTV surveillance must have separate NVR and storage at the zonal office premises. NVR should have minimum 16 TB of usable space.
- Zonal office CCTV monitoring must be possible from BMC main office.
- CCTV monitoring must be possible in 3 to 5 LED placed at different places (as decided by BMC officials) in the main office.
- CCTV monitoring must be possible via mobile for higher authority of BMC.
- Should provide patch cord to terminate around 100 Nodes at each Zonal office.

4. CAMC support for all IT and Non-IT components

- Existing components (IT & Non- IT components) has been listed in **Annexure-A** detailed with make, model, serial no, etc. The bidder shall be responsible to complete the handholding formalities within two weeks to

take full control of all existing assets (as listed in Annexure-A) and provide CAMC services for the entire contract period.

- b. The Bidder shall deploy required resources at BMC within 2 weeks from the date of Gem Contract for support and maintenance at BMC to meet the SLA for all mentioned infrastructure. The should have CAMC arrangement of existing major components for providing support as per the time line of SLA mentioned in the RFP.
- c. The Bidder shall be responsible for proactive and reactive maintenance, repair of defective components (IT and Non-IT/ Hardware and/or Software) related to Civil, Physical Infrastructure systems and their sub-systems, networks, software's, electricals, etc. for entire contract period. The cost of repair or replacement during the contract period shall be borne by the selected bidder.
- d. The Bidder shall also be responsible for providing all update, upgrade and fixes for all the infrastructures for smooth as safe operation of proposed new hardware, software, and Licenses for BMC Data Centre for the entire contract period.
- e. The bidder shall install all updates and upgrades (excluding OS) with no cost to BMC. The support shall have to be mandatorily on-site. However, in exceptional cases remote support from OEMs'/suppliers' software/service centers, through phones/Email/Fax, etc. shall also be required and is a must. The time limit within which such calls shall be attended to, shall be only based on the SLAs mentioned in this document. The bidder shall inform to BMC authority about all updates, upgrades and patches available to apply on the systems of DC. Based on the approval the bidder shall schedule to apply updates/upgrades/patches after working hours or weekend/holidays (for sensitive applications).
- f. The bidder shall provide replacement of faulty IT & Non-IT equipment along with all ancillary accessories with the existing / new make (brand) with matching / higher specifications (that must be approved by BMC before installation) which must be compatible with other installed hardware & software components in all technical & functional aspects of integration to ensure successful working of the entire network / system with at least earlier level of accuracy.
- g. The bidder shall be responsible to maintain the CAMC of respective equipment's/components and replace the device (if the device is not in condition of repair) with the new device having same/higher specification compatible with the data center environment at no cost to BMC.
- h. The bidder shall take immediate action against any breakdowns, faults, or defects reported to him and take the necessary corrective actions to restore the service.
- i. The bidder shall be responsible for end-to-end network support (till end user/node).
- j. The bidder shall carry out preventive and corrective maintenance activities on quarterly basis and shall maintain the Logbook for such preventive and corrective maintenance activities. For such preventive maintenance, the Bidder shall inform BMC prior to 3 days and undertake the activity with written consent of BMC. For Scheduled and Preventive Maintenance by Bidder for the Hardware /or Software /or Active /or Passive shall be done with written prior intimation to BMC at least 72 hours in advance.
- k. The bidder shall facilitate various internal & external audits e.g., Security Audit, Compliance Audit, regulatory audits etc. during which coordination and information support is to be provided by the bidder and undertake compliance to the observations made during audit(s). Bidder shall also suggest and recommend infrastructural requirement, if any, to BMC for the purpose of giving audit compliance.

Training to BMC all staff for working with new IT infrastructure

- Successful bidder shall provide training to all BMC users for utilizing new IT infrastructure.
- Train all staff for accessing data on centralized sever, storage (SAN) , networking and Non-IT part etc.
- Give proper training to security staff for CCTV surveillance and monitoring, retrieval of clip for any incident etc.

Training to Computer Department staff for Maintenance and Management of New IT infrastructure

- Successful bidder must have to give training to staff of computer department for utilizing, maintaining and managing new IT infrastructure.
- Training shall also be provided for teaching the basic trouble shooting activities in case of problems.
- Training should include
 - a) Proposed servers management and troubleshooting
 - b) Virtual servers management and troubleshooting
 - c) SAN storage management and troubleshooting
 - d) Network management and troubleshooting
 - e) L3/L2 switch configuration/management and troubleshooting
 - f) CCTV surveillance management and troubleshooting
 - g) Network traffic monitoring and troubleshooting
 - h) Firewall configuration/management and troubleshooting
 - i) Antivirus management and troubleshooting
 - j) Backup management and retrieval
 - k) Health monitoring of complete new IT infrastructure
 - l) UPS solution management and troubleshooting
 - m) Troubleshooting of routine issue/problem of BMC staff

Health Monitoring Provision

- Successful bidder has to set up Health monitoring process/policy for all IT infrastructure and Non-IT Infrastructure. The bidder shall supply, Set-up and maintain Opensource Element Management System (EMS) for monitoring and reporting.
- Successful bidder shall submit health monitoring report on periodic basis (as defined by BMC authority) to Manager, Computer Department, Bhavnagar Municipal Corporation. The Bidder shall also provide access of monitoring tool to BMC authority. Health monitoring report should be preserved for minimum 1 year in soft format.

Post Implementation Service

- The service engineers shall have to check and service all the supplied & installed items periodically; say quarterly and as and when required, and repair/replace any component which is found defective, free of cost as part of preventive maintenance.
- Successful bidder has to follow the Computer Department to get the successful installation certificate.

Installation Reports

- Successful bidder has to submit detailed installation report of each hardware item in prescribed manners demanded by Computer Department, Bhavnagar Municipal Corporation.
- Installation report should be submitted in hard copy as well as soft copy.
- Detailed configuration and back up of all the configuration file should be provided by the successful bidder to Computer Department along with the credentials like username, password, IP address, MAC Address and whatever required by Computer Department, Bhavnagar Municipal Corporation.

Testing and Go Live

- Upon completion of all above activities, Successful Bidder will have to submit detailed plan for live implementation of the system.

- Successful bidder has to finalize the FAT and Go Live plan with the coordination of Manager, Computer Department and other officials of Bhavnagar Municipal Corporation/GIL.
- Successful Bidder has to ensure that the new IT infrastructure is completely operational as per the requirements in this RFP and all the tests are successfully concluded as per the satisfaction of BMC.
- The entire new systems operation will be observed by BMC / GIL during the Trial Run Period. In Case any issue arises, the bidder shall be responsible to repair / replace the component at no cost to BMC.
- Upon successful trial run, the GIL and BMC will conduct FAT for satisfactory and provide approval for Go Live. Date mentioned in Go Live Approval letter will be considered as Go Live date of the project. The warranty in case of new components (Hardware, software, licences, etc.), and other services to be provided for 5 years from Go-live date.
- CAMC in case of existing component support starts from award of contract date to till contract period.
- After successful installation of new proposed items including Software's, will be monitored under the trial period to check the reliability of the implemented infrastructure.

Manpower for Hand Holding Support

- Successful bidder will have to depute minimum **1 (One)** technical manpower to provide hand holding support for the contract period experience of 5 years in virtualization, Active Directory, server configuration, and network management.
- The deputed manpower will have to remain present during normal office hours of BMC (9 AM to 7 PM) during working days and co-ordinate with BMC for their daily IT related activities.
- If require, the manpower will have to remain present on holyday(s) or after office hours based on the requirements at no extra cost to BMC.
- The bidder shall have to provide backup resources in case of the deputed manpower is absent or on leave.
- The bidder shall deploy additional resources to carry the extensive preventive maintenance activities of all new and existing components of BMC regularly.
- The deputed manpower (resident engineer) will have to provide support for main office and both zonal offices.
- The manpower will have to report to Manager, Computer Department, BMC. The bidder shall submit proof of attendance along with the quarterly Invoice for payment.
- The deputed support manpower shall be equipped with laptop and necessary tool (software/hardware) for carrying out day to day task at BMC. BMC will not provide any kind of instruments / equipment's for service.

Data Centre Shifting

BMC DC may get further merged with ICCDC DC in same city and may shift DC Assets to ICCDC DC. In case of shifting, the bidder shall be responsible to execute the complete backup, shut-down the assets, dismantle, ship to ICCDC Location, Install, Power-on, configure, and verify for any data loss. For any kind of data loss, the bidder shall recover the data from the last backup.

SECTION III

Instructions to the Bidders / Terms & Conditions:

1. The last date of submission of bid on the website of GEM.
2. The Bidder may quote only one option (i.e. only one product can be quoted) against each item. Bidders are required to mention make & model of the product. (Do not write "OEM" against items as bidders are expected to give make & model of the product).
3. The successful bidder will have to:
 - (1) supply, install and maintain the hardware, system software and Licenses to BMC.
 - (2) O&M and CAMC support service for all existing IT and Non-IT product mentioned in annexure
 - (3) Provide onsite manpower support for Operation and Management services for 5 years and carry out day-to-day task of BMC, provide support and maintain all IT & Non-IT assets as per RFP.
4. If in any case, the existing product not repairable and the quoted Item (**for New Line item**) is not available in the market, the bidder will have to supply a Higher Version/replacement of that Item in the quoted cost in the same time duration with prior approval of GIL/BMC. No "End of Life / End of Support" product should be quoted to minimize such instances.
5. All the items to be quoted in this bid should be available in the Market should be available (should not be End of Life and End of Support) for Next 5 Years. The bidder will have to submit the undertaking from OEM and bidder also.
6. Technical specifications indicated are minimum specification. Bidder may quote for better solution. The bidder should provide following with the technical bid:
 - Make & Model Number
 - Name of Manufacturer
 - Technical Literature
 - Manufacturer's Data Sheet.
 - Compliance statement from the OEM of the product on OEM letterhead
7. The bidder has to upload bidder and its OEM compliance letter on their respective letter head duly signed by the authorized signature & other supporting documents as asked for in the bid in scanned format. Failing to submit the same or non-compliance/deviation from any bid terms and conditions, eligibility criteria or technical specifications may result in rejection of the bid.
8. The Bidder has to examine all instructions, forms, terms, conditions and specifications in the bidding documents. Failure to furnish all information required by the bidding documents or submission of a bid not substantially responsive to the bidding documents in every respect will be at the Bidder's risk and may result in rejection of its bid.
9. **Pre-bid Meeting :**
 - 9.1. The Pre-bid meeting will be held at BMC.
 - 9.2. The interested vendors submitted their queries in writing at least 3 days before the date of pre-bid meeting date.
 - 9.3. The answers of the pre-bid queries will be published on the website of www.gil.gujarat.gov.in & www.gem.gov.in.
 - 9.4. No queries will be allowed after the pre-bid meeting.
10. **Amendment of Bidding Documents (Corrigendum)**
 - 10.1. 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.
 - 10.2. The corrigendum will be published on website www.gil.gujarat.gov.in And www.gem.gov.in
 - 10.3. 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.

11. Bid Currency - Prices shall be quoted in Indian Rupees only. Payment for the supply of equipments / services shall be made in Indian Rupees only.

- The bidder will have to submit **Earnest Money Deposit (E.M.D.) of Rs. 18,00,000/- (Rupees Eighteen Lacs Only) (Refundable)** on or before date & hours of submission of bid in a sealed cover at office with the heading **“EMD for Selection of Agency for Supply, Installation, and 5 years Warranty support / services of IT Infrastructure and Operation & Management Services for 5 years on behalf of Bhavnagar Municipal Corporation, Bhavnagar.”**
- EMD as mentioned above, shall be submitted in the form of Demand Draft **OR** in the form of an unconditional Bank Guarantee (which should be valid for 6 months from the last date of bid submission) in the name of **“Gujarat Informatics Limited .”** payable at **Gandhinagar** (as per prescribed format given at Annexure D) and must be submitted along with the covering letter.

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

12. The Successful bidder has to submit Performance Bank Guarantee @ 5% of total order value within 30 days from the date of issue of GEM contract for the duration of 62 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 a branch at Ahmedabad / Gandhinagar) as per the G.R. no. EMD/10/2016/328/DMO dated 01.05.2017 issued by Finance Department or further instruction issued by Finance department time to time. (The draft of the Performance Bank Guarantee is attached herewith). No interest shall be payable on the BG amount. The purchaser may invoke the above bank guarantee for any kind of recoveries, in case, the recoveries from the bidder exceed the amount payable to the bidder.

The successful bidder has to submit the EPBG to in favor of **“Commissioner, Bhavnagar Municipal Corporation”**, Bhavnagar to Computer Division, 1st Floor, BHAVNAGAR MUNICIPAL CORPORATION Bhavnagar Mahanagar Seva Sadan, Sir Mangal Sinhji Road, Near Kalanala, Bhavnagar, Gujarat - 364001

The Performance Bank Guarantee may be discharged/ returned by BMC upon being satisfied that there has been due performance of the obligations of the Bidder under the contract. However, no interest shall be payable on the Performance Bank Guarantee.

Note: (The EMD and PBG have been accepted by all banks except State Bank of India as per the BMC GR dated 12.07.2023)

13. Disqualification: GIL / BMC may at its sole discretion and at any time during the evaluation of Proposal, disqualify any bidder, if the bidder has:

- 13.1. Submitted the Proposal documents after the response deadline.
- 13.2. Made misleading or false representations in the forms, statements and attachments submitted as per the requirements.
- 13.3. Submitted a proposal that is not accompanied by required documentation or is nonresponsive.
- 13.4. Failed to provide clarifications related thereto, when sought.
- 13.5. Declared ineligible by the any State Government, or any of the PSU in the State Government, for corrupt and fraudulent practices or has been blacklisted by any State Government or Government of India.
- 13.6. Submitted a proposal with price adjustment / variation provision.
- 13.7. Offered products must be completely matched with the specifications mentioned in the tender Document; any deviation will lead to the disqualification of the bidder.
- 13.8. Bidder must have to quote for all the items mentioned in the BOQ of bid. Incomplete bid will not be accepted.
- 13.9. The bids are liable or rejection without OEM authorization certificate.
- 13.10. Tender is not submitted in this prescribed Tender Form; with the stamp & signature of the authority on all the pages therein OR Tender contains vague & indefinite expressions and quoted with conditional rates.
- 13.11. Any undesirable approach/means at any point of time during the tender process shall result in immediate disqualification of the bidder from the tender process.

13.12. Firm proposes any alternation in the work specified or any conditions or corrections made in the RFP.

13.13. Conditional proposal will be outright rejected.

13.14. The product having higher technical specifications with respect to bid specifications will be allowed, if BMC tender committee allowed. Lower side technical specification / deviation will not be allowed in any circumstances. If any bidder quotes any item with lower technical specification / deviation, bidder will be outright rejected.

14. The E.M.D. may be forfeited at the discretion of GoG / GIL, on account of one or more of the following reasons:

- If a Bidder withdraws its bid during the period of bid validity.
- If Bidder does not respond to requests for clarification of their Bid
- If Bidder fails to co-operate in the Bid evaluation process, and
- 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 & security deposit as mentioned above or
 - (iii) If the bidder is found to be involved in fraudulent practices.
- If 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.

15. Termination of Contract:

Under this Contract, BMC may, by written notice terminate the contract with successful bidder in the following ways:

15.1. **Termination for Default:** In case of Successful Bidder failing to perform obligations under the Contract or if the quality is not up to the specification or in the event of non-adherence to time schedule.

The conditions stipulated in the Contract shall be strictly adhered to and violation of any of these conditions shall entail immediate termination of the Contract without prejudice to the rights of BMC with such penalties as specified in the Bid Document and the Contract.

Bidder Event of Default is an event of default by the Bidder (a "Bidder Event of Default") unless such Bidder Event of Default has occurred as a result of BMC Event of Default or a Force Majeure Event.

BMC may, without prejudice, to any other remedy for breach of Contract, by prior written notice of default sent to the Bidder, terminate the Contract in whole without assigning any reason if

- The qualified Bidder fails to deliver any or all of the obligations within the time period(s) specified in the Contract, or any extension thereof granted by BMC.
- The qualified Bidder fails to perform any other obligation(s) under the Contract.
- If the Bidder is in material breach of the representations and warranties contained in this Contract.

Upon receipt of the notice of default, the Bidder shall, within a period of ten (10) working days thereof, vacate the premises of BMC and return all Intellectual Property of the BMC. The disputes, if any, shall be decided by the Municipal Commissioner whose decision shall be final and binding on the Parties.

15.2. **Termination for Convenience:** BMC by written notice sent to the Successful Bidder, may terminate the contract, in whole or in part, at any time for its convenience. The notice of termination shall specify that termination is for BMC's convenience, the extent to which performance of the Successful Bidder under the Contract is terminated, and the date upon which such termination becomes effective.

Any service that has been completed or rendered and within 30 days after the Successful Bidder's receipt of notice of termination shall be accepted by BMC at the contract terms and prices.

15.3. **Termination for Insolvency, Dissolution, etc:** BMC may at any time terminate the Contract by giving written notice to the successful bidder, if the service provider becomes bankrupt or otherwise insolvent or in case of

dissolution of firm or winding up of company. In this event, termination will be without compensation to the successful bidder, provided that such termination will not prejudice or affect any right of action or remedy which has accrued or will accrue thereafter to BMC.

- 15.4. In all the three cases termination shall be executed by giving written notice to the successful bidder. Upon termination of the contract, no payment will be made to the successful bidder except case of "Termination for convenience". No consequential damages shall be payable to the Successful Bidder in the event of termination except case of "Termination for convenience".
- 15.5. Upon termination of this Contract under "**Termination for Default**" and "**Termination for Insolvency, Dissolution, etc**", BMC shall have the right to enter into an agreement with any third party for the Project and Maintenance and shall in no way be answerable to the successful bidder for such acts. The Earnest Money Deposit and/or Security Deposit and/or Performance Guarantee given to the BMC by the Bidder shall be confiscated.
- 15.6. In case termination of this Contract under "**Termination for Default**" and "**Termination for Insolvency, Dissolution, etc**", it shall pay all the dues, if any, outstanding as at the end of the termination and facility will revert to BMC and BMC shall not be liable for payment of any compensation or damages of whatever nature and at the discretion of BMC and on such terms and conditions, may continue till its validity. In such case, the Bidder will also require to provide all passwords, hard wares, software details and their manual to the BMC.
16. Price shall be inclusive of all freight, forwarding, handling and transit insurance, installation, warranty for the five years from the date of installation.
17. Late Bids: The bidder will not be able to submit the bid after final submission date and time.
18. **Evaluation of the Bids:** After the closing time of submission, GIL / BMC / GoG committee will verify the submission of EMD as per bid terms and conditions. The pre-qualification criteria evaluation will be carried out of the responsive bids. The Eligibility & technical bids of the bidders who are complying with the pre-qualification criteria will be opened and evaluated next. Technical evaluation will be carried out of the eligible bid with respect to technical evaluation of quoted product. GIL will seek clarifications if required on eligibility & technical section. GIL will declare technically qualified bidders based on technical evaluation of product who matches with bid specification. The financial bid of the technically qualified bidders will be opened and financially L1 bidder will be decided as per GEM portal and then called for further negotiations if required..
19. **Inspection/Testing:**
The bidder will have to offer the inspection in the manner as decided by GIL / BMC before delivering to the respective site or at customer sites. Any deviation found in the specification of the produced goods from the bid specification will lead to the cancellation of the order, forfeiture of EMD/PBG and prohibition in the participation in the future purchase of Government of Gujarat. GIL/BMC will not be responsible for any time delay which may arise due to any deviation from the bid technical specification found at the time of inspection and the bidder has to deliver and install the ordered goods within prescribed time limit. **At the time of inspection, bidder is required to produce OEM's confirmation on OEM's letter head for back to back warranty support as per tender terms & conditions.**
20. The Indenter's right to inspect, test and, where necessary, reject the Goods after the Goods arrival at Customer Site shall in no way be limited or waived by reason of the Goods having previously been inspected, tested and passed by the Purchaser or its representative prior to the Goods shipment.

21. Project Timelines and Payment Milestone:

SN	Particulars of Payment	Completion Timeline (in Weeks)	Payment Terms
		T = Date of Award of GEM Contract	
A	Manpower (Financial Breakup 4.2)		
1	Deployment of Manpower for Support	T+2 Week	Quarterly Payment of Resources as per Manpower cost quoted in the bid (As per reports, attendance and applicable SLA's). Payment will be made from deployment date of the resource till contract period.
B	CAMC of Existing components of BMC (Financial Breakup 4.1)		
2	CAMC of all Existing components of BMC as listed in RFP	For entire Contract Period from the date of Gem Contract (20 Quarters)	COST of CAMC shall be Equated for quarterly payments and shall be paid after the end of each quarter.
C	SITC of All New Components (Financial Breakup 1,2,3)		
3	Supply of New Equipment / Hardware, Software, Licenses, other components and non-IT Components	T + 12 Weeks	30% of the value of New Equipment/Hardware, Software and other components as per Project
4	Completion of Installation, configuration and Implementation and Testing of New Equipment / Hardware, Software, License Activation, other IT and non-IT Components for BMC Main & Zonal Offices	T + 18 Weeks	40% of the value of New Equipment/Hardware, Software and other components as per Project
5	Training to User’s	T + 20 Weeks	
6	Trial Run Period	T + 22 Weeks	20% of the value of all New Component after completion of the Trail Run
7	Warranty AND O&M of Entire New Components	After FAT & Go-live	Balance 10% of the value of New Hardware, Software, Licenses, other Components and non-IT Components as per the Project as Equated quarterly payments, after the end of each quarter calculated from Go-Live till contract period
D	Shifting of Data Centre (Financial Breakup 5)		
8	Shifting of BMC Data Center (including, Dismantling, Shipping, re-Installation and Verification)	After Successful Execution and Verification	100% of the value of Data Centre Shifting Charge.

Note:

1) Above mentioned Project Deadline will start from the date of Issue of GEM Contract to the successful bidder.

22. In case of successful bidder is found in breach of any condition(s) of bid or supply order/work order, at any stage during the course of supply / installation or warranty period, the legal action as per rules/laws, shall be initiated against the successful bidder and EMD/PBG/SD shall be forfeited, besides debarring and blacklisting the bidder concerned for the time period as decided by Govt., for further dealings with GoG.

23. 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.**

24. 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.

25. Warranty for IT infrastructure and Services:

- 25.1. **Warranty:** The Successful Bidder shall provide a Comprehensive warranty for entire contract period from the date of Contract issued which will starts from Hardware/Software Setup Completion Certificate issued by BMC to Successful Bidder as per Implementation Completion Certificates.
- 25.2. The bidder shall guarantee a 99.5% uptime of all core component which is located in DC room (measured quarterly from the reports generated through measurement tool deployed by the bidder).
- 25.3. All Components offered in the Bill of Material should be covered under OEM support to get backend support/benefits from Principles/OEM in terms of Free Software Update Support, 24x7 Support with 4 hours response time, Hardware Warranty Support and defective Part replacement during warranty period of 5 years. The new procured Hardware shall have minimum 5 Years warranty period from FAT/Go-live date.
- 25.4. BMC shall promptly notify Successful bidder in writing or email of any claims arising under this warranty. Upon receipt of such notice, the Successful Bidder shall, within the warranty period and with all reasonable speed, repair or replace the defective Systems, software without any extra costs to BMC and within time specified and acceptable to BMC.

26. During Warranty (New Component) and CAMC (Existing Component):

- 26.1. If the Successful bidder, having been notified, fails to remedy the defect(s) within the period specified in the contract/SLA, BMC may proceed to take such reasonable and remedial action as may be necessary, like imposition of penalties as per SLAs defined in this RFP on the Successful bidder's risk and expense and without prejudice to any other rights which BMC may have against the Successful bidder under the Contract.
- 26.2. If any equipment gives continuous trouble, say 3 times in one month during the contract period, the bidder shall replace the same with new equipment having same or higher specification compatible with existing environment without any additional cost to the purchaser.
- 26.3. During the contract period, the Successful bidder will intimate to BMC about all updates, patches/ fixes, version upgrades, and new versions. Based on approval from BMC, the bidder shall apply within 7 days to carry out the installation and operationalization of the same at no additional cost to BMC.
- 26.4. If any manufacturing or other technical defects are found within the contract period, the same will have to be replaced or rectified free of cost by the bidder.
- 26.5. The Successful bidder must pass-on the standard OEMs' warranty, which comes bundled with the purchased equipment wherever it is superior to the warranty specified in this tender document.
- 26.6. The Successful bidder undertakes to ensure the maintenance of the acceptance criteria /standards in respect of the systems.
- 26.7. Maintenance service: Free maintenance services shall be provided by the Bidder during the period of contract.
- 26.8. It would be sole responsibility of the Successful Bidder to operate, maintain and support the New and existing components of BMC for entire period of 5 years by means of their resident engineers.
- 26.9. The maximum response time for the infrastructure shall be as defined in the IT Infrastructure Service Level depending upon the severity level.
- 26.10. In case, bidder is not providing satisfactory support & doing unwarranted delay in providing support, BMC reserves right to repair the equipment at risk & cost of the bidder.
- 26.11. The successful bidder will be required to co-ordinate with software vendor and/or do liaisoning with other service provider to achieve the end-to-end connectivity. This also includes Server OS configuration with respect to LAN/WAN technologies implementation. Its successful bidders responsibility to tie up with software agency of BMC for successful running of current software of respective agency which are developed on various platforms.

27. Penalty Clause

Penalty calculations shall be calculated on accumulated non-compliance for all of the SLAs mentioned under the Service Level Agreement.

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

For IT Infrastructure including Hardware, Software, Network, and CCTV & Other items:

- 28.1. No advance payment will be made.
- 28.2. Payment to the Bidder shall be released based on the completion of milestone as mentioned in **Project Timelines and Payment Milestone Table** in this RFP.

For Operation & Maintenance Services:

- 28.3. The bidder shall be responsible to take charge of the existing components (as listed in Annexure A) of the RFP within two weeks from the date of issuance of GEM contract and shall deploy required manpower for operation and maintenance.
- 28.4. The bidder shall be paid in equated quarterly installments as an arrear for managing, maintaining and provide support services and Operation and Maintenance Services as mentioned in the bid.
- 28.5. **New quoted products** Operation & maintenance will start after date of successful completion of installation and commissioning & Acceptance Test and date of Go-live.
- 28.6. The quarterly payment will be released after verification of all the reports, attendance, SLA's and adjustment for penalties, if any, immediately against the above invoice. The bidder shall be responsible to deploy required tool(s) to monitor the SLA and generate report for validation.

29. Mode of Billing and Payments

- 29.1. The Bidder shall submit the invoices in duplicate to the client on firms printed bill forms indicating the work done by him during the period for which payment is sought.
- 29.2. Successful bidder has to submit the following documents to the process of payment:
 - 29.2.1. Invoice copy in duplicate
 - 29.2.2. Delivery Challan
 - 29.2.3. Installation/Service Report
 - 29.2.4. Proof of Warranty
 - 29.2.5. SLA report for quarterly payment
 - 29.2.6. Necessary MIS reports for quarterly payment
 - 29.2.7. Attendance report for quarterly payment
 - 29.2.8. ESIC, EPF / Professional Tax receipt of deputed person, (undertaking if any not applicable)

30. Third-Party Inspection:

- 30.1. BMC will issue an installation and acceptance certificate based on GIL's inspection report.
- 30.2. Before Go Live, new IT infrastructure must have to pass the Third Party Inspection which will be carried out by GIL.
- 30.3. Go Live will not be allowed till the new IT infrastructure get clearance from the TPI agency.
- 31. The Testing of the implemented system shall be carried out by the agency appointed by BMC before Go-Live. Successful bidder is expected to co-operate in the process. Suggestions made by the agency shall be implemented by the successful bidder.
- 32. GIL reserves the right to change any bid condition of any item even after inviting the bids, with/without prior notification.
- 33. BMC / 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.

34. The bid quantities are estimated based on the receipt of the requirement from Indenting Department. The quantities may decrease or increase 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.

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

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

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

The BIDDER shall categorically specify the extent of Force Majeure conditions prevalent in their works at the time of submitting their bid and whether the same have been taken in to consideration or not in their quotations. In the event of any Force Majeure cause, the BIDDER shall not be liable for delays in performing their obligations under this order and the delivery dates can be extended to the BIDDER without being subject to price reduction for delayed deliverables, as stated elsewhere.

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

37. **Project Management Review**

The Authority shall conduct a periodic review of the project on weekly/monthly/or on demand basis during implementation and O&M Period. Implementing Agency should send weekly progress reports during implementation & Monthly Status reports during O&M to BMC. Implementing agency has to obtain necessary concurrence from BMC if there are any slippages in the deliverables that is due for delivery by the successful Bidder.

38. **Exit Management**

Exit Management Purpose

This Schedule sets out the provisions, which will apply on expiry or termination of the contract. The Parties shall ensure that their respective associated entities carry out their respective obligations set out in this Exit Management Schedule.

Confidential Information, Security and Data

Successful Bidder will promptly on the commencement of the exit management period, supply to the BMC or its nominated agencies the following:

- Information relating to the current services rendered and performance data relating to the performance of the services; Documentation relating to E-Governance Project, Project's Intellectual Property Rights; any other data and confidential information related to the Project;
- Project data as is reasonably required for purposes of the Project or for transitioning of the services to its Replacing Successful Bidder in a readily available format.
- All other information (including but not limited to documents, records and agreements) relating to the services reasonably necessary to enable the BMC and its nominated agencies, or its Replacing Bidder to carry out due diligence in order to transition the provision of the Services to BMC or its nominated agencies, or its Replacing Bidder (as the case may be).
- At the successful completion of project Bidder has to submit the
 - All quoted products licenses (that include all hardware and software)
 - User Manual of all procured equipment's must be provided to BMC
 - Installation Manual
 - Escalation Mechanism
 - All Confidential details (like username, password and secure code)
 - Manufacturer's / Supplier's warranty certificate
 - Training Material: Training Material will include the presentations used for trainings and also the required relevant documents for the topics being covered.

Note: The successful bidder will ensure Upkeep & Updating of all documentation and manuals

Hand holding and knowledge transfer support

- In case of project contract expiry (end of 5 years of O&M period), Bidder shall ensure that the identified officials of BMC (IT Cadre) are given proper handover and knowledge transfer at least 3 months prior to the completion of contract period and only on acceptance of the role by the identified officials of BMC and fulfilling all the terms, Acceptance Criteria, the contract completion certificate along with the last payment to the bidder will be released.
- Successful bidder would be required to provide Handholding support to the BMC at least 3 months prior to the completion of contract period. As part of handholding support the Successful bidder will provide one qualified and trained person exclusively for BMC for a specific period to handhold the BMC staff and ensure that the staffs of BMC are able to use the newly created infrastructure on their own by the end of the handholding period. Handholding support would be required only after the successful commissioning of project and the necessary infrastructure.
- As part of handholding the Successful bidder will be required to provide comprehensive training to the concerned staff members (IT Cadre) of BMC and other concerned officers regarding implemented solution on continuous basis for a specific period and help them to resolve their issues with the newly developed infrastructure on a day to day basis to meet the Service Levels mentioned for Handholding supporting in this RFP document. The training should be focused on providing knowledge transfer to the staff members of the BMC so as to increase their awareness and acceptability of the infrastructure and the new computerized system as a whole.
- The Successful bidder would bear the cost of providing the training; supply of course material, any consumables, and IT infrastructure required for training etc. along with the training.
- Along with the hand holding support to the BMC cadre, Bidder has to ensure proper and complete handover to the new vendor (in case of selection of new vendor at end of the project timelines).
- All the required functional training and handover along with required Knowledge transfer and required documentation should be completed by the bidder within 3 months timeframe prior to the completion of the contract. A formal handover report has to be submitted by the bidder duly signed by the new bidder.

Continuity of operations:

- As and when newer versions of system or application software are introduced within the period of handholding support, Bidder would provide required training documentation along with each release of patch / upgrade and would provide training to the concerned officers.

- In case of new additions to the staff members in BMC, the SI would be required to provide the aforementioned training to them as well, during the currency of handholding support for the project duration of 5 years.

Employees

- Promptly on reasonable request at any time during the exit management period, the Successful Bidder shall, subject to applicable laws, restraints and regulations (including in particular those relating to privacy) provide to BMC a list of all employees (with job titles and communication address) of the Successful Bidder, dedicated to providing the services at the commencement of the exit management period;
- To the extent that any Transfer Regulation does not apply to any employee of the Successful Bidder, BMC or Replacing Bidder may make an offer of employment or contract for services to such employee of the Successful Bidder and the Successful Bidder shall not enforce or impose any contractual provision that would prevent any such employee from being hired by the BMC or any Replacing Bidder.

Exit Management Plan

- Successful Bidder shall provide BMC with a recommended exit management plan ("Exit Management Plan") which shall deal with at least the following aspects of exit management in relation to the SLA as a whole and in relation to the Project Implementation, the Operation and Management SLA and Scope of work definition.
 - A detailed program of the transfer process that could be used in conjunction with a Replacement Bidder including details of the means to be used to ensure continuing provision of the services throughout the transfer process or until the cessation of the services and of the management structure to be used during the transfer;
 - Plans for the communication with such of the Successful Bidder, staff, suppliers, customers and any related third party as are necessary to avoid any material detrimental impact on this project's operations as a result of undertaking the transfer;
 - Plans for provision of contingent support to this Project and Replacement Bidder for a reasonable period (minimum three month) after transfer.
 - Each Exit Management Plan shall be presented by the Successful Bidder to and approved by BMC.
 - During the exit management period, the Successful Bidder shall use its best efforts to deliver the services.
 - Payments during the Exit Management period shall be made in accordance with the Terms of Payment Schedule.
 - This Exit Management plan shall be furnished in writing by Successful Bidder or its nominated agencies within 7 days from the receipt of notice of termination or three months prior to the expiry of Agreement.
- 39.** The Clarifications if any should be submitted in writing to GIL at least 5 days before the pre-bid meeting date. Thereafter the clarifications received from the vendors will not be entertained.
- 40.** The Testing of the implemented system shall be carried out by the agency appointed by BMC before Go-Live. Successful bidder is expected to co-operate in the process. Suggestions made by the agency shall be implemented by the successful bidder.

Special Terms and Conditions

1. In case, there are few responses including a situation where only 1 bid is received or only one bid is technically qualified, GIL/BMC will decide whether to go ahead with procurement based on the single bid or not.
2. The successful bidder binds itself to (1) supply, install and maintain all the required hardware and software (2) O&M and CAMC support service for existing IT and Non-IT product mentioned in annexure (3) provide Operation and Maintenance services along with owning the SLA to provide all the services as mentioned in the bid.
3. The bidder has to provide operational policy and procedure of systems, architecture and security policy.
4. As the first step for the assignment, Purchaser will issue a Letter of Acceptance. This letter will refer to the proposal and confirm its acceptance of proposal –both technical and financial.
5. SI bidder will perform the Services (a) in a good professional manner commensurate with professional industry and technical standards which are generally in effect for similar standard (b) so as to comply with the applicable Service Levels if any in accordance with the terms of the applicable Project Engagement Definition and (c) in a manner adaptable to the Common Operating Environment.
6. The Parties shall each ensure that the range of the Services under the SLA shall not be varied, reduced or increased except by the prior written agreement of purchaser and SI BIDDER in accordance with the actual requirements of BMC.
7. No Party to the SLA will at any time perform, or omit to perform, any act which they are aware, at the time of performance, will place the other Party in default under any insurance policy, mortgage or lease governing activities at any location provided by the purchaser.
8. The SLA shall commence on the date on which it is fully executed by the Purchaser and SI bidder and shall, unless terminated earlier in accordance with its terms or unless otherwise agreed by the Parties, expire on the date on which this Agreement expires or terminates for any reason.
9. During the entire project period, SI BIDDER will ensure the integration of the software with hardware to be installed in order to ensure the smooth operations of the entire solution architecture (including all client location) to provide efficient services to all the Stakeholders of the Purchaser in an efficient and speedy manner.
10. The Purchaser will undertake and use the Services in accordance with any instructions or procedures as per the acceptance criteria as set out in the SLA that may be agreed by the Parties from time to time.
11. In the event of any increase or decrease of the rate of taxes, additional taxes/GST etc arising due to any statutory notification/s during the Term of the Agreement, the consequential effect will be adjusted as per actual and paid by the Purchaser accordingly.
12. In case of dispute, if the parties fail to decide upon a sole arbitrator, such a dispute shall be referred to a panel of three arbitrators wherein each party shall appoint one arbitrator and the two arbitrators shall appoint the third member. Arbitration and Conciliation Act, 1996 shall be the governing law for arbitration proceedings. Nothing contained in this Agreement shall prevent a party from approaching an appropriate court of law without exhausting the remedy of arbitration to bring in an action for specific relief or other equitable relief or interim relief however the Jurisdiction will be Bhavnagar (Gujarat) only.
13. Change Management Procedure: A change identified at any stage of the assignment which requires the deliverable to deviate from the current baseline or the approved deliverable of the previous baseline to be modified, will be conveyed by the Purchaser to SI BIDDER or vice-versa in the form of a Change Request document. The request for change will then be assessed by SI BIDDER to evaluate its impact on feasibility, time schedules, technical requirements in consequence of the proposed change and cost. SI BIDDER will present this assessment to the Purchaser for its approval within a reasonable time period. SI BIDDER will incorporate the change after receiving the Purchaser's written approval. In case of delay in approval by the Purchaser, the baseline itself may undergo a change; this will mean a reassessment of the charges.
14. Confidential Information: Each party and their respective personnel may, in the course of their business relationship with the other, acquire or be exposed to Confidential Information. "Confidential Information" means and includes all information relating to the disclosing party including but not limited to information, knowledge or data of an intellectual, technical, scientific, financial, cost, pricing, commercial or marketing nature which is not in the public domain and in which the disclosing party has a business, proprietary or ownership interest or has a

legal duty to protect, whether or not received from a third party in whatever form, including but not limited to technical data/know-how, drawings, photographs, specifications, standards, manuals, reports, formulae, algorithms, processes, information, lists, trade secrets, computer programs, computer software, computer data bases, computer software documentation, quotations and price lists, research products, inventions, development, processes, engineering techniques, strategies, customers (including any Personal Information and/or other non-public personal information about such customers and any list, description or other grouping of customers that is derived using any such Personal Information and/or other non-public personal information), internal procedures, employees, business opportunity which the disclosing party considers to be confidential and which is identified by the disclosing party as confidential, or which might fairly be considered to be of a confidential nature and which may be furnished by either party during the period of this Agreement. This clause will be applicable subject to RTI Act or any other law of the State/Central Govt.

15. The receiving party undertakes to (i) hold all such Confidential Information in strictest confidence, (ii) not to disclose such Confidential Information either in whole or in part to any person other than those of its officers, employees and agents who need to know such Confidential Information for the purpose authorized hereunder provided that each such officer, employee or agent has agreed in writing to maintain the confidentiality of the such Confidential Information in accordance with the terms hereof or (iii) not to use such Confidential Information for any purpose whatsoever save as may be strictly necessary in connection with the Services provided under this Agreement. This clause will be applicable subject to RTI Act or any other law of the State/Central Govt.
16. Notwithstanding the foregoing, nothing in this clause shall prevent a receiving party from treating a Confidential Information as non-confidential, if such information is: in the lawful possession of, or was known to, the receiving party prior to its receipt, without an obligation to maintain its confidentiality; is or becomes generally known to the public without violation of this provision; obtained by the receiving party from a third party (i) who does not require the receiving party to refrain from disclosing such information and (ii) who has the right to disclose it, without the obligation to keep such information confidential; independently developed by the receiving party or its employees without the use of Confidential Information; is required to be disclosed by the receiving party under the compulsion of law, or by order of any court or government or regulatory body to whose supervisory authority the receiving party is subject; provided that, in any such event, the receiving party shall give the disclosing party a notice in writing as soon as practicable (which shall be, subject to the applicable law, prior notice where possible and not later than 30 days after the disclosure) and the receiving party shall use its best effort to obtain assurance that the disclosed information will be accorded confidential treatment to the maximum extent possible under law. This clause will be applicable subject to RTI Act or any other law of the State/Central Govt.
17. **Limitation of Liability:** Successful Bidder's cumulative liability for its obligations under the contract shall not exceed the value of the charges payable by the BMC/GIL within the remaining duration of the contract term from the day claim is raised and selected agency shall not be liable for incidental, consequential, or indirect damages including loss of profit or saving
18. **Non Solicitation:** The parties agree that neither party shall solicit or employ the personnel of the other party who are involved in negotiations or rendering any services to the other party under this Agreement, for a period of one years from the date from which such personnel cease to be involved in such negotiations/rendering services, without obtaining the prior written consent of the other party.
19. The agreement/contract period can be extended further one year with additional up-to 15% escalation on yearly cost of CAMC for existing equipment and new procurement and Manpower cost with additional up-to 10% per year, provided the Authority is satisfied by the performance of the Agency. The Payment related to extended contract period shall be done on equated quarterly installments as an arrears.

Service Level Agreement

The purpose of this Service Level Agreement (hereinafter referred to as SLA) is to clearly define the levels of service to be provided by the successful bidder to BMC for the duration of this contract.

Definitions

- **“Scheduled Maintenance Time”** shall mean the time that the System is not in service due to a scheduled activity as defined in this SLA. The scheduled maintenance time would not be during “Business hours”. Further, scheduled maintenance time is planned downtime with the prior permission of BMC.
- **“Scheduled Operation Time”** means the scheduled operating hours of System for the month. All scheduled maintenance time on the system would be deducted from the total operation time for the month to give the scheduled operation time. The total operation time for the systems and applications will be 24X7X365.
- **“System Downtime”** means accumulated time during which System is totally inoperable within the Scheduled Operation Time but outside the scheduled maintenance time and measured from the time BMC employees log a call with the successful bidder team of the failure or the failure is known to the successful bidder from the availability measurement tools to the time when the System is returned to proper operation.
- **“Availability”** means the time for which the services and facilities are available for conducting operations on the BMC system including application and associated infrastructure.
- **“Incident”** refers to any event/abnormalities in the functioning of the System Services that may lead to disruption in normal operations of the System.
- **“Response Time”** means Response time is the time interval between the instant at which BMC log issue via call/email and the instant at which successful bidder’s qualified engineer become present at the BMC’s premises to resolve the issue.

Interpretations

- 1) The business hours are 10:00 AM to 7:30 PM on all working days (Mon-Sat) excluding Public Holidays or any other Holidays observed by BMC. The successful bidder however recognizes the fact that the BMC offices will require to work beyond the business hours on need basis like tax rebate schemes, collection of tax schemes, etc.
- 2) "Non-Business Hours" shall mean hours excluding “Business Hours”.
- 3) 24X7 shall mean hours between 00:01AM – 11:59 PM on all days of the week.
- 4) Successful bidder has to strictly follow the service level agreement, if the bidder is not agreeing with any points under SLA, they need to discuss the same in pre-bid meeting.
- 5) Any changes in SLA can only be done with the permission of Manager, Computer Department, Bhavnagar Municipal Corporation and Commissioner, Bhavnagar Municipal Corporation.
- 6) The SLA parameters shall be monitored on a monthly basis as per the individual SLA parameter requirements. However, if the performance of the system/services is degraded significantly at any given point in time during the contract and if the immediate measures are not implemented and issues are not rectified to the complete satisfaction of BMC or an agency designated by them, then the BMC will have the right to take appropriate disciplinary actions including termination of the contract.
- 7) A Service Level violation will occur if the successful bidder fails to meet Minimum Service Levels, to be measured on a monthly basis, for a particular Service Level. Overall Availability and Performance Measurements will be on a monthly basis for the purpose of Service Level reporting. An “Availability and Performance Report” shall be provided by the successful bidder on monthly basis in the format finalized in consultation with BMC.
- 8) The monthly Availability and Performance Report will be deemed to be accepted by the BMC upon review and signoff by the Nominated official from BMC, some of the Service Levels will be assessed through audits or reports; as appropriate to be provided by the successful bidder on a monthly basis, in the formats accepted by BMC. The tools to perform the audit will have to be provided by the successful bidder. Audits will normally be done on

regular basis or as required by the BMC.

- 9) Minimum uptime for the entire core IT infrastructure along with the software application and solutions is 99.5%. The uptime will be calculated based on the reports generated from call/issue logged by BMC or through incident monitoring tool on quarterly basis. And any deduction in terms of penalties will be deducted from the invoice submitted by the bidder.
- 10) Planned Down-time (during non-working hours) is not considered for penalty calculation. Bidder will have to take at least 3 days' prior permission from BMC for the planned down-time. Planned Down-time won't be allowed for more than two times in a month.
- 11) The amount of penalty (liquidated damages) shall be subject to a maximum limit of 15% of the total contract value.
- 12) Delay in excess of 10 weeks for go-live will be sufficient cause for termination of the contract. In this type of case, Commissioner, Bhavnagar Municipal Corporation, reserves the right to terminate the contract, Security Deposit and Performance Bank Guarantee of the successful bidder will be forfeited.

Penalty on Key Milestone:

The key milestone dates as anticipated by the BMC are- Implementation Penalty

SN	Particulars of Payment	Completion Timeline (in Weeks)	Penalty
		T = Date of Award of GEM Contract	
1	Submission of PBG	T + 4 Weeks	Rs. 3000/- per day for delay.
A	Support Manpower		
2	Deployment of Manpower as per RFP	T + 2 Weeks	Rs. 3000/- per day for delay.
B	O&M and CAMC of Existing components of BMC		
3	CAMC of all Existing components of BMC as listed in the RFP	For entire Contract Period, starting from the date of Gem Contract	Performance Penalty will be applicable during this period.
C	SITC of All New Components		
4	Supply of New Equipment/Hardware, Software, Licenses, other components and non-IT Components	T + 12 Weeks	A penalty of 0.1% per day of the delayed Product Value or proportionately.
5	Completion of Installation, configuration and Implementation and Testing of New Equipment/Hardware, Software, License Activation, other IT and non-IT Components for BMC Main & Zonal Offices	T + 18 Weeks	A penalty of 0.1% per day of the delayed Product Value proportionately.
6	Training to user	T + 20 Weeks	A penalty of 0.1% of total value of (Hardware and software components) for delay for each day.
7	Trial Run Period	T + 22 Weeks	If Incident/fault happen during trial period then 7 days' rectification time will be given, after 7 days penalty will be imposed Rs. 3000/- per day for delay

8	O&M for balance contract validity	After FAT & Go-live	Performance Penalty will be applicable during this period.
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- In case the successful vendor fails to execute the project as stipulated in the delivery schedule with the required quality, Commissioner, BMC, reserves the right to procure the similar services from alternate sources at the risk, cost and responsibility of the successful vendor.
- In above cases, BMC will terminate contract with successful bidder and the Security Deposit or Performance Bank Guarantee of the successful bidder will be forfeited and the bidder will be black listed for doing further business with BMC.

Manpower related SLA and Penalties:

- The availability of the minimum 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 a team on a monthly basis with the user department.
- 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)
- Prior Intimated Leave of absence will be allowed: If a resource proceeding on leave or becoming absent is replaced with a resource approved by the authority, then such substitution will not be treated as an absence.

For every SLA non-compliance reported and proved, there shall be a penalty as given below:

Sr.	SLA	Timelines/ Event	Applicable Penalty
2	Replacement of resources by the agency on formal submission of resignation by the resource in the company.	There should be minimum 15 days overlap between the new deployed resource and the replaced resource.	No penalty- On timely replacement. Rs. 3000/- per resource per day for each day delay from stated timelines.
3	The deployed resources shall not be engaged in any activity other than that assigned by the TENDERER	-	Penalty of Rs. 50,000 per resource may be imposed on breach of SLA. On consecutive breach of 03 times may lead to termination of the contract.
4	Absence without prior approval from the TENDERER and No Trained Backup resource arranged at BMC	-	Penalty of Rs. 3000/- per resource per day shall be imposed.

Service and Performance Penalty during CAMC & O&M

The selected agency has to design the solution in such a way that the system uptime and service availability should be min 99.9%. The system uptime shall be measured per equipment on quarterly basis.

SN	Service Category	Breach Threshold	Penalty Amount
1	Service Availability	System availability falling below 99.9% in a calendar quarter	0.01% of contract value per hour of system unavailability exceeding the Threshold. The agency has to provide system generated monitoring report.
2	Security and Data Protection	Exceeding 24 hours for resolution time to security incidents	0.02% of contract value for each security vulnerability not remediated within timeframe specified by CERT-In which is immediate for Critical level, 24 hours for High level, 7 days for Medium level and 15 days for Low level of severity
		Re-occurrence of vulnerability for which fixes were applied.	5% of contract value for each security vulnerability discovered
3	Data Backup and Recovery	Failure to perform scheduled backups or inability to recover data	5% of contract value for each missed backup

Penalties for Delay in Support/Maintenance during CAMC & O&M:

- Penalty calculations shall be calculated on accumulated non-compliance for all of the SLAs mentioned in this bid beyond the allowed resolution time.
- During Support/Maintenance period, if the complaint is not resolved within 24 hrs in case of software/application error or any hardware failure the penalty of Rs. 2,000 per day per complaint will be levied. However, if the complaints not resolved within 3 days then from 4th day to 10th day, penalty would be levied @ Rs. 3000 and from 11th day onwards penalty @ Rs. 5000 of the above rates would be levied. The amount of penalty will be recovered from the **quarterly payment or** Performance bank guarantee during Support/Maintenance period.
- Any patch/updates released by the OEM needs to be intimated to BMC and should be applied to the corresponding product within 10 working days after the approval of BMC authority. Any delay in applying the patch will attract penalty of **Rs. 1000/-** per day for each component.
- The Bidder should execute proper Backup before applying the patches/updates.
- The amount of penalty will be recovered from the Quarterly payment during **CAMC Support/ Operation and Maintenance period.**
- In case of failure of any of the items as specified in the tender, the successful bidder should make standby arrangement within 24 Hrs, else Commissioner, Bhavnagar Municipal Corporation, reserves the right to procure the similar services from alternate sources at the risk, cost and responsibility of the successful bidder, in place of penalising the successful vendor as per penalty clause of Support/Maintenance.

Penalty calculation

- The Penalty shall be calculated on a quarterly basis.

- All penalties defined for CAMC and O&M phase will be exclusive to each other and total penalty for any of the quarter will not exceed more than 25% of Quarterly payment. For Implementation phase penalties, the total penalties should not exceed 15% of the total Capex cost payable to successful bidder.
- Three consecutive Quarterly deductions totaling to more than 25% of the applicable payment for the corresponding year will be deemed to be a sufficient condition for termination.
- In the event of any of the above (two points) happening, BMC may at its discretion will have right to terminate the contract as per the terms and Conditions of this RFP.
- Planned Down-time (during non-working hours) is not considered for penalty calculation. Bidder will have to take at least 3 days' prior permission from BMC for the planned down-time. Planned Down-time won't be allowed for more than two times in a month.

Responsibility of Successful Bidder during CAMC and O&M

- 1) All plastic parts and consumable items should also be covered for 5 year **CAMC Support-warranty /CAMC**. Successful bidder has to provide and replace it as and when required without any extra.
- 2) **Documentation:** Successful Bidder must maintain records of all IT hardware calls that they attend either by their engineer or by other engineer with particular hardware model number and serial number with problem description and actions. The document should be submitted in physical / electronic copy to BMC.
- 3) All expense related to training shall be borne by the Successful Bidder.
- 4) Successful Bidder will provide all the supports for all the required IT hardware and software plus windows OS and antivirus software and all other items mentioned in RFP.
- 5) Successful Bidder shall also take care for **CAMC Support** of all IT infrastructure including OS and antivirus software and all other items mentioned in RFP. Successful Bidder will login the call to OEM for any software, hardware or component failure and make sure that the problem will be solved within the SLA timelines.
- 6) Successful Bidder will provide required escalation and coordination with OEMs for Replacement of the parts and for repairing from OEM.
- 7) Successful Bidder's engineer must take Computer department's authorized employee's signature on the service report to close the call and keep the record of down time.
- 8) Successful Bidder should strive to meet the minimum down time terms of BMC by providing fastest and reliable support.
- 9) **Down time** will be calculated from the time complain is logged to service in charge of Successful Bidder (via email/written letter) till the EDP department's authorized employee's acknowledge the repair / service completion.
- 10) Successful Bidder will ensure 99.5 % uptime for IT Setup & Infrastructure established under this RFP plus windows OS and antivirus software and all other items mentioned in RFP.
- 11) **Replacement & Stand by units:** Successful Bidder will provide Standby units within 24 Hr. of particular Hardware in case of failure or non-working condition. Successful Bidder will ensure that the supplied Standby units will be sufficient capable to run the work smoothly without downtime. (**Note:** Standby units will be provided for the hardware supplied by Successful Bidder only as per the WO, Successful Bidder will not supply any standby units for third party equipment)
- 12) Successful Bidder will replace/repair all the faulty parts for Hardware covered under warranty and Make them functional for the smooth operation.
- 13) **Call Closing time:** Any complain/call reported by BMC should be attended and resolved immediately by the Service engineer of successful bidder within 24 Hrs.
- 14) **Call Closing time:** Any complain/call reported by BMC which requires third party involvement like OEM or Third Party Software/Hardware expert, related to any equipment or particular product vendor's support will be supported by successful bidder's Engineer and He will communicate and take needful follow-ups with them to close the call as soon as possible. IT person from BMC will also help them in such cases.
- 15) **Deputed Engineer** of Successful Bidder will attend all kind of IT Setup related complains of all the items mentioned in the RFP plus windows OS and antivirus software and all other items mentioned in RFP. (Like Parts

and non-parts call, virus Call, Maintenance call, installation call, DOA calls, connectivity related calls like Leased Line and Internet, LAN and UPS related calls concern to IT hardware setup at BMC's all three sites mentioned *Site address and details*.

16) **Working Time/Service Response Time:** Working Time of Service engineer of Successful Bidder at BMC's will remain as per the standard time and in emergency engineer will provide support as and when required basis.

17) Successful bidder will also provide support for services & troubleshooting for connectivity between BMC main office and both zonal offices for implementation of the circuit and smooth running of circuit with minimum down time as well as for lease line connection also.

Evaluation of technical bid

The bidders are expected to provide all the required supporting document and compliances as mentioned in the Bid document. The bidder shall quote the solutions having full compliance and minimum specifications as mentioned in the Bid. Any deviation from the same will lead to the disqualification.

The bids will be evaluated for the pre-qualification/eligibility criteria and the technical bids of the bidder who comply with the pre-qualification/eligibility criteria will be opened. During the technical evaluation, GIL may seek the clarification in writing from the bidder, if required. If bidder will not submit the required clarification in due time, the technical evaluation will be done based on the submitted information in technical bid. The price bid will be opened of the bidders whose technical bids are fully complied. At any point of time, if GIL feels that the bidder is hiding any information which will affect the project cost in short or long run, GIL may reject his bid without assigning any reason or explanation.

The bidders must have to quote for all items as specified in this document for the quantities mentioned. No deviation is acceptable at all. If bidder has not quoted for any of the items mentioned in this tender, bidder will be out right rejected.

The purchaser is at liberty to add /delete items in BoM and place order as per the requirement. However for comparison and selection of bidder, the total cost of ownership for all items quoted including Operation and Management and SI services for 5 years shall be considered.

SECTION IV

Bill of Material

Sr #	Item Description	Qty / Unit
1.1	Blade Chassis	1
1.2	Blade Servers	4
1.3	SAN Storage with 50 Tb usable disk space	1
1.4	Backup Server	1
1.5	Firewall (configured in HA with existing Firewall)	1
1.6	Tape Library with 2 Tape Drive	1
1.7	Data Cartridge for Tape library	50
1.8	43 inch LED TV	2
1.9	20 KVA UPS (Without Batteries)	2
1.10	DG-Set (50 kVA)	1
1.11	Rack – 42U	1
Sr #	Item Description	Qty / Unit
2.1	Latest Windows Server Datacenter Edition stable version for 128 Physical Cores	1
2.2	Latest Microsoft SQL Server Enterprise Edition with 2 physical core licenses packs (10 Physical core licenses)	5
2.3	Proxy Software with Licenses	1
2.4	Virtualization –Premium and Highest Support from OEM and Subscription for 256 cores	1
2.5	Backup Software	1
2.6	TeamViewer Basic License	2
2.7	Endpoint Anti-Virus (Trend Micro) License renewal with 5-year support	400
2.8	Endpoint Anti-Virus (Trend Micro) License renewal for Server VM's with 5-year support	50
Sr #	Item Description	Qty / Unit
3.1	Dome Camera for 2 Zonal Office First Floor	28
3.2	Network Video Recorder 16 CH with 16 TB HDD	2
3.3	Cat-6 Factory Crimped Patch Cord - 1 Feet	28
3.4	Cat-6 Cable (in meter)	1400
3.5	"25mm" PVC Pipe/Casing capping (in meter)	700
Sr #	Item Description	Qty / Unit
4.1	CAMC support for all existing Civil, Non-IT and IT components (Annexure-A)	1
4.2	Support Manpower	1
Sr #	Item Description	Qty / Unit
1	Data Center Shifting (including, Dismantling, Shipping, re-Installation and Verification)	1

Note:

1. SI may add additional material/hardware/software /services as may be required to be supplied to meet the solution requirement and bid objectives
2. The above-mentioned figures are estimated and for evaluation purpose only. However, at the time of implementation, the actual quantity would be ordered based on requirement.
3. During shifting, bidder has to consider Insurance of shifting product.

SECTION VI

Minimum Technical Specification

1. Central IT Infrastructure

1.1 Blade Chassis

Components	Minimum Specifications
Form Factor	Chassis should be capable of accommodating at least 8 no's of blades servers, Up to 8U chassis
Chassis Support	Chassis must provide support to install half height server along with full height servers.
Processor Support	1. Chassis should support either Intel processor-based blade. 2. Chassis should also support servers with dual processor sockets.
Connectivity	Dual network connectivity for each blade server for redundancy should be provided. Must have external connectivity port to connect to SAN Switch OR. In case of converged infrastructure, the solution must be provided using redundant converged switches having min required port of required bandwidth for network and SAN Connectivity.
Ethernet Module	1. Chassis must provide one Gigabit Ethernet managed switch with internal ports count equivalent to count of half hight blade server of the proposed Chassis and Minimum 4 external ports out of which if possible 2 Ethernet and two 10/25G SFP+ ports 2. Chassis must provide Minimum one Gigabit Ethernet/FC managed switch with internal ports count equivalent to count of half-height blade server of the proposed Chassis and minimum 4 external ports with required bandwidth to meet the requirement of propose solution. OR. In case of converged infrastructure, the solution must be provided using redundant converged switches having Minimum required port of 10/25/40 Gbps or higher for ethernet/FC connectivity.
I/O Path for all Fabrics	Blade Chassis should provide complete I/O redundancy to blade servers to provide maximum uptime
Midplane and Backplane	Should provide highly reliable and high performance midplane / backplane OR direct connector design in the blade chassis
Management Modules	Chassis should be configured with integrated IP KVM switch module for managing the Blade chassis locally as well as remotely
Power Modules	Hot Swappable Power Supply module with Redundancy (N+N).
Cooling	Required cooling facility with hot pluggable fan and redundancy support
CD/Diskette/USB	Chassis should be configured with Internal/external CD-ROM/DVD- ROM Drive
System Panel	LED/LCD panel to provide power-on, over temperature, information and system error conditions
Management Software	Chassis should be provided with management software licenses
Management modules and utilities	Complete Hardware based Remote Administration from a standard web-browser with Event logging, detailed server status, Logs, Alert Forwarding, virtual control, remote graphical console, Remote Power Control / Shutdown, Virtual Media for Remote boot and configuration, Virtual Text and Graphical Control. The blade system should have the capability of managing all the blades in the same chassis simultaneously.
Others	Should Provide common resources essential for the Blade Servers like Power, Ethernet, Internal/External Storage

Accessories	The Chassis should be compatible with the Supplied SAN Storage and should be supplied with all required components to configure redundant connectivity and high bandwidth with supplied Storage.
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1.2 Blade Server

Components	Minimum Specifications
Form Factor	Full/ half Height Blade Servers with Dual Redundant Connectors architecture
Each Blade Server should have-	
Processors & performance (per node, minimum)	Latest Gen Intel® Xeon-scalable processors. Complete Solution should be configured with usable 64 Cores , Minimum Clock speed – 2.8 GHz or higher
Mother Board	OEM Supported Motherboard and chipset.
System Memory	DDR5 or higher SDRAM with ECC. Each blade server should be configured with total usable 512 GB RAM.
Internal Storage	Minimum 2 x 960 GB NVMe/SSD drives (Raid 1/ 5/6/10) for each blade
Expansion Slots	Minimum of 2 Nos of PCIe 4.0 mezzanine for Ethernet and 1 PCIe 4.0 x16 mezzanine slot for FC/SAS adapters.
Ethernet Port	Blade server should be configured with required Ethernet and FC ports with min 10/25 Gbps or higher as per solution to maintain redundancy. OR In case of converged architecture, the solution must provide 10/25 Gbps or higher management network with card level redundancy for blade servers.
Connectivity to Internal / External Storage (HBA)	The proposed solution should have 10/25/40GbE or FC Switch.
	OR In case of converged infrastructure, solution should be able to provide redundant connectivity 10/25/40GbE for internal/external storage for all blade servers or through chassis.
Power Supply	Appropriate energy efficient redundant (N+N) hot swappable power supply and FAN
Failure Alerting Mechanism	Should be able to alert upcoming failures on maximum number of components such as Processor, memory, HDDs and expansion cards, etc.
OS Support	The bidder should submit the MAF for OS along with the bid mentioning Enterprise or highest support from respective OS OEM.
OS Certification	Should be Microsoft and Linux Certified
Server Management Software	Server should be supplied with OEM Server Management software free of cost
Warranty & Support	5 Years comprehensive onsite warranty.

1.3 SAN Storage

Component	Description
Storage Type	Enterprise SAN
Type of Storage System	The Storage Array shall be offered with 50TB Usable capacity with as ratio of 20:80 for SSD (Flash) and SAS.
SAN switch	SAN Switch with redundancy as per the solution should be quoted by the bidder.

Operating System	Compatible with Windows, RHEL, VMware and their updates and upgrades.
Raid Configuration	Should support various RAID levels 5/6 or Higher
Capacity	The Storage Array shall be offered with 50TB Usable capacity with as ratio of 20:80 for SSD (Flash) and SAS
Scalability	Scalable up to 80 TB Usable capacities with same RAID configuration using same type and size of disks
Disk Type	SAS & SSD/ NVMe
Response Time / Latency of the System	Average Read/Write Response Time <= 3 ms
Resilience to handle sub component level failures	Resilience to handle sub component level failures (CPU, Memory, Front end, Back end Ports) without rebooting the entire controller
Automated Tiering	Automated Tiering feature across all populated drives of various types. Automated tiering software license to be included from day one.
Widestriping	Should distribute data across the disks
Remote Replication Port	min 2 replication port on Ethernet
Required Ports	Minimum required ports:
	8 x 16/32 Gbps FC Ports or higher
	Ports should be evenly distributed across the controllers and should be scalable upto 16 Ports. The offered type of connectivity should be compatible with mentioned host server interface.
Backend Connectivity	12 Gbps SAS
Symmetric Active-Active Controllers Configured in HA	Active - Active controllers with automatic load balancing and failover across controllers.
Architecture	The proposed storage array should be configured in no single point of failure including controller (at least 2), cache, power supply, cooling fans, etc.
	Storage should have symmetric / Asymmetric Active - Active Dual Redundant Controllers
	Storage should supporting functionality such as Storage management, virtual/thin provisioning, data tiering, snapshot, clone
Encryption	Self-Encryption capability for Data at Rest
Cache	Offered Storage should have minimum 128 GB cache each controller and should be backed up even in case of power failure using battery or capacitor or any other technology.
Quality of Service	The Array should support for controlling host performance by IOPs & MB/s
Replication	The storage should support both Synchronous / Asynchronous Data Replication to DR Site

Hot Spare	Minimum 2 Hot global hot spare disks should be supplied and configured for each type of disk.
Power Supply	Dual Redundant Power Supply
Additional	Should have capacity for online disk replacement without effecting the storage performance
	Load balancing software / mechanism should be supplied and configured as a solution
	Software to manage Storage LUNs, Hosts etc., monitoring, Multipathing, Load balancing and e-mail alerts capability.
	Storage should be supplied with all required software with licenses to meet the technical requirements.
	The system should support non-disruptive firmware and software updates to minimize downtime during maintenance.
	The Proposed storage should include advanced monitoring and management tools that provide real-time analytics, performance metrics, and alerting capabilities.
	All the necessary tools & tackles licenses, cables / connectors for Ethernet / USB / Power etc. required for making the system operational shall be provided.
On Site Warranty	5 year of Mission Critical 4 Hours Response Warranty shall be offered directly from the storage OEM.

1.4 Rack Server for Backup

Component	Description
Form Factor	Rack-Based Server Only
Processor	Minimum Dual 12-Core, latest series/generation, Intel Xeon scalable processors
Motherboard	OEM Supported Motherboard and Chipset
System Memory	Minimum 128 GB DDR-5, supported up to 512 Gb
Disks supported	2.5" Hard Drive bays (SAS)
RAID Controller	Integrated PCIe 3.0 12Gb/s SAS Raid Controller with 8GB Cache to support both internal hard drives of the compute sled as well as the hard disks in the storage sled supporting RAID 0, 1, 5, 6, 10, 50, 60
Disks configured	2*480 GB SSD SATA with RAID 1 Configured, Usable 3 TB SAS Storage (RAID 5/6)
Hot Plug Bay	8 x 2.5in Hot-Plug SAS drive bay
Fiber HBA	16 Gbps or higher FC HBA (dual port)
I/O slots	1x16 slot. Should support Maximum 8 Slots with Dual CPU
Network Interface	2 x Dual Port 10/25G Port
	2 x Single Port 32G Port
	Dedicated management Port
Certification and compliances	Microsoft Windows Server, Hyper-V, VMWare, Red Hat Enterprise Linux (RHEL), SUSE Linux Enterprise Server (SLES)
Power Supply	Appropriate energy efficient redundant (N+N) hot swappable power supply and FAN
Management integration	Support for integration with Microsoft System Center, VMware vCenter
Management Features-1	Remoter power On/ Shutdown of server, Remote Management of Server over LAN & WAN with SSL encryption through gigabit management port, Should have virtual Media support with all required licenses.,

	Remote KVM, Server Health Logging, Out of Band Management
Management Features-2	<p>Management of multiple Servers from single console with single source of truth for multiple sites.</p> <p>Automated infrastructure management for patch upgrades, version upgrades ,etc.</p> <p>Simplified management with analytics driven actionable intelligence.,</p> <p>System tagging giving admin flexibility to provide metadata tags to each System to enable users to filter and sort systems based on user-assigned attributes,</p> <p>Hardware Profile based deployment to multiple Servers simultaneously,</p> <p>Policy template for deployment of single policy to multiple Servers simultaneously,</p> <p>Platform inventory and health status,</p> <p>Server utilization statistics collection (including firmware updates and diagnostic tools),Should provide an alert in case the system is not part of OEM hardware compatibility test,</p> <p>Solution should be open and programmable providing Rest API, SDK for programming languages like Python , power shell scripts etc.,</p> <p>Should have customizable dashboard to show overall faults/health/inventory for all managed infrastructure the solution should provide option to create unique dashboards for individual users. The user should be flexibility to select name for dashboards and widgets (viz. health, utilization etc.),</p> <p>Single pane of glass for auto Provisioning across Multi vendor & multi hypervisor platform,</p> <p>Self service portal deployment for automated provisioning,</p> <p>Real-time out-of-band hardware performance monitoring & alerting</p>
Security Features-1	<p>Secure Boot(Firmware and Bios Level Security),Provision to lock the system on breach,</p> <p>Hardware root of trust/Dual Root of Trust,</p> <p>Server should provide policy based security,</p> <p>Server should provide server intrusion detection,</p> <p>,"Malicious Code Free design" (to be certified by OEM)</p>
Security Features-2	<p>Provision for Cryptographic firmware updates,</p> <p>Capability to stop execution of Application/Hypervisor/ Operating System on predefined security breach,</p> <p>Secure /Automatic BIOS recovery,</p> <p>Network Card secure firmware boot,</p> <p>In case of any security breach system should provide the lock down feature</p>
Server scalability to be achieved within the box & without adding nodes	Yes
support for high availability clustering and virtualization	Yes
Warranty	5 years On-site comprehensive warranty with 24x7x365 remote hardware support and 4 Hours Response Time

1.6 Tape Library

Component	Description
Capacity	Shall be offered with a Minimum of 2x LTO-9 FC tape drives. Tape Drive shall support encryption.
Cartridge slots	Shall be offered with 48 or higher Cartridge slots.
Tape Drive Architecture e	Offered LTO-9 drive in the Library shall conform to the Continuous and Data rate matching technique for higher reliability.

	Tape Drive Architecture in the Library shall conform to the INCITS T10 standard ADI Protocols or newer standards
Speed	Offered LTO-9 drive shall support Minimum 300MB/sec in Native mode and Minimum 750MB/sec in 2.5:1 Compressed mode
Compatibility	The proposed appliance should be hardware compatible with various storage arrays of OEMs like HPE, IBM, NetApp etc. and SAN switches of various industry leading OEMs like Brocade, Cisco etc. FC cables for connectivity to SAN switch should be provided as part of solution. Physical Tape Library should be compatible with backup software supplied under this RFP Should be installed on Standard 42U Rack
Connectivity	Offered Tape Library shall be provided with FC cables for connectivity to the SAN switch should be provided as part of solution.
Partitioning	Offered Tape Library should have partitioning support so that each drive can be configured in a separate partition.
Management	Tape Library shall provide remote monitoring capability, hot swap tape drives and redundant hot swap power supplies
Barcode Reader and Mail slots	Tape library should support Barcode reader and mail slot.
Other Features	<ol style="list-style-type: none"> 1. Tape Library shall have GUI Panel 2. Shall be rack mountable. 3. Shall have redundant power supply 4. Tape Library shall be supplied with software which can predict and prevent failures through early warning and shall also suggest the required service action. 5. Offered Software shall also have the capability to determine when to retire the tape cartridges and what compression ratio is being achieved. 6. Integrated color touch control panel for installation and configuration. 7. Shall be rack mountable and shall be offered with mounting kit.
Media	A vendor should provide 02 nos. of cleaning cartridges from day one.
Data transfer rate (per drive)	Minimum 300 Mbps native with LTO-9 tape drive
Miscellaneous	<p>All required softwares and licenses to run the full functionality of product should be provided by bidder with best level of warranty/support.</p> <p>Tape Library shall be supplied with software which can predict and prevent failures through early warning and shall also suggest the required service action. Tape library shall support automated data verification while backing up the data and subsequently on media to ensure availability of data for successful restores should be supported. Tape library should support data integrity check of the backups</p>

EOL/EOS	Tape library should be available in Market (should not be End of Life) for next 2 Years and support should be available (should not be End of Support for Next 5 Years after End of Life).
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1.7 LTO Cartridge

Component	Description
Data capacity	18 TB native. Up to 45 TB with 2.5:1 data compression
Cartridge Models	LTO Ultrium 9 18TB rewritable data cartridge
Special Note	Data Cartridge should be of same brand as Tape Library.

1.8 43 inch LED TV

Sr. No.	Component	Minimum Specification
1	Native Resolution (Pixels)	UHD
2	Screen Type	Non Touch
3	Screen Size (Diagonal) Minimum (cm)	108
4	Aspect Ratio	16:9
5	Duty Cycle	24 X 7
6	Technology	LED Backlit
7	Brightness (Nits) Minimum	500
8	On Site OEM Warranty (Year)	5

1.9 Online UPS (without Battery)

Component	Description
Rating	20KVA Online UPS with Pulse-width modulation (PWM) Technology
Switching Technology	IGBT-PWM
Inversion Technique	Adaptive pulse width modulation or sine weighted pulse width modulation with high switching frequency (> 12 KHZ for IGBTs).
INPUT	
Voltage	400V AC
Voltage Range	-20% to +20%
Frequency Range	50 Hz +/- 10% Hz
Phase	Three Phase AC
OUTPUT	
Voltage Regulation	230 V +/-2% (with alternative setting for 220V +/- 2%)
Output Frequency	50 Hz +/- 1 Hz Single Phase (In inverter mode)
Overload	Minimum 10 min for 120% Load ; Minimum 30 sec for 150% Load

Efficiency	Overall > 91.5%+1 i.e. between 90.5 & 92.5% at full load, 88% + 1 at 66% load and 85% + 1 at 33% load.
Bypass Switch	Manual and Static by-pass switch shall be provided for maintenance of UPS with provision for Enable/Disable of Bypass mode
	UPS shall supply output power and charging current at the same time
Rating	The rating specified is a unity power factor
Voltage regulation	From on load to full load Should be within +/-1% in both the cases, UPS shall also have facility for operation in synchronous mode in which output frequency shall be same as that of mains frequency
Harmonic Distortion	3% max. for 15 KVA UPS on resistive load.
Communication	Fully functional SNMP card required; RS 232 & USB port with software for UPS status monitoring
ENVIRONMENT	Noise Level – less than 55 dB at a distance of 1 meter
Protection	Over voltage, short circuit and overload at UPS output terminal, Under voltage at battery terminal, Overshoot and undershoot shall not be greater than 4% of rated voltage for duration of 60 msec.
	Inherent protection should be provided for Input Fault, Reverse Phase Sequence, Cold Start, Battery Discharge timer, Battery self-test feature, Over Temperature, etc
Indicators	Mains Presence, Battery Charging and Discharging, Low battery voltage
Digital meters	“Input AC Voltage, Output AC Voltage, I/o Frequency, O/p Frequency, Output Current, Battery Voltage, Load Percentage, Battery Backup available in percentage, (with LED \ LCD display)”
Miscellaneous	ECO Mode Operation with Enable/Disable function
	Emergency Power Off (EPO)
	UPS to be compatible with DG supply
	UPS should be suitable to connect 2 units in parallel
	Cables : With all necessary cables and plug and Battery links
	Rack: Suitable Metallic Rack for housing of SMF Batteries to be provided
Alternating Current Distribution Box	15KVA Output ACDB panel with following description:
	Incomer Breaker : Minimum 63A TPN, MCB-1 No's
	Outgoing breaker: Minimum 100A SPN, MCB-1 No's
	All MCBs shall conform to IS/IEC-60898. MCBs used in ACDB shall be of minimum curve B characteristics. The ACDB shall be coordinated with existing Distribution of loads of computers and lighting.
	The Vendor shall be responsible for supplying, installing, and terminating all cables and associated hardware (lugs, glands, etc.), required to mechanically and electrically complete the installation of UPS.

Automatic transfer switch	Internal/External Automatic transfer switch should of the same brand of UPS
Certifications	UPS should meet ROHS standards (Please submit certificates along with bid)
UPS should be available in Market (should not be End of Life) at least for next 2 Years and support should be available (should not be End of Support for Next 5 Years after End of Life).	

1.10 DG-SET

No.	Parameter	Minimum Specifications
1	General	Auto Starting DG Set Mounted on a common based frame with AVM (Anti-Vibration) pads, residential silencer with exhaust piping, complete conforming to ISO 8528 specifications and CPCB certified for emissions. KVA rating as per the requirement.
2	Capacity	Minimum 50 kVA
3	Fuel	High Speed Diesel (HSD) with appropriate Tank Capacity sufficient and suitable for containing fuel for 12 hours continuous operation, Complete with level indicator, fuel inlet and outlet, air vent, drain plug, inlet arrangement for direct filling and set of fuel hoses for inlet and return.
4	Power Factor	0.8
5	Engine	Engine should support electric auto start, water cooled, multi cylinder, maximum 1500 rpm with electronic/manual governor and electrical starting arrangement complete with battery, Minimum 3 stroke multiple cylinders/single and diesel operated conforming to BS 5514/ ISO 3046/ IS 10002
6	Alternator	Self-exciting, self-regulating type alternator rated at 0.8 PF or better, 415 Volts, 3 Phase, 4 wires, 50 cycles/sec, 1500 RPM, conforming to IS 4722/ BS 5000, Windings of 100% Copper, class H insulation, Protection as per IP 23.
7	AMF (Auto Main Failure) Panel	AMF Panel fitted inside/outside the enclosure, with the following meters/indicators: Incoming and outgoing voltage Current in all phases Frequency KVA and power factor Time indication for hours/ minutes of operation Fuel Level in field tank, low fuel indication Emergency Stop button Auto/Manual/Test selector switch MCCB/Circuit breaker for short-circuit and overload protection Control Fuses Earth Terminal Any other switch, instrument, relay etc. essential for automatic functioning of DG set with AMF panel
8	Acoustic Enclosure	The DG set shall be provided with an acoustic enclosure / canopy to reduce the sound level and to house the entire DG set (Engine & Alternator set) assembly outside (open- air). The enclosure shall be weather-resistant powder coated, with insulation designed to meet latest MOEF/CPCB norms for DG sets, capable to withstand local climate. The enclosure shall have a ventilation system, doors for easy access for maintenance, secure locking arrangement.
9	Output Frequency	50 HZ
10	Tolerance	+/- 5% as defined in BSS-649-1958

11	Indicators	Over speed /under speed/High water temperature/low lube oil etc.
12	Intake system	Naturally Aspirated
13	Certifications	ISO 9001/9002, relevant BS and IS standard
14	Additional	The Successful bidder shall have to install IRON fencing across the DG Set with proper gate having key lock to safeguard from unauthorized access. The successful bidder shall also Install shed above the DG Set to protect from direct exposure to rain and sunlight.

3.1 Dome Camera

Sr. No	Parameter	Minimum Specification
1	Image Sensor Size	0.333/ 0.357
2	Camera Image Sensing capacity (Picture Mode)	2MP
3	Resolution	D1 (704 X 480 Pixel), Full HD (1920 X 1080 Pixel), HD (1280 X 720 Pixel)
4	Day::Night Capable	Yes
5	IR illumination Range(mtr)	30
6	Focal Length(mm)	2.8 - 12
7	Fram Rate (FPS)	30
8	Video Compression	H.265, H.264
9	Video Streaming	Triple Compressed Stream
10	Audio Support	Yes
11	Alarm Support	Yes
12	Minimum Illumination for Capturing Color Image (L)	0.5 lux and 0.01 lux for B&W
13	WDR (Wide Dynamic Range)	120 DB
14	SNR (Signal to Noise Ratio)	50-60
15	On Board SD Card Support	Yes
16	SD Card Memory(GB)	32
17	Installation Type	Indoor
18	Material of the Housing construction	Aluminum
19	Protection	IP66, IK 10 rated housing
20	Mounting bracket	Wall Mounted
21	Power Input	PoE
22	Warranty (A)	5
23	Time for Replacement of Defective Product During Warranty Period (H)	72
24	BIS Registration for safety general requirements as per IS 13252 (Part 1):latest	Yes
25	Lens Type	Motorized Vari focal
26	Type of Camera Housing	Dome CAMERA

27	IP Camera	Yes
28	PTZ Camera	No
29	Pan Speed (deg::Sec)	NA
30	Optical Zoom	NA
31	Digital Zoom	Any Value
32	Tilt Speed (deg::Sec)	NA
33	ONVIF Support	Yes, ONVIF S

3.2 16 CH Network Video Recorder with 16 TB Storage(NVR)

Sr. No	Minimum Specification
1	16 Channels or better NVR with supports up to 8 SATA hard drives each support up to 10TB, should be loaded with 16 TB Capacity of HDDs. Should support RAID 0, 1, 5, 6 & 10. Should have the option to increase 25% extra cameras in same NVR without adding any additional hardware.
2	Support 4K streaming, Support 32 Channel up to (3840*2160) Resolution Support 300 Mbps of incoming Bandwidth and support USB 2.0 & 3.0 ports
3	Support H.264 and H.265
4	2# of Gigabit port with load balancing and failover
5	Support ONVIF S, G & T and above cameras, should support Remote live view and remote playback
6	VGA and HDMI, 2 nos. of USB port, e-SATA, should support Network, USB & e-SATA data backup
7	Should support 16 in & 4 out Alarm interfaces and 2 serial interfaces (RS232/RS485)
8	Should support 16 Channels streaming @ 1080P in Single screen and 16 Channels synchronous Playback @ 1080P
9	Should support ANR and Pre/Post recording
10	Certification- FCC/ equivalent Indian Standard, CE/equivalent Indian Standard, UL 62368-1/ equivalent Indian Standard, BIS certified at the time of bidding The OEM should have ISO 9001:2008 and ISO 14001:2004 certificate for Manufacturing
11	Operating Temperature: 0-50 °C, should be Rack mounted
12	NVR Should be capable of recording both Audio and Video. NVR should be capable to Transfer the audio and video footage automatically (without manual intervention) to the central storage. In case connectivity is lost the NVR should be capable to transfer the video footage automatically (without manual intervention) from the connectivity failure point/time, once the connectivity is restored.
13	Bidder has to ensure that the NVR is recording video and audio by 24 X 7, bidder can use additional tool if required for monitoring the same.
14	The storage taken above is indicative. Bidder has to ensure that the proposed NVR is capable of storing 1 month's video and audio footage. In case there is requirement of more storage bidder will arrange at no extra cost to tenderer

Sr. No. 3.3 1 feet Cat-6 Factory Crimped Patch Cord

Sr. No.	Minimum Specification
1	Factory Crimped Cat6 UTP Patch cord with 24 AWG 7/32 Round stranded copper wire. Length- 1 feet

Sr. No. 3.4 Cat 6 UTP cable (In mtrs.)

Sr. No.	Minimum Specification
1	Category Cat6 Conductor 23AWG, Solid Bare Electrolytic Grade Copper Outer Sheath FRPVC Insulation HDPE Splitter X-Shaped Spine separator Tested Frequency 250Mhz Standards

Sr. No. 3.5 PVC Pipe/ casing capping (In mtrs.)

Sr. No.	Minimum Specification
1	1" or 25 MM or higher Size PVC pipe/casing capping, ISI mark (In mtrs.)

2. Software

Sr. No.	Item no. 2.6: Virtualization software
	Minimum Specification
1	Virtualization software shall provide a Virtualization layer that sits directly on the bare metal server hardware with no dependence on a general purpose OS for greater reliability and security.
2	Virtualization software shall allow heterogeneous support for guest Operating systems like Windows client, Windows Server, Linux (Red Hat, SUSE, Ubuntu, CentOS - all of these)
3	Virtualization software should have the ability to live migrate Virtual machines files from one storage array to another without any Virtual Machine downtime. It should support this migration from one storage protocol to another (ex. FC, iSCSI, NFS, DAS-all of these)
4	Virtualization software shall have High Availability capabilities for the virtual machines in the sense, if in case one server fails all the Virtual machines running on that server shall be automatically restarted on another physical server running same virtualization software. The feature should be independent of Guest Operating System Clustering and withstand multiple host failures with both network and data store heartbeats.
5	Virtualization software should have the provision to provide zero downtime or Minimal downtime, zero data loss and continuous availability for the applications running in virtual machines in the event of physical host failure, without the cost and complexity of traditional hardware or software clustering solutions.
6	The solution should support for increasing capacity by adding CPU, Memory or virtual NIC and storage to virtual machines on real time only the fly without any disruption in working or downtime for the virtual machines
7	The solution should allow common management across storage tiers and dynamic storage class of service automation via a policy-driven control plane. This is enabled by APIs provided by the Virtualization Solution that enables it to recognize the capabilities of the storage arrays. This insight enables virtualization and storage administrators to automate and easily make decisions.
8	The solution should provide a content library to provide simple and effective centralized management for VM templates, virtual appliances and ISO images. These should be automatically synchronized between multiple virtualization management components at different sites for ease of management
9	The virtualization platform shall natively provide distributed virtual switch, which can span across a virtual data centre and multiple hosts should be able to connect to it. This in turn will simplify and enhance virtual-machine networking in virtualized environments providing centralized provisioning, administration and monitoring by using cluster level network aggregation.
10	Hypervisor shall provide single Root I/O Virtualization (SR-IOV) Support that allows one PCI Express (PCIe) adapter to be presented as multiple separate logical devices to virtual machines. Lets users offload I/O processing and reduce network latency
11	The virtualization software should provide in-built Replication capability which will enable efficient array-agnostic replication of virtual machine data over the LAN or WAN. This Replication should simplify management enabling replication at the virtual machine level and enabling RPOs as low as 15 minutes. or the Virtualization solution must be integrated with Storage vendor with CSI and Storage must have a native replication support with the proposed Hypervisor solution.
12	Virtualization platform shall have support for Trusted Platform Module (TPM) 2.0 and virtual TPM for enhanced security to protect the hypervisor and guest operating system against unauthorized access
13	Virtualization platform shall have FIPS 140-2 Compliance & TLS 1.2 Support as Default Enhanced security compliance
Sr. No.	2.7 Management Suite
	Minimum Specification
1	Virtualization management software console shall provide a single view of all virtual machines, allow monitoring of system availability and performance and automated notifications with email alerts.
2	The virtualization management software should provide the core administration interface as a single Web based interface. This interface should be flexible and robust and should simplify the hypervisor

	control through shortcut navigation, custom tagging, enhanced scalability, and the ability to manage from anywhere with Internet Explorer or Firefox-enabled devices.
3	The management software should provide means to perform quick, as-needed deployment of additional hypervisor hosts. This automatic deployment should be able to push out update images, eliminating patching and the need to schedule patch windows.
4	The virtualization should have the capability to simplify host deployment and compliance by creating virtual machines from configuration templates.
5	Virtualization management software should have integrated Physical Host and Virtual Machine performance monitoring including CPU, Memory, Disk, Network, Power, Storage Adapter, Storage Path, Cluster services, Virtual machine data stores.
6	Virtualization management software console shall allow to Move a powered off virtual machine from one physical server to another by dragging and dropping the virtual machine icon. or in GUI there is option to move their VM from One host to Another Host.
7	Virtualization management software should allow you to deploy and export virtual machines, virtual appliances in Open Virtual Machine Format (OVF).
8	Virtualization management software should allow reliable and non-disruptive migrations for Physical/Virtual machines running Windows and Linux operating systems to virtual environment.
9	Virtualization management software should include provision for automated host / Hypervisor patch management with no VM downtime
10	Virtualization Management console proposed should be able to support up to atleast 16 hosts in a single cluster.
11	Virtualization management software should be able to integrate into existing standard with proposed EMS systems.
12	The management solution for hypervisor should provide Single-Sign-On capability, which should dramatically simplify administration by allowing users to log in once to access all instances or layers of management without the need for further authentication.
13	The bidder can also Proposed enterprise enterprise-supported Open source technology.
14	The Bidder must support the solution with premium / Highest-level support.
15	Bidder has to migrate existing VMs to proposed new virtualized solution with zero down time. Bidder has to consider that licenses and premium / Highest level support.
Sr	Item no. 2.8: Backup Software
	Minimum Specification
1	The software shall be primarily used to back up the data from the servers onto SAN and backup tapes (when required)
2	Scheduled unattended backup using policy-based management for proposed Server and OS platforms
3	The software should support on-line backup and restore of various applications and Databases
4	The backup software should support different types of backup such as Full back up, Incremental back up, Differential back up, Selective back up, Point in Time back up and Progressive Incremental back up
5	The backup software should support different types of user interface such as GUI, Web-based interface
6	Backup Solution must be supplied with required agent to take backup of virtual machines in supplied server.
7	<p>The proposed Backup Solution should be available on various OS platforms such as Windows, Linux. and UNIX platforms</p> <p>The possible mix of compute shall be physical and virtual environment. The Total physical/virtual source Instance would be 50 and can Increase by 25% in next 5 years. The bidder shall be responsible to deliver additional required licenses at no cost to the authority.</p>

8	The proposed Backup Solution should support tape Mirroring running concurrently with primary backup. e.g. With the primary volume Backup 4 additional tape copies can be created simultaneously without the need to duplicate 4 copies after the main backup.
9	The proposed backup solution should allow creation of additional backup copies, run concurrently with primary backup, within the same Library or over the network to another tape library/standalone drive of different format medium (e.g. Ultrium to SDLT etc..) to allow easy valuating operation.
10	The proposed Backup Solution supports the capability to write up to 32 or more data streams to a single tape device or multiple tape devices in parallel from multiple clients to leverage the throughput of the Drives using Multiplexing technology.
11	The proposed backup solution should allow creating tape clone facility after the backup process.
12	The backup software must use an open format (TAR) for writing backup data to tapes, so that native OS tools can also be used to recover in case the backup application is not available. It will also allow the data backup from one Unix platform to be restored on another platform.
13	The proposed Backup Solution has in-built media management and supports cross platform Device & Media sharing in SAN environment. It provides a centralized scratched pool thus ensuring backups never fail for media.
14	Backup Software is able to rebuild the Backup Database/Catalog from tapes in the event of catalog loss/corruption.
15	The proposed Backup Solution should support online backup for different type of databases such as Informix, DB2, Oracle, MS SQL, Sybase etc.
16	The backup solution must provide Bare Metal restore, deduplication, encryption, database online backup, dedupe data replication etc. with single backup agent. Multiple agents/clients should not be installed in server to achieve above features.
17	The Proposed backup solution shall provide granularity of single file restore.
18	Backup solution should support LAN free backups of clients, by using the client footprint on the servers itself. There should not be any need of installing Media servers/ Storage Server on the client which takes more server resources for backups.
19	Backup solution should support block level incremental backup for VMware host without requiring proxy server. This feature should be available through Linux media server also; without the need of windows environment for VMware backup.
20	Backup solution must have immediate recovery/restoration of Virtual machine directly from backed up disk to bring the machine online immediate.
21	Backup solution must have integration with vCentre for virtual machine backup reporting.
22	Backup software must support single pass backup in vSphere; it means single backup should be sufficient to restore the whole image or single file.
Sr	Item no. 2.10: Endpoint Anti-Virus
1	Antivirus software must be enterprise version of proposed software
2	Must offer comprehensive client/server security by protecting enterprise networks from viruses, Trojans, worms, hackers, bots, Root Kit and network viruses, plus spyware and mixed threat attacks
3	Must clean computers of file-based and network viruses plus virus and worm remnants (Trojans, registry entries, viral files)—through a fully-automated process
4	Must be capable of cleaning viruses/malware even without the availability of virus cleanup components. Using a detected file as basis, it should be able to determine if the detected file has a corresponding process/service in memory and a registry entry, and then remove them altogether.
5	Must have behavior monitoring to restrict system behavior, keeping security-related processes always up and running.

6	Must have capability of virtually shielding vulnerabilities of operating system and application which should include legacy operating system like windows XP, Windows 7 and also the latest windows operating system
7	Should have a manual outbreak prevention feature that allows administrators to configure port blocking, block shared folder, and deny writes to files and folders manually
8	Must provide Web threat protection by blocking access to and from malicious sites based on the URL's reputation ratings
9	Must have the flexibility to roll back the Virus Pattern and Virus Scan Engine if required via the web console
10	Ability to prevent ransom ware malware like crypto locker using updates and built-in features like behavior monitoring, web reputation
11	Should monitor the behavior of malicious processes and scans them once they decloak in the memory
12	Should be light on computer resources consuming minimum memory
13	The antivirus should provide protection of all VMs to provide high performance security
14	Should support the mix platform of windows (x86, x64)
15	Should have a feature to identify vulnerable systems in the network
16	Should effectively filters out spam and scans all incoming emails for malware
17	Should have HIPS protection for processes, should scan all POP3, MAPI, IMAP, HTTP traffic and able to scan incoming POP and IMAP based mail traffic

Special Note: Security Solution for Servers should be of same brand as Endpoint Anti-Virus.

Sr. No.	Item no. 2.11: Security Solution for Servers
	Minimum Specification
1	Advanced malware and ransomware protection: Defends endpoints—on or off the corporate network—against malware, Trojans, worms, spyware, ransomware, and adapts to protect against new unknown variants and advanced threats like crypto malware and fileless malware.
2	Automatic detection and response against an ever-growing variety of threats, including fileless and ransomware
3	Insightful investigative capabilities and centralized visibility across the network by using strong SIEM integration.
4	Using a blend of advanced threat protection techniques to eliminate Security gaps across any user activity and any endpoint. It constantly learns, adapts, and automatically shares threat intelligence across your environment
5	Endpoint solution should have capability of AV, HIPS, Firewall, Application control, Device control, integrated with pre-execution and post-execution machine learning, feature in unified single Agent
6	Detection and response capabilities: Advanced detection and response capabilities are included with the solution.
7	Centralized visibility and control: multiple capabilities Antimalware, Application control, Vulnerability protection, Device control, Firewall, DLP, EDR can be managed through a single console to provide central visibility and control across all functions
8	Advanced ransomware protection monitors for suspicious file encryption activities at the endpoint, terminates malicious activities, and even recovers lost files if necessary
9	Support different agent operating system like Windows 8.1 , Windows 10, Windows Server 2008 R2 , Windows Server 2012, Windows Server 2012 R2, Windows Server 2016, Windows Server 2019 , Windows Server 2022

	Threat detection capabilities
10	High-fidelity machine learning (pre-execution and runtime)
11	Behavioural analysis (against scripts, injection, ransomware, memory and browser attacks)
12	File reputation - Variant protection - Census check - Web reputation
13	Command and control (C&C) blocking - Device control- Good file check
	Vulnerability Protection
15	Delivers the most-timely vulnerability protection in the industry across a variety of endpoints and devices with end-of-support (EOS) operating systems
16	Protects endpoints with minimal impact on network throughput, performance, or user productivity.
17	Blocks all known exploits with intrusion prevention signatures
18	Shields operating system and common applications from known and unknown attacks.
19	Stop zero-day threats immediately on your physical and virtual desktops and laptops—on and off the network

42 U Rack

Sr. No.	Item Description
1	Size: 42U Rack 800mm x 100mm Racks
	Front Perforated Single, Door Rear Perforated Split Door, Castor with Break, Four Fan with Fan Tray, Fixed Shelf 2 Nos in Each Rack, Keyboard Tray 1 Nos Hardware Pkt. 3 Nos in each rack,
	Dual PDU (power distribution units) With minimum 14 power sockets 15 AMPs and 5 AMPs With half western and Indian power sockets
	Facility for proper network cabling

SECTION VII

FINANCIAL BID FORMAT :

Table-1

Sr. #	Device Description	Unit	Item Quantity	Unit Rate Inc. GST	Total Rate
1	1. Refresh IT Infrastructure includes Supply, Installation, Testing, Commissioning and 5 years Warranty support/services of required hardware, software, licenses, Non-IT	Lot	1		

	Components and accessories to complete this solution				
	2.CAMC and Operation & Management Services of Existing and Refresh Components of BMC Data Centre for valid contract period as per RFP				
Total Cost					

Note:

- L1 will be the lowest sum total of rates of all line items including GST.
- RA has been enabled in the GEM Bid.
- After RA, L1 bidder has provide the price breakup for below mentioned table-2 format.
- SI bidder shall include the cost of onsite spares to be maintained during the project period and not quote separately.
- The bidder shall submit written confirmation from the respective OEMs that the OEM binds itself jointly with the SI bidder for the 5 years' warranty support services of their new proposed component as mentioned in the RFP.

Detail Price-Breakup

Sr #	Item Description	Qty / Unit	Unit Rate Inc. GST	Total Rate
1. Central IT Infrastructure (New Component)				
1.1	Blade Chassis	1		
1.2	Blade Servers	4		
1.3	SAN Storage with 50 Tb usable disk space	1		
1.4	Backup Server	1		
1.5	Firewall (Fortinet 201F)	1		
1.6	Tape Library with 2 Tape Drive	1		
1.7	Data Cartridge for Tape library	50		
1.8	43 inch LED TV	2		
1.9	20 KVA UPS (Without Batteries)	2		
1.1	DG-Set (50 kVA)	1		
1.11	Rack - 42	1		
2. New Software with required Licenses (New Component)				
2.1	Latest Windows Server Datacenter Edition stable version for 128 Physical Cores	1		
2.2	Latest Microsoft SQL Server Enterprise Edition with 2-Physical core license packs (10 Physical core licenses)	5		
2.3	Proxy Software with Licenses	1		
2.4	Virtualization –Premium and Highest Support from OEM and Subscription for 256 cores	1		
2.5	Backup Software	1		
2.6	Team Viewer basic License	2		
2.7	Endpoint Anti-Virus (Trend Micro) License renewal with 5-year support	400		
2.8	Endpoint Anti-Virus (Trend Micro) License renewal for Server VM's with 5-year support	50		

3. CCTV surveillance for 2 Zonal Offices (New Component)				
3.1	Dome Camera for 2 Zonal Office First Floor	28		
3.2	Network Video Recorder 16 CH with 16 TB HDD	2		
3.3	Cat-6 Factory Crimped Patch Cord - 1 Feet	28		
3.4	Rack - 9 U	4		
3.5	Cat-6 Cable (in meter)	1400		
3.6	"25mm" PVC Pipe/Casing capping (in meter)	700		
4. CAMC Support (5 Years) (Existing Component)				
4.1	CAMC support for all existing Civil, Non-IT and IT components (Annexure-A)	1		
4.2	Support Manpower	1		
5. Data Centre Shifting (If required)				
5.1	Data Center Shifting (including, Dismantling, Shipping, re-Installation and Verification)	1		

1. After RA, L1 bidder has provide the price breakup for above mentioned table-2 format. Additionally, L1 bidder should provide a detailed CAMC price breakup for Existing IT and Non-IT infra and new proposed IT and non-IT product.
2. Bidder should consider appropriate quantity of each item to design the solution and quote item wise total amount for defined Lot unit.
3. The above mentioned quantity of the item is estimated and for evaluation purpose only. However, at the time of issue of order, the actual quantity will be considered based on the requirements.
4. BMC reserves the rights to increase or decrease the quantity of any item, at the time of placing purchase order, without increasing the quoted/accepted rates.

SECTION VIII

Earnest Money Deposit Details

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

ELIGIBILITY CRITERIA

Company registered under Indian Companies Act, 1956

Company Name	Address	Copy of Certificate of Incorporation uploaded? (Yes/No)

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

Financial strength of the bidder

Financial Year	Turnover (Rs. In Crores)	Audited Accounts uploaded? (Yes/No)
Year 1		
Year 2		
Year 3		
Grand Total		

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

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".

If bidder is not having any Office in Gujarat then bidder should give undertaking to open office in Bhavnagar within 45 days from the date of purchase order, if the order is placed with it.

Experience Details (Customer References)

Sr. No.	Name of the Organization	Contact Person Name	Contact Details	Date of PO	Value of Order	Description of Works Carried Out	Type of Supporting Document Attached
1							
2							
3							
.							

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".

Experience Details for Servers, Storage, Switches, Backup device etc. (Customer References)

TWO project of supply & installation of Servers, Storage, Switches, Backup device etc.

Sr. No.	Name of the Organization	Contact Person Name	Contact Details	Date of PO	Value of Order	Description of Works Carried Out	Type of Supporting Document Attached
1							
2							
.							

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

Experience Details for Data Centre (Customer References)

Sr. No.	Name of the Organization	Contact Person Name	Contact Details	Date of PO	Value of Order	Description of Works Carried Out	Type of Supporting Document Attached
1							
2							
.							

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

Experience Details for CCTV (Customer References)

Sr. No.	Name of the Organization	Address of installation	P.O/ W.O. Date	No. of Cameras Installed	Value of the project in Rupees	Document attached or not?
1						
2						
.						

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

Experience of OEM / IP Camera Product Company:

Sr. No.	Name of the Organization	Address of installation	P.O/ W.O. Date	No. of IP Cameras Installed	Value of the project in Rupees	Document attached or not?

1						
.						

Note: Please fill this form and upload necessary supporting documents like copies of purchase order / contract agreement and completion certificate for each of project details mentioned, as a proofs in the eligibility section. You may add the customer references by adding multiple rows which may be added by “NUMBER OF ROWS TO ADD”.

OEM Authorization

Sr. No.	Item	Make & Model	Name of OEM	OEM Authorization Submitted? (Yes/No)
1	New proposed IT and Non-IT components			

ISO 9001:2008 Certification for Manufacturing

Sr. No.	Item	Make & Model	Name of OEM	ISO Certificate Submitted? (Yes/No)
1	New proposed IT and Non-IT components			

Note: Please fill this form and upload the ISO Certificates in scanned format.

SECTION IX

Annexure A

Performa of Compliance letter/Authenticity of Information Provided

(On Non judicial Stamp paper of Rs. 300/- duly attested by the First class Magistrate/Notary Public)

Date:

To,
DGM (Tech.)
Gujarat Informatics Ltd.
Block-2, 2nd Floor, Karma yogi Bhavan,
Sector-10-A
Gandhinagar

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

Ref: Bid for Selection of Agency for Supply, Installation, and 5 years Warranty support/services of IT Infrastructure and Operation & Maintenance Services for 5 years on behalf of Bhavnagar Municipal Corporation, Bhavnagar (Tender no. XXXXXXXXXXXX).

Dear Sir,

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

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

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

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

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

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

Thanking you,

Dated this _____ day of _____ YYYY

Signature: _____

(In the Capacity of) : _____

Duly authorized to sign bid for and on behalf of

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

Annexure B

Anti-Blacklisting Certificate

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

I M/s. _____ (Bidder), _____ (the names and address of the registered office) hereby certify and confirm that we or any of our promoter/s /director/s are not barred by Government of Gujarat (GoG) / any other entity of GoG or blacklisted by any state government or central government / department / agency in India from participating in Project/s, either individually or as member of a sub-contractor as on the _____ (Bid submission Date), rejection in case any material misrepresentation is made or discovered with regard to the requirements.

We further confirm that we are aware that our Application for the captioned Project would be liable for of this Tender at any stage of the Bidding Process or thereafter during the agreement period.

Dated this _____ Day of _____ 2025.

Name of the Bidder

Signature of the Authorized person

Name of the Authorized Person

Annexure C

EXCHANGE OF PROPRIETARY INFORMATION AND NON-DISCLOSURE AGREEMENT

This Agreement is entered into by and between:

Bidder Name
(hereinafter Referred as _____)
Bidder Address

AND

Bhavnagar Municipal Corporation, (hereinafter referred as "Corporation""), a body established under the B.P.M.C Act 1949, herein referred as "BMC "

Bidder and BMC both are hereinafter referred to as "PARTY" or "PARTIES" as per the context.

WITNESSETH

WHEREAS, Bidder Name and Bhavnagar Municipal Corporation wish to pursue discussions concerning Work of supply, implementation and post Implementation support for New Server, New Networking, Softwares, CCTV Surveillance and Data Centre (With 5 year of Warranty)

WHEREAS, during the course of discussions it may become desirable or necessary for the PARTIES hereto to disclose to each other certain technical or business information of a proprietary or confidential nature, hereinafter referred to as Proprietary Information; and

WHEREAS, the PARTIES hereto are willing to provide for the conditions of such disclosure of Proprietary Information and the rules governing the use and the protection thereof.

NOW, THEREFORE, THE PARTIES AGREE AS FOLLOWS:

1. As used in this Agreement the term "Proprietary Information" shall mean any information or data disclosed by either PARTY to the other, pursuant to this Agreement, either in writing or orally, subject to the conditions set forth hereinafter, and including without limitation any written, electronic or printed documents or any means of disclosing such Proprietary Information that the PARTIES may elect to use during the life of this Agreement.
2. Nothing in this Agreement may be construed as compelling either PARTY hereto to disclose any Proprietary Information to the others, or to enter into any further contractual relationships.
3. Each PARTY, to the extent of its right to do so, shall disclose to the other PARTY only such Proprietary Information which the disclosing PARTY deems appropriate to fulfil the objectives of this Agreement as set up in the recitals. The PARTIES hereby represent that the disclosure of Proprietary Information by and between themselves is not contrary to the laws and regulations of their respective countries.
4. Any information or data in whatever form disclosed by either PARTY to the other and which is designated as proprietary to the disclosing PARTY by an appropriate stamp, legend or any other notice in writing, or when disclosed orally, has been identified as proprietary at the time of disclosure and has been promptly (thirty (30) days at the latest) confirmed and designated in writing as Proprietary Information of the disclosing PARTY, shall be subject to the conditions set out in this Agreement.
5. The receiving PARTY hereby covenants that, for a period of five (5) years from the effective date of this Agreement, the Proprietary Information received from the disclosing PARTY shall:

- a. be protected and kept in strict confidence by the receiving PARTY which must use the same degree of precaution and safeguards as it uses to protect its own Proprietary Information of like importance, but in no case any less than reasonable care;
 - b. be only disclosed to and used by those persons who have a need to know and solely for the purpose specified in the recitals, within the receiving PARTY's organisation;
 - c. not be used in whole or in part for any purpose other than the purpose specified in the recitals without the prior written consent of the disclosing PARTY;
 - d. neither be disclosed nor caused to be disclosed whether directly or indirectly to any third party or persons other than those mentioned in subparagraph(b) above;
 - e. neither be copied, nor otherwise reproduced nor duplicated in whole or in part where such copying, reproduction or duplication have not been specifically authorized in writing by the disclosing PARTY.
6. Any Proprietary Information and copies thereof disclosed by either PARTY to the other shall remain the property of the disclosing PARTY and shall be returned by the receiving PARTY immediately upon request retaining one set for archival purposes.
7. Except as aforementioned, the receiving PARTY shall have no obligations or restrictions with respect to any Proprietary Information which the receiving PARTY can prove:
- a) has come into the public domain prior to, or after the disclosure thereof and in such case through no wrongful act of the receiving PARTY; or
 - b) is already known to the receiving PARTY, as evidenced by written documentation in the files of the receiving PARTY; or
 - c) has been lawfully received from a third party without restrictions or breach of this Agreement; or
 - d) has been or is published without violation of this Agreement; or
 - e) is independently developed in good faith by employees of the receiving PARTY who did not have access to the Proprietary Information; or
 - f) is approved for release or use by written authorization of the disclosing PARTY; or
 - g) is not designated or confirmed as proprietary in accordance with paragraph 4 of this Agreement.
8. With respect to any exchange of Proprietary Information which may occur pursuant to this Agreement, it is expressly understood and agreed that the below listed employees shall, on behalf of the respective PARTIES, be the exclusive individuals authorized to receive and/or transmit Proprietary Information under this Agreement:

Bidder Name
Authorized Officer Name
Bidder Address

BMC (General)
Bhavnagar Municipal Corporation
Sir Mangalsinhji Road,
Near Kalanala, Bhavnagar - 364001

9. As regards the individuals identified in Paragraph 8 above, each PARTY shall have the right and power to redesignate such persons within their organizations as are authorized to receive and/or transmit Proprietary Information exchanged under this Agreement. Any such redesignations which are made by either PARTY shall be effected by rendering written notice of such change to the other PARTY.
10. Any Proprietary Information disclosed by the PARTIES under this Agreement which is Classified Information shall be identified by the disclosing PARTY as Classified Information at the time of disclosure and the disclosure protection use and handling of such information shall be in accordance with security procedures prescribed by the appropriate Government.
11. It is expressly understood and agreed by the PARTIES hereto that the disclosure and provision of Proprietary Information under this Agreement by either PARTY to the other shall not be construed as granting to the receiving PARTY any rights whether expressed or implied by licence or otherwise on the matters, inventions or discoveries to which such Proprietary Information pertains or any copyright, trademark or trade secret rights. The property in all information and/or data disclosed by either PARTY to the other pursuant to this

Agreement and which is designated as proprietary in accordance with paragraph 4 of this Agreement shall subject to any right of' any other owner, rest with ,the disclosing PARTY.

12. The execution, existence and performance of this Agreement shall be kept confidential by the PARTIES hereto and shall not be disclosed to any third party by either PARTY without the prior written consent of the other.
13. This Agreement including all rights and obligations of the PARTIES hereto except the obligations specified in paragraph 15 below may be terminated by operation of law and without demand by either PARTY at any time on 30 (thirty) days prior written notice to the other.
14. Unless earlier terminated as aforesaid in paragraph 13 hereof, this Agreement shall expire in ten years from the effective date.
15. The end or termination of this Agreement shall not relieve the receiving PARTY of complying with the obligations imposed by paragraph 5 thereof with respect to the use and protection of the Proprietary Information received prior to the date of the termination or end of this Agreement. Such obligations shall continue for the period applicable as set forth in said paragraph.
16. This Agreement shall be governed by and shall be interpreted in accordance with the laws of India.
17. All disputes arising out of or in connection with this Agreement shall be finally settled by arbitration in India in English language, under the Rules of Conciliation and Arbitration of the International Chamber of Commerce by one or more arbitrators appointed in accordance with the said Rules.
18. The foregoing constitutes the entire agreement between the PARTIES with respect to the exchange of Proprietary Information and supersedes and cancels all prior representations, negotiations, commitments, undertakings, communications whether oral or written, acceptances, understandings and agreements between the PARTIES with respect to such exchange of Proprietary Information.
19. The effective date of this Agreement shall be the latest date on which it is executed by both PARTIES hereto.

IN WITNESS WHEREOF, each of the PARTIES hereto has caused this Agreement to be executed by its duly authorized officers or representatives.

Bidder Name
Authorized Officer Name
Bidder Address

BMC (General)
Bhavnagar Municipal Corporation
Sir Mangalsinhji Road,
Near Kalanala, Bhavnagar - 364001

Annexure D

Format of Earnest Money Deposit in the form of Bank Guarantee

Ref: _____ Bank Guarantee No. _____
Date: _____

**To,
DGM (Technical)**

Gujarat Informatics Limited
2nd Floor, Block -2, Karmayogi Bhavan,
Sector – 10-A, Gandhinagar - 382010
Gujarat, India

Whereas ----- (here in after called "the Bidder") has submitted its bid dated ----- in response to the Tender no: XXXXXXXXXXXX for for Selection of Agency for Supply, Installation, and 5 years Warranty support/services of IT Infrastructure and Operation & Maintenance Services for 5 years on behalf of Bhavnagar Municipal Corporation, Bhavnagar 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 purchase order & acceptance thereof.
 - (v) If the successful bidder fails to submit the Performance Bank Guarantee & sign the Contract Form within prescribed time limit, the EMD of the successful bidder will be forfeited. GIL also reserves the right to blacklist such bidder from participating in future tenders if sufficient cause exists.

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

This guarantee will remain valid up to 6 months from the last date of bid submission. The Bank undertakes not to revoke this guarantee during its currency without previous consent of the OWNER/PURCHASER and further agrees that if this guarantee is extended for a period as mutually agreed between bidder & owner/purchaser, the guarantee shall be valid for a period so extended provided that a written request for such extension is received before the expiry of validity of guarantee.

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

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

Dated at _____ on this _____ day of _____ YYYY.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

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

SECTION X

Annexure E

**Performa of Contract-cum-Equipment
Performance Bank Guarantee
(To be stamped in accordance with Stamp Act)**

Ref: Bank Guarantee No.
Date:

To
Name & Address of the Purchaser/Indenter

Dear Sir,

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

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

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

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

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

Dated at _____ on this _____ day of _____ YYYY.

Signed and delivered by

For & on Behalf of

Name of the Bank & Branch &
Its official Address

List of approved Banks

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

Bhavnagar Municipal Corporation (BMC), Bhavnagar CAMC Sheet

Sr	Description	Make & Model	Quantity
1. Central IT Infrastructure			
1.1	Blade Chassis	Dell PowerEdge M1000e	1
1.2	Blade Servers	Dell PowerEdge M630	5
1.3	Backup Server (Rack based Server)	Dell PowerEdge R 730	1
1.4	SAN Storage	Dell Unity 600	1
2.2 Electrical Infrastructure			
2.2.1	Electrical Cabling for PAC, Racks and Lightings. Complete cables & fittings with Installation (Lot)		1
2.2.2	Ceiling Mount LED Lighting Systems using 2 ft x 2 ft panel *		4
2.2.3	2*15 15 Amp. Plug With Switch, 8 Modular frame & co box *		8
2.2.4	Chemical Earth with required rating from server room to Ground		1
2.2.5	Separate Electrical circuit with individual MCB Per Rack With DB box In UPS Room *		6
2.3. Cooling Systems			
2.3.1	Precision AC Systems: 3.5TR X 1 No with SNMP Card of TEMP/Humidity On PC for record (As per provided specification)	Schneider (Uniflair AMICO)	2
2.3.2	Ducting for PAC with Low Side Work	Standard	1
2.4. Security Surveillance Systems			
2.4.1. Access Control			
2.4.1. 1	Access Control Systems Bio metric + Pin	Smart-I SBLNG130-AC	1
2.4.1. 2	EM lock with Push button switch with complete cabling fitting & integration with Access device	Algatech	1
2.4.2. Rodent Repellent System			
2.4.2. 1	Master Console without satellites for Rodent Repellent system		1
2.4.2. 2	Satellites to be installed with the Rodent Repellant System *		4
2.4.2. 3	Supply and surface laying of 2 core x 1 Sq.mm PVC sheathed cable in 20mm dia PVC conduit (In Mtr) *		22
2.4.3. Fire Alarm System			
2.4.3. 1	Conventional Fire Alarm System (Set)	Ravel RE102 + Siemens OP121	1
2.4.3. 2	Fire Suppression Gas Refilling	Simens Novec 1230 Gas Refilling	1

2.4.3. 3	Smoke detection system	Vesda	1
2.4.4. Water Leak Detection System			
2.4.4. 1	SITC of Water Leak Cable with end connections & Hooter (Set)		1
2.4.5. Fireproof Enclosure			
2.4.5. 1	Fireproof Enclosure for Media Storage having capacity of 90 ltr or above		1
4. Networking Requirements			
4.1	Router	Cisco 1900 Series	1
4.2	L3 Switch (Core Switch)	Cisco N9K-C93180YC-FX	2
4.3	L2 Switch (Access Switch) *	WS-C2960X-24TD-L	19
4.4	L2 Switch (Access Switch) *	Cisco C9200L-24T-4X-E	4
4.5	L2 Switch (Access Switch) *	WS-C2960X-48TD-L	2
4.6	L2 Switch (Access Switch) *	Cisco C9200L-48T-4X-E	2
4.7	Cat 6 UTP Shuttered Patch Panel 24 Port- Loaded with Cable Manager *	Plexonics PL-0624-ULPP+24 PL-0601-UKJW	44
4.8	24 port RM LIU - LIU Loaded with adapter plate (with Multi Mode Adapters) *	Plexonics PL-LUN00 + PLSPTL-24 + PL-CPD1-LC-06 + PL- CMD-LC + PL-PTFS-LCP-01	13
4.9	1G SFP Module for CCTV central and POE access switch *	Cisco GLC-SX-MMD=	14
4.10	10G SFP Module for Access switch and Core switch *	Cisco SFP-10G-SR=	22
4.11	40G QSFP Module for Core Switch *	Cisco QSFP-40G-SR-BD=	4
4.12	Rack 32U Network		2
4.13	Rack 15U *	APW- President	12
4.14	42U Network Racks	APW- President	1
4.15	42U Server Rack	APW- President	1
4.16	LAN/Fiber/Electric cable laying with complete fitting materials using High quality UPVC trunking of required size (In Mtr) *		20,000
4.17	2.5 sq mm 3 core armed electrical cable (In Mtr) *	KunthCab	590
4.18	2 x 5/15 amp plug with switch fixed in 8 moduler face place and co box *		12
5. CCTV Surveillance			
5.1	24 port Central Layer 2 Switch for CCTV *	Cisco WS-C3850-24P-E	1
5.2	Network Video Recorder (32-ch) *	Plexonics PL-7436ENVR	4
5.3	Surveillance hard disk 4TB capacity *	Toshiba MG04ACA400E	29
5.4	8 Port POE Switch *	Cisco WS-C3560CX-8PC-S	5
5.5	24 Port POE Switch *	Cisco WS-C3850-24P-E	4
		Cisco CBS350-24P-4X-IN	2

5.6	2 MP IP IR Fixed WDR Dome Camera with minimum 30 Mtr IR Range *	Plexonics PL-7274RVP-VW	50
5.7	2 MP IP IR Fixed WDR Bullet Camera with minimum 30 Mtr IR Range *	Plexonics PL-7273RVP	20
5.8	4 MP IP IR VF WDR Bullet Camera with minimum 30 Mtr IR Range *	Plexonics PL-7573RVP	17
5.10	2 MP IP IR PTZ Camera with minimum 100 Mtr IR Range, mounting stand, high POE supported with minimum IP 66 rated outdoor weather proof housing *	Plexonics PL-7375HP-33	3
6. Support and Maintenance (O&M)			
6.1	Support and Maintenance for BMC Main office 1st year	N/A	1
6.2	Support and Maintenance for BMC Main office 2nd year	N/A	1
6.3	Support and Maintenance for BMC Main office 3rd year	N/A	1
6.4	Support and Maintenance for BMC Main office 4th year	N/A	1
6.5	Support and Maintenance for BMC Main office 5th year	N/A	1
6.6	Support and Maintenance for BMC Chitra Zonal office 1st year	N/A	1
6.7	Support and Maintenance for BMC Chitra Zonal office 2nd year	N/A	1
6.8	Support and Maintenance for BMC Chitra Zonal office 3rd year	N/A	1
6.9	Support and Maintenance for BMC Chitra Zonal office 4th year	N/A	1
6.1	Support and Maintenance for BMC Chitra Zonal office 5th year	N/A	1
6.11	Support and Maintenance for BMC Tarasamiya Zonal office 1st year	N/A	1
6.12	Support and Maintenance for BMC Tarasamiya Zonal office 2nd year	N/A	1
6.13	Support and Maintenance for BMC Tarasamiya Zonal office 3rd year	N/A	1
6.14	Support and Maintenance for BMC Tarasamiya Zonal office 4th year	N/A	1
6.15	Support and Maintenance for BMC Tarasamiya Zonal office 5th year	N/A	1

Please submit the undertaking letter as per Ministry of Finance Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 as per Performa given below on OEM letterhead as well as on bidder's letterhead.

On Letterhead of Bidder

Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division

Ref: Bid Number: _____

I have read the clause regarding restriction on procurement from a bidder of a country that shares a land border with India. I certify that we as a bidder and quoted product from the following OEMs are not from such a country or if from such a country, these quoted products OEM has been registered with the competent authority. I hereby certify that these quoted product & its OEM fulfills all requirements in this regard and is eligible to be considered for procurement for Bid number _____.

No.	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority, otherwise GIL/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**

On Letterhead of OEM

Sub: Undertaking as per Office Memorandum No.: F. No.6/18/2019-PPD dated 23.07.2020 & Office Memorandum No.: F.18/37/2020-PPD dated 08.02.2021 published by Ministry of Finance, Dept. of Expenditure, Public Procurement division

Ref: Bid Number: _____

Dear Sir,

I have read the clause regarding restriction on procurement from a bidder of a country that shares a land border with India. I certify that our quoted product and our company are not from such a country, or if from such a country, our quoted product and our company have been registered with the competent authority. I hereby certify that these quoted products and our company fulfill all requirements in this regard and is eligible to be considered for procurement for Bid number_____.

No.	Item Category	Quoted Make & Model

In case I'm supplying material from a country which shares a land border with India, I will provide evidence for valid registration by the competent authority; otherwise GIL/End user Dept. reserves the right to take legal action on us.

(Signature)

Authorized Signatory of **M/s <<Name of Company>>**

Bidder Contact Information

Name	
Designation	
Company Address	
Telephone	
Mobile No	
Email	