

**बिड दस्तावेज़ / Bid Document**

| बिड विवरण/Bid Details                                                                                                                                                                                                    |                                                                                                                                                                                                                                                                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| बिड बंद होने की तारीख/समय /Bid End Date/Time                                                                                                                                                                             | 01-10-2026 15:00:00                                                                                                                                                                                                                                                                                                                                                                                                            |
| बिड खुलने की तारीख/समय /Bid Opening Date/Time                                                                                                                                                                            | 02-10-2026 15:00:00                                                                                                                                                                                                                                                                                                                                                                                                            |
| 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                                                                                                                                                                                             | Science And Technology Department Gujarat                                                                                                                                                                                                                                                                                                                                                                                      |
| संगठन का नाम/Organisation Name                                                                                                                                                                                           | Gujarat Informatics Limited (gil)                                                                                                                                                                                                                                                                                                                                                                                              |
| कार्यालय का नाम/Office Name                                                                                                                                                                                              | Western Zone                                                                                                                                                                                                                                                                                                                                                                                                                   |
| शिकायत निवारण के संपर्क विवरण/ Contact details of Grievance redressal                                                                                                                                                    | HOD Email id :hod1.gil.gj@gembuyer.in<br>Buyer Email id: buycon6.gilg.gj@gembuyer.in                                                                                                                                                                                                                                                                                                                                           |
| वस्तु श्रेणी /Item Category                                                                                                                                                                                              | Security Operations Centre - Managed SOC                                                                                                                                                                                                                                                                                                                                                                                       |
| अनुबंध अवधि /Contract Period                                                                                                                                                                                             | 3 Year(s) 1 Day(s)                                                                                                                                                                                                                                                                                                                                                                                                             |
| एमएसएमई के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है/MSE Relaxation for Years of Experience and Turnover                                                                                                     | No                                                                                                                                                                                                                                                                                                                                                                                                                             |
| स्टार्टअप के लिए अनुभव के वर्षों और टर्नओवर से छूट प्रदान की गई है /Startup Relaxation for Years of Experience and Turnover                                                                                              | No                                                                                                                                                                                                                                                                                                                                                                                                                             |
| विक्रेता से मांगे गए दस्तावेज़/Document required from seller                                                                                                                                                             | Experience Criteria,Bidder Turnover,Certificate (Requested in ATC),OEM Authorization Certificate,OEM Annual Turnover,Additional Doc 1 (Requested in ATC),Additional Doc 2 (Requested in ATC),Additional Doc 3 (Requested in ATC)<br>*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 दस्तावेजों को निविदा में भाग लेने वाले सभी निविदाकारों को दिखाना चाहते हैं? संदर्भ मेन् 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 विवरण/Bid Details                                                                                                                            |                                   |
|--------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------|
| बिड लगाने की समय सीमा स्वतः नहीं बढ़ाने के लिए आवश्यक बिड की संख्या। / <b>Minimum number of bids required to disable automatic bid extension</b> | 3                                 |
| दिनों की संख्या, जिनके लिए बिड लगाने की समय-सीमा बढ़ाई जाएगी। / <b>Number of days for which Bid would be auto-extended</b>                       | 7                                 |
| ऑटो एक्सटेंशन अधिकतम कितनी बार किया जाना है। / <b>Number of Auto Extension count</b>                                                             | 3                                 |
| 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 / <b>Financial Document Indicating Price Breakup Required</b>                              | 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       | 750000    |

#### 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). | 38        |

(a). जेम की शर्तों के अनुसार ईएमडी छूट के इच्छुक बिडर को संबंधित केटेगरी के लिए बिड के साथ वैध समर्थित दस्तावेज प्रस्तुत करने है। एमएसई केटेगरी 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.

(c).ईएमडी और संपादन जमानत राशि लाभार्थी के पक्ष में होनी चाहिए। / Earnest Money Deposit (EMD) shall also be accepted by the buyer in the form of a surety bond.

**लाभार्थी /Beneficiary :**

Payable at

Gujarat Informatics Limited, Block No 2, Second Floor, Karmayogi Bhavan, Gandhinagar

(Managing Director)

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

**एमआईआई अनुपालन/MII Compliance**

|                               |     |
|-------------------------------|-----|
| एमआईआई अनुपालन/MII Compliance | Yes |
|-------------------------------|-----|

**एमएसई खरीद वरीयता/MSE Purchase Preference**

|                                           |    |
|-------------------------------------------|----|
| एमएसई खरीद वरीयता/MSE Purchase Preference | No |
|-------------------------------------------|----|

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 :**

Financial Bid - [1789020378.xlsx](#)

**अतिरिक्त योग्यता /आवश्यक डेटा/Additional Qualification/Data Required**

**Payment Terms:**Payment milestone mentioned in the RFP

**Scope of Work:**[1789020493.pdf](#)

**Network Infrastructure and data flow diagram:**[1789020499.pdf](#)

**Format of Non disclosure agreement:**[1789020503.pdf](#)

**Format to be uploaded by buyer for the breakup of components on cost/price offered by Service Provider in the Bid:**[1789020505.pdf](#)

**Pre Bid Detail(s)**

| मूल्य भिन्नता खंड दस्तावेज़/Pre-Bid Date and Time | प्री-बिड स्थान/Pre-Bid Venue                                                                                     |
|---------------------------------------------------|------------------------------------------------------------------------------------------------------------------|
| 18-09-2026 16:00:00                               | Conference Room, Gujarat Informatics Ltd.<br>Block No. 2, 2nd Floor, C & D Wing,<br>Karmyogi Bhavan, Gandhinagar |

**Security Operations Centre - Managed SOC ( 1 )****तकनीकी विशिष्टियाँ /Technical Specifications**

| विवरण/ Specification      | मूल्य/ Values                                             |
|---------------------------|-----------------------------------------------------------|
| <b>कोर / Core</b>         |                                                           |
| Type of SOC service       | Managed SOC                                               |
| Tools and Services Needed | Privileged Access Management Database Activity Monitoring |
| Type of Dashboard         | Dedicated                                                 |
| Type of resources needed  | As per Service Provider's solution                        |
| Deployment of resources   | At Buyer's premises                                       |
| Supporting OS             | Windows                                                   |
| Encryption Standards      | SSL/TLS                                                   |
| <b>एडऑन /Addon(s)</b>     |                                                           |

**क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer**

|                                                                            |    |
|----------------------------------------------------------------------------|----|
| क्रेता द्वारा निर्धारित न्यूनतम मूल्य/Minimum Floor Price defined by Buyer | No |
|----------------------------------------------------------------------------|----|

**अतिरिक्त विशिष्टि दस्तावेज़ /Additional Specification Documents****परेषिती/रिपोर्टिंग अधिकारी /Consignees/Reporting Officer and Quantity**

| क्र.सं./S.No. | परेषिती/रिपोर्टिंग अधिकारी /Consignee Reporting/Officer | पता/Address                                                                                 | Quantity                | अतिरिक्त आवश्यकता /Additional Requirement |
|---------------|---------------------------------------------------------|---------------------------------------------------------------------------------------------|-------------------------|-------------------------------------------|
| 1             | Jasvantkumar Kanjibhai Makwana                          | 382010,Block no.2, 2nd Floor, Karmayogi Bhavan, Sector10A, Gandhinagar, GANDHINAGAR, 382010 | Project / Lumpsum Based | N/A                                       |

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

## 1. **Generic**

**OPTION CLAUSE 25% :** 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, the contract quantity or contract duration can only be increased up to 25 percent. Bidders are bound to accept the revised quantity or duration.

For lumpsum-based service contracts, the buyer may increase the scope of work and contract value up to 25 percent with the consent of the service provider

## 2. **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.

## 3. **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

## 4. **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.

## 5. **Forms of EMD and PBG**

Bidders can also submit the EMD with Payment online through RTGS / internet banking in Beneficiary name

Gujarat Informatics Limited  
Account No.  
50200010918090  
IFSC Code  
HDFC0000190  
Bank Name  
HDFC Bank  
Branch address  
Sector 16 Gandhinagar

Bidder to indicate bid number and name of bidding entity in the transaction details field at the time of on-line transfer. Bidder has to upload scanned copy / proof of the Online Payment Transfer along with bid.

## 6. **Buyer Added Bid Specific ATC**

Buyer Added text based ATC clauses

**RFP Compliance:** All bidders/OEMs shall carefully read and understand the complete RFP, including the Scope of Work, Technical Specifications, SLA requirements, Payment Terms and all applicable terms and conditions.

The bidder shall submit the complete bid along with all required documentary evidence and declarations as specified in the RFP/ATC. The bidder shall also submit the Land Border Undertaking, duly signed and stamped by the Bidder and OEM, wherever applicable, in the prescribed format attached with the ATC.

**Contract Period:** The contract shall be for an Initial Contract Period of Three (3) Years, including implementation, OEM warranty/support and O&M services, as specified in the RFP. The Contract may be extended by GIL/DST for the further period, subject to the terms and conditions of the RFP and mutual agreement.

**Submission of EMD and Other Documents:** The bidder shall submit the Earnest Money Deposit (EMD), wherever applicable, in the prescribed form, including DD/BG, as specified in the GeM Bid/RFP. The Non-Blacklisting Declaration and other documents specifically required to be submitted in physical form shall be submitted in a sealed envelope clearly mentioning the GeM Bid No., Name of the RFP and "PIM/PAM Solution", addressed to the General Manager (Software Procurement), Gujarat Informatics Limited (GIL), within the stipulated timeline specified in the Bid Schedule.

**OEM Authorization and Responsibility:** The bidder shall submit valid OEM Authorization/MAF and other OEM-related documents as specified in the RFP.

The successful bidder/OEM shall be responsible for providing the complete end-to-end PIM/PAM Solution, including all required hardware, software, storage, licenses, implementation, integration, OEM support and other components/services specified in the RFP.

**Technical Demonstration / PoC:** The bidder shall demonstrate the proposed PIM/PAM Solution through PoC/Demonstration, wherever specified in the RFP, as per the prescribed technical requirements and evaluation criteria. The bidder shall arrange all necessary resources, software, licenses, appliances and technical personnel required for the demonstration.

## 7. Buyer Added Bid Specific ATC

Buyer uploaded ATC document [Click here to view the file.](#)

## अस्वीकरण/Disclaimer

The Additional Terms and Conditions (ATC) have been incorporated by the Buyer after approval of their Competent Authority. The Buyer is solely responsible for the impact of these clauses on the bidding process, its outcome, and consequences thereof including any restriction arising in the bidding process due to these ATCs and including the modification of technical specifications and / or terms and conditions governing the bid. All representations / grievances pertaining to the ATC clauses shall be raised with the buyer organization directly and not with GeM. If any of the clause(s) is/are incorporated by the Buyer regarding the following, the bid & resultant contract shall be treated as null & void. Further, GeM reserves the right, at its sole discretion, to cancel the bid forthwith, without issuance of any prior notice or intimation :-

1. Publishing Custom / BOQ bids for items for which regular GeM categories are available (unless such Custom / BOQ item is bunched with the major regular product Category Item).
2. Mandating procurement of / from specific Brand / Make / Model / Manufacturer / Dealer except in case of Single Bid / Proprietary Article Certificate (PAC) Buying.
3. Inclusion of disqualification criteria related to suspension of seller / service provider, where such suspension period has already expired.
4. Mandating submission of documents (other than EMD and signed Integrity Pact - which can be submitted within 5 days of bid opening) in physical form as a pre-requisite to qualify bidders.
5. Publishing bids on GeM for procurement of works.
6. Procurement of Goods by creating a Service bid on GeM & vice-versa.
7. Seeking sample with bid or approval of samples during bid evaluation process. However, trial / sample, as the case may be, shall be permitted in cases where trial / sample are allowed as per approved and published procurement policy of the Buyers' controlling Ministry / Department / State / Public Sector Enterprises Headquarters. If there is any violation of trial / sample clause with regard to approved policy of the Buyers' Ministry / Department / State / Public Sector Enterprises Headquarters, then this is to be determined and redressed by the concerned Buyer Organisation only.
8. Seeking experience from specific organization / department / institute only or from foreign / export experience.
9. Creating bid for items from incorrect categories.
10. Reference of conditions published on any external site or reference to external documents/clauses.
11. Asking for any Tender fee / Bid Participation fee, as the case may be.
12. Buyer added ATC Clauses which are in contravention of clauses defined in bid detail section, including specifications, EMD Detail, ePBG Detail and MII and MSE Purchase Preference sections of the bid, unless otherwise allowed by the applicable GeM GTC.

13. 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.
14. 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 catalogues 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. 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 shall ensure full compliance with all applicable labour laws, including the provisions, rules, schemes and guidelines under the four Labour Codes i.e. the Code on Wages, 2019; the Industrial Relations Code, 2020; the Occupational Safety, Health and Working Conditions Code, 2020; and the Code on Social Security, 2020 as and when notified and brought into force by the Government of India.**

**For all provisions of the Labour Codes that are pending operationalisation through rules, schemes or notifications, the corresponding provisions of the pre-existing labour enactments (such as The Minimum Wages Act, 1948, The Payment of Wages Act, 1936, The Payment of Bonus Act, 1965, The Equal Remuneration Act, 1976, The Payment of Gratuity Act, 1972, etc. and relevant State Rules) shall continue to remain applicable.**

**The Seller/ Service Providers shall, therefore, be responsible for ensuring compliance under:**

- **All notified and enforceable provisions of the new Labour Codes as mentioned hereinabove; and**
- **All operative provisions of the erstwhile Labour Laws until their complete substitution.**

**All obligations relating to wages, social security, safety, working conditions, industrial relations etc. and any other statutory requirements shall be strictly met by the Seller/ Service Provider. Any non-compliance shall constitute a breach of the contract and shall entitle the Buyer to take appropriate action in accordance with the contract and applicable law.**

**This Bid is governed by the General Terms and Conditions, conditions stipulated in Bid and Service Level Agreement specific to the Service, as the case may be, as provided in the Marketplace.**

**However, in case of Service, if any condition specified in General Terms and Conditions is contradicted by the conditions stipulated in Service Level Agreement specific to said Service, then it will over-ride the conditions in the General Terms and Conditions.**

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 कार्यवाई 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---**