

Additional terms & Conditions

Bid Evaluation Criteria:

- **Bidder Turn over:** The Bidder must have average annual turnover of Rs. 16.36 crores in the last three financial Years (2023-24, 2024-25 and 2025-2026). The copies of Audited Annual Accounts/Statutory CA Certificate with UDIN number for last three years shall be uploaded along with the bid
- **OEM turn over:** OEM of the quoted desktop must have average annual turnover of Rs. 40.92 Crores in the last three financial Years (2023-24, 2024-25 and 2025-2026). The copies of Audited Annual Accounts/Statutory CA Certificate with UDIN number for last three years shall be uploaded along with the bid
- The bidder must have one office in Gujarat. Please upload the copy of any two of the following: Property tax bill/Electricity Bill/Telephone Bill/GST Registration/Lease agreement etc. OR if bidder do not have office in Gujarat then at the time of bid submission, they will have to submit undertaking letter to open office in Gujarat within 45 days after award of the contract.
- The bidder should be authorized by its OEM for Desktop, Printer, Web camera, Physical VPN Device, UPS and Biometric Scanner to quote the bid. (bid no. must be mentioned). Authorization, Product compliance on the OEM letter pad shall be submitted.
- **Past Performance:**
Bidder Past Performance:

The bidder must have successfully executed/completed

1. At least one single order of 372 qty. of the Desktop, Printer, Web Camera, Physical VPN device, Online UPS & Biometric Scanner **or**
2. 2 Orders each of 232 qty. of the Desktop, Printer, Web Camera, Physical VPN device, Online UPS & Biometric Scanner **or**
3. 3 Orders each of 186 qty. of the Desktop, Printer, Web Camera, Physical VPN device, Online UPS & Biometric Scanner in last 3 years to any central / state Government / PSU/ Listed Company.

OEM Past Performance:

The OEM must have supplied Desktop, Printer, Web Camera, Physical, VPN device, Online UPS & Biometric Scanner 2.5 times than the bid quantity.

- Bidder will have to submit Self-Declaration letter for acceptance of ATC Given in bid
- Data Sheet of the product(s) offered in the bid, are to be uploaded along with the bid documents. Buyers can match and verify the Data Sheet with the product specifications offered. In case of any unexplained mismatch of technical parameters, the bid is liable for rejection.
- The OEM(s) of Desktop, Printer, UPS & VPN Device shall have minimum One service center in Gujarat which should be functional. A Self Certified letter by an authorized signatory of OEM mentioning the address & Contact details of service center is required to be submitted. In case, OEM does not have service Centre in Gujarat at the time of bid submission then OEM will have to submit

undertaking to open service centre in Gujarat within 45 days from the date of contract order.

- The bidder should not be blacklisted/ debarred/banned/ restricted by any Union Govt./ State Govt./ PSU as on date of submission of the Bid. “No-Conviction Certificate” duly signed by authorized signatory signing the bid, should be submitted in the prescribed format.
- OEM will have to submit undertaking letter by mentioning that manufacturing of the quoted items manufactured in current Year.
- 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.

Note:

- In GeM bid, Eligibility Criteria i.e. bidder experience & turn over criteria & past performance etc...are not mentioned, however bidder & OEM of the quoted product must meet eligibility criteria as mentioned above only & Eligibility Criteria as mentioned above will be considered for evaluation.
- Consortium is not allowed.

Pre-bid Meeting

The pre-bid queries / clarifications if any should be submitted in writing to Gujarat Informatics Limited at least on or before 2 days of pre-bid meeting date. Thereafter the clarifications received from the bidders will not be entertained.

Pre-Bid meeting date: 02.10.2026 at 1500 hrs.

**Address: Committee Room, Block No. 2,
2nd Floor, Karmayogi Bhavan,
Sector-10A, Gandhinagar 382 010**

Please address all pre-bid queries and correspondence to

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

Email should be followed by post confirmation copy.

The terms and conditions are as follows:

- Only one make & model should be quoted by bidder against item in the bid.
- Bidder will have to submit Brochure & Technical specification compliance on OEM letter head with duly signed & stamped along with bid
- Bidder will have to supply all the necessary required accessories/cables with quoted item for make the supplied items functional/operational.
- If in any case the quoted Item is not available in the market, the bidder will have to supply Higher model for replacement of that Item in the quoted cost in the same time duration with prior approval of GIL/Purchaser. No “End of Life / End of Support” product should be quoted to minimize such instances. (Make & Model quoted by the bidder should be available till the bid validity, duly supported for spares/OEM support for warranty period).

- Bidder will have to submit (Refundable) Earnest Money Deposit (E.M.D.) as asked in bid. Under this bid.
- Bidders can also submit the EMD with Account Payee Demand Draft in favor of Manager (IT) Payable at Ahmedabad. Bidder has to upload scanned copy / proof of the DD along with bid and has to ensure delivery of hardcopy to the Buyer within 5 days of Bid End date / Bid Opening date.
- The E.M.D. may be forfeited:
 - a) if a Bidder withdraws its bid during the period of bid validity
 - b) In case of a successful Bidder, if the Bidder fails:
 - i. If the bidder is found to be involved in fraudulent practices.
 - ii. If the successful bidder fails to submit the Performance Bank Guarantee. GIL also Reserve the right to blacklist such bidder from participating in future tenders if sufficient cause exists
- Price shall be inclusive of all freight, forwarding, transit insurance and installation charges.
- Before delivery at respective site, bidder will have to offer inspection in the manner as decided by GIL before delivering to the respective sites or at customer sites. The arrangement of inspection of goods has to be done by supplier. Any deviation found in the specification of the produced goods or delivered goods after inspection from the tender specifications 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/GoG 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 with Sr. nos. of Equipment, Software supplied (if applicable) for back to back warranty support as per tender terms & conditions.
- 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 shall be forfeited, besides debarring and blacklisting the bidder concerned for the time period as decided by Govt., for further dealings with GoG.
- The Successful bidder has to submit Performance Bank Guarantee @ 5% of total order value within 15 days from the date of issue of order by GIL (for warranty period + extra 2 months) (from banks operating in India having branch at Ahmedabad/ Gandhinagar) in the name of Purchasing Department & submit copy of the same at GIL.
- The bidder will have to supply, install, maintain and provide operational training of supplied hardware, Operating Software and peripherals and carry out necessary integration at offices located all across Gujarat State. (Delivery locations enclosed)
- **Delivery & Installation:** Within 45 days from the date of purchase order.
- Penalty Clause for delay in delivery & installation
 - If the bidder fails to deliver and install the requisite hardware and operating software within the time limit as mentioned in the bid, then 0.5% of the contract value of delayed qty. per week or part of the week of delayed period shall be deducted.
 - The amount of penalty for delay in delivery & installation shall be subject to a maximum limit of 10% of the total contract value.
 - In case, the selected bidder does not supply the ordered items for any

reason, (after providing notice/cure period of 10 days to bidder) the bidder will be liable to pay the difference amount to the purchaser, over and above the performance guarantee, which indenter department must pay to the next or other selected bidder for purpose of the said items.

- In case, delay for delivery and installation of the requisite hardware and software will be due to purchasing Department OR its field offices, then penalty will not be imposed.
- **Warranty:** Comprehensive onsite warranty for 5 years from OEM from the date of installation of all items.
 - If any item gives continuous trouble, say more than 3 times in one month during the warranty period, the bidder shall replace the systems with new system without any additional cost to the purchaser.
 - Free maintenance services shall be provided by the Bidder during the period of warranty.
 - In case, bidder is not providing satisfactory support & doing unwarranted delay in providing warranty support, Government offices reserves right to repair the equipment at risk & cost of the bidder. (after providing notice/cure period of 10 days to bidder)
 - All the required cables & accessories are required to be supplied along with all items to make item to be functional.
- Bidder must ensure that the warranty support & service should be available up to delivery locations to provide repairing cum replacement services of faulty equipment within 48 hrs.
- **Operational/Warranty period Penalty:**
 - During warranty period, if the complaint is not resolved within 48 hrs the penalty of Rs. 300 per day for desktops, Printer, UPS, Physical VPN Deice & Rs. 200 per day for other items will be levied. However, if the complaints not resolved within 7 days then from 8th day to 14th day, penalty would be levied @ 150% and from 15th day onwards penalty @ 200% of the above rates would be levied. The amount of penalty will be recovered from the Performance bank guarantee during warranty period.
 - The amount of Operational/Warranty period Penalty shall be subject to a maximum limit of 5% of the total contract value.
- The Bidder/System Integrator will be required to co-ordinate with software vendor and/or do liasioning with other service provider to achieve the end-to-end connectivity. This also includes Desktop OS configuration with respect to LAN/WAN technologies implementation.
- **Payment:** Payment for Goods and Services shall be made by department in Indian Rupees as follows:
 - No advance payment will be made.
 - 90% payment after successful inspection & delivery of the ordered goods. The inspection will be done as decided by GIL.
 - Remaining 10% payment will be made after installation of the ordered goods.
- **Protection against Voltage Fluctuation and Power Surge:**
 - Considering the deployment of equipment at rural PACS locations, the supplied equipment shall be suitable for operation under prevailing single-phase power conditions and shall incorporate adequate protection against normal voltage fluctuations, power surges and

electrical transients.

- Failure or damage of equipment/components attributable to voltage fluctuation, power surge, electrical transient or short-circuit conditions at the site shall be covered under the comprehensive warranty, except where the Bidder establishes that the damage has occurred due to deliberate physical damage, misuse or unauthorized modification of the equipment.
- The Bidder/OEM shall not reject a genuine warranty claim solely by classifying such failure as "electrical mishandling".

- **Insurance Coverage:**

- The successful Bidder shall, at its own cost, obtain and maintain adequate insurance coverage for all equipment supplied under the contract until successful delivery, installation and acceptance at the respective PACS locations.
- In addition, the successful Bidder shall provide five (5) years asset/property insurance coverage for the supplied equipment against specified external perils, including flood, cyclone, earthquake and lightning, as applicable.
- A copy of the valid insurance policy/certificate covering the respective assets shall be submitted to the Purchaser. The Bidder shall be responsible for coordination and processing of insurance claims relating to the covered equipment and shall provide all necessary assistance until settlement of the claim.

- **District-wise Service Support:**

- Considering the geographical spread of PACS locations across Gujarat, the successful Bidder shall deploy at least one dedicated service engineer in each district covered under the project for providing onsite technical support and meeting the service-level requirements of response/resolution the issues within 48 hours.
- The Bidder shall also deploy one State-level Project Manager/Project Coordinator stationed in Gujarat for centralized coordination, monitoring of complaints and overall management of service support.
- Within 15 days from the date of issue of Work Order/Letter of Award, the successful Bidder shall submit the details of the deployed manpower, including name, designation, district/location, mobile number, email ID and other relevant contact details.
- The Bidder shall ensure adequate backup/replacement manpower so that service commitments are not affected due to leave, transfer, resignation or absence of any deployed engineer.

- **Complaint Registration and Support System:**

- The successful Bidder shall establish and operate a dedicated complaint registration and technical support mechanism for PACS users. The support mechanism shall include, at a minimum:
 - o Gujarati-language Toll-Free Helpline: A dedicated toll-free telephone facility through which PACS users can register service complaints and obtain technical assistance in Gujarati.

- o WhatsApp-based Complaint Facility: A dedicated WhatsApp number through which users can register complaints, receive complaint/ticket numbers and, where required, share photographs, videos and other relevant information relating to the equipment.
 - o QR Code-based Complaint Registration: A unique QR code shall be affixed to each supplied equipment/asset. Scanning the QR code shall enable identification of the concerned PACS/location and equipment and facilitate complaint registration.
 - o Complaint Tracking: Each complaint shall be assigned a unique complaint/ticket number and the status of the complaint shall be trackable until closure.
 - o The complaint management mechanism shall maintain appropriate records of complaints, response time, resolution time and closure details for monitoring compliance with the SLA.
- **Antivirus and Cyber Security:**
 - For all supplied devices for which antivirus/endpoint protection is applicable, the successful Bidder shall provide a genuine, licensed and supported antivirus/endpoint security solution with valid subscription, security updates and virus-definition updates for a minimum period of five (5) years from the date of installation/acceptance.
 - The antivirus/endpoint protection shall support centralized monitoring and updating, wherever technically applicable. The Bidder shall ensure that the security software remains activated, updated and functional throughout the warranty/support period without any additional cost to the Purchaser.

Technical Minimum Specifications

1. Desktop Specification

Name	Specification
Monitor	LED screen, 15" or higher, 16:9 Aspect Ratio, HD+ (1600 x 900 @60 Hz), Tilt (-5 to +20), 1 HDMI Port should be compatible with supply Desktop (with DHCP support), Input voltage 100 to 240 VAC
Processor	Latest Generation processor with Minimum 6 Cores, 3.5 GHz base clock
Operating System	Windows 11 Professional 64 bit
Memory	8 GB DDR4 RAM
Memory Slots	2 DIMM (1 slot should be free for future upgrade)
Storage	
Hard Drive Description	512 GB PCIe® NVMe™ SSD
Display And Graphics	
Integrated Graphics card	Integrated Graphics card
Expansion Features	
Ports	3.5mm Audio Jack port 3 Type-A USB Ports (USB 2.0 & USB 3.0)
Input Devices	
Pointing Device	Wired Mouse
Keyboard	Wired Keyboard

Communications	
Power And Operating Requirements	
Power	Minimum 180 W External / External power adapter/supply
Certifications	RoHS; FCC; UL
SMPS	Short Circuit Protection, Overpower protection, Compatible with any PC for 200W, Better Efficiency Input Voltage Range 220 - 240 V

2. Laser Printer Specification

Name	Specification
Product Type	Laser printer
Functions	Print scan and copy
Ports, Connectivity, Standard	1 Hi-Speed USB 2.0; 1 Fast Ethernet 10/100Base-TX
Output Capacity	Up to 100 sheets
Input Capacity	Up to 150 sheets
Technology	Laser
Print Speed (Black, Normal Quality, A4)	Up to 20 PPM
Battery and Power	
Power	Input voltage: 220 to 240 VAC (+/- 10%)
Power Supply Type	Built-in power supply
Functions	Print, copy, scan
Print Languages	PCL or equivalent
Duty Cycle (Monthly, A4)	Up to 8000 pages
Duplex Printing	Capable of Duplex printing
Scan Resolution, Hardware	Up to 1200 x 1200 dpi

3. Web Cam Specification

Functionality	Specification
Compatible Devices	Compatible with Laptop, Desktop and Tablet
Mounting Hardware	Mounting accessories to mount the webcam at the required spot and angle must be provided
Max Resolution	5 MP
Video Capture Resolution	720P
Connector Type	USB, Cable to connect to Desktop must be provided

4. VPN Specification

Functionality	Specification
Routing Protocols	Industrial standard routing protocols
Interface	• 1 Fixed Gigabit WAN Port • 2 Fixed Gigabit LAN Ports
Power Supply	External 12V/1A
Port	(LAN, WAN) / USB
LED	PWR, SYS, WAN (Link/Act), LAN (Link/Act), USB
Firewall	Stateful Packet Inspection (SPI) firewall, Denial-of-Service (DoS) prevention, DMZ DoS attacks prevented
VPN	IPSec VPN, PPTP VPN, L2TP VPN

VPN throughput	50 Mbps
WAN Connection Type	• Static/Dynamic IP • PPPoE • PPTP • L2TP
Network Address Translation (NAT)	Network Address Port Translation (NAPT) protocol

5. UPS + Inverter Specification

Functionality	Specification
LCD / LED Display	Display with indication that displays backup and charging time, along with Mains On, Eco/UPS Mode, system fault and battery water level etc.
Battery Backup Time	3 Hours or more
No of Batteries	1
Battery Capacity	150 AH
DC Voltage	12 V

6. Biometric Scanner Specification

Functionality	Specification
Useful for e-KYC	Yes
Interface	USB/C-Type
Supports	Aadhaar Enable, Sim Activation, Payment, Access control, Time & Attendance

Note: Above mentioned specifications are technical minimum specifications, bidders may quote same or higher specifications.

PRICE BID SCHEDULE:

Sr. No.	Name of the item	Qty.	Unit Rate in Rs. with Tax	Total Rate
1	Desktop	465		
2	Laser Printer	465		
3	Web Camera	465		
4	VPN Device	465		
5	UPS	465		
6	Biometric Scanner	465		
Total				

1. Bidder are requested to submit prize of 465 unit of Web Camera, 465 unit of Physical VPN device and 465 unit of Biometric Scanner in item no.1 Desktop.
2. After RA, L1 may be asked to submit item wise rate as per above mentioned table.

Bidders are requested to kindly go through the 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 of Ministry of Finance, Dept. of Expenditure, Public Procurement division related restrictions on procurement from border countries. As per this GR, bidders are required to quote/offer the product which adheres to this GR. **The**

undertaking as from bidder as well as from offered product OEM is required to be submitted along with bid as per given Performa.

Annexure – B
On Letterhead of Bidder

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.

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 & 23.02.2023 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>>**

Annexure - C
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 & 23.02.2023 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 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>>**

Bidder Information

Name	
Designation	
Company Address	
Telephone No	
Mobile No	
E-mail	