



**Gujarat Mineral Development Corporation Limited (GMDC)**

**REQUEST FOR PROPOSAL (RFP)**

**FOR**

**Selection of an agency for facility management and comprehensive annual maintenance contract (CAMC) of IT infrastructure deployed at corporate office and various project sites of GMDC in Gujarat State for the period of three years.**

**RFP NUMBER: GIPL/GMDC/IT-Infra/AMC/22-23/02**

**From:**

Gujarat Mineral Development Corporation Limited  
Khanij Bhavan, 132 Feet Ring Road,  
Nr University Ground, Vastrapur,  
Ahmedabad – 380052  
Gujarat, India



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## SECTION A - SCHEDULE TENDER NOTICE:

**RFP NUMBER: GIPL/GMDC/IT-Infra/AMC/22-23/02**

Item Description	Selection of an agency for facility management and comprehensive annual maintenance contract (CAMC) of IT infrastructure deployed at corporate office and various project sites of GMDC in Gujarat state for the period of three years.
Location details	As per Section M - Annexure A.
RFP Processing Fee * (Non-Refundable)	<b>Rs. 17,700/- (Rupees Seventeen Thousand Seven Hundred only) including GST @ 18%</b> in the form of Demand Draft (DD) issued by the banks specified in the GR. No: EMD/4/2022/0002/DMO dated 20/05/2022 issued by Finance Department - Government of Gujarat in favor of "Gujarat Mineral Development Corporation (GMDC)" payable at Ahmedabad. Relaxation in terms of submission of RFP Processing Fee shall be given to the bidder who is holding valid Certificate issued under the MSME Act, 2006 as on the bid submission date.
GMDC's GST Number	24AAACG7987P1ZT
Estimated Project Value	<b>₹5,31,45,480/- (Rupees Five Crores Thirty One Lakhs Forty Five Thousands Four Hundreds Eighty Only)+ Taxes</b>
Contract Period	3 (Three) years (from the date of work order issued by CLIENT) of comprehensive on-site Annual Maintenance Contract with manpower at corporate office and various project sites of GMDC
Earnest Money Deposit (EMD) *	<b>Rs. 15,94,364/- (Rupees Fifteen Lakhs Ninety-Four Thousands Three Hundred Sixty-Four only)</b> in the form of Demand Draft (DD) or in form of Bank Guarantee issued by the banks approved by Govt. of Gujarat except Co-Operative banks as specified Finance Department, GR. No: EMD/4/2022/0002/DMO dated 20/05/2022 in favor of "Gujarat Mineral Development Corporation (GMDC)" payable at Ahmedabad.



	Relaxation in terms of submission of EMD shall be given to the bidder who is holding valid Certificate issued under the MSME Act, 2006 as on the bid submission date.
E – Tendering website details:	<a href="https://www.gmdc.nprocure.com">https://www.gmdc.nprocure.com</a>
Online Tender Floating Date	12/09/2022
Pre-Bid Meeting	21/09/2022 from 11.30 to 12.30 Hrs. in pre-bid meeting at GMDC CO, Ahmedabad
Last Date & Time of online submission of Bid.	03/10/2022 up to 18:00 Hrs.
Last Date & Time of physical Submission of RFP Processing Fee, EMD & all necessary tender documents by Regd. / Speed Post / Hand Delivery only	06/10/2022 to up to 17:00 Hrs. at GIPL, Gandhinagar.
Date & Time for opening of Technical Bid	06/10/2022 at 17:15 Hrs. at GMDC, CO, Ahmedabad.
Date & Time for opening of Commercial bid	Will be intimated later to the Technically qualified bidders.
Bid Validity	180 days from the date of bid submission.
Required number of offers	<p><b>Technical offer</b></p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Technical bid and other forms – online.</li> <li><input type="checkbox"/> Technical bid (Physical) <ul style="list-style-type: none"> <li>➤ 1 Original &amp; 1 Duplicate</li> <li>➤ RFP Processing Fee &amp; EMD (Original only).</li> </ul> </li> </ul> <p><b>Commercial offer</b> (As mentioned in the Section L)</p> <ul style="list-style-type: none"> <li><input type="checkbox"/> Online Submission only on website <a href="https://www.gmdc.nprocure.com">https://www.gmdc.nprocure.com</a></li> </ul>
Bid Evaluation Criteria (Selection Method)	Quality and Cost based Selection (QCBS) criteria as mentioned in the clause of “Overview of evaluation process”.



Joint venture/consortium/sub-contracts	Joint venture / consortium / sub-contracts are not allowed and work order / work completion certificates of such joint venture / consortium / sub-contracts will not be considered.
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Note:

- A. CLIENT reserves its right to reject any or all tenders or split the job between more than one bidder without assigning any reason thereof.
- B. GIPL will evaluate and compare the bids determined to be substantially responsive. It is GIPL's intent to select the bidder that is most advantageous to CLIENT and each Tender will be evaluated using the criteria outlined in this RFP document.

\* Bank details for submitting RFP Processing Fees and EMD through NEFT/RTGS:

Bank Name : ICICI Bank  
Name of beneficiary : GUJARAT MINERAL DEVELOPMENT CORPORATION LTD.  
Address : JMC house Branch, Ambawadi, Ahmedabad  
Account No : 0024050193 79  
IFSC Code : I C I C 0 0 0 0 0 2 4



## SECTION B - DEFINITIONS:

**Tender / Request for Proposal (RFP) / Project** shall mean a formal procurement document in which a service or need is identified with specific method to achieve it i.e. E-Tender (No: GIPL/GMDC/IT-Infra/AMC/22-23/02) issued for “Selection of an agency for facility management and comprehensive annual maintenance contract (CAMC) of IT infrastructure deployed at corporate office and various project sites of GMDC in Gujarat state for the period of three years”.

**Addendum** shall mean an addendum is issued when supplemental information has been added to the RFP since its original posting.

**Corrigendum / Amendment** shall mean an amendment / corrigendum is issued when information in the RFP has been changed since its original posting.

**CLIENT/Purchaser/Owner** shall mean Gujarat Mineral Development Corporation Limited (GMDC) and shall include their legal representatives, successors and assigns.

**GIPL** shall mean Guj Info Petro Limited, a consultant appointed for the project by CLIENT.

**GoG** shall mean Government of Gujarat.

**Bidder** shall mean and include a sole proprietorship firm / Partnership firm / company / Limited Liability Partnership firm registered in India submitting a proposal in order to attain a contract CLIENT.

**Bid / Proposal** shall mean a formal offer submitted by bidder in response to this RFP.

**Successful bidder** shall mean a bidder whose proposal has been accepted by CLIENT and is awarded a written contract.

**Letter of Intent** shall mean the letter issued by CLIENT to the successful bidder intimating the acceptance of bidder's bid and desire of the CLIENT to award work order to that bidder.

**Service-level Agreement (SLA)** shall mean a service contract where the level of service is formally defined between CLIENT & the successful bidder.

**SOR** shall mean Schedule of Rates



**Change in Tax Law** shall mean any of the following events, which become effective after the date for submission of the price bid for the Contract.

- ❖ Enactment of any new tax law in India;
- ❖ Modification or repeal of any taxes in India.
- ❖ any change in the interpretation or enforcement of any tax laws by Government of India or State Government or local authority via issuance of circulars / clarifications by Governmental Authority
- ❖ increase or decrease in the rate of taxes in force on the date of the bid submission;
- ❖ Change in the basis of computation of taxes in force on the date of the bid submission.

**Agreement or Contract** shall mean the document signed between CLIENT and the Successful bidder and it is binding for both the parties to all terms and conditions contained herein and as modified / amended from time to time in writing by the parties hereto.

**Work Order** shall mean an authorization letter issued by the CLIENT for engaging the successful bidder for implementation of the Project within defined stipulated timeline.

**OEM** shall mean Original Equipment Manufacturer Company that is incorporated in India or abroad, who has management control over the manufacturing / production process, Quality Assurance, Procurement of Raw materials / manufacturing process, inputs, marketing and warranty services of the resultant products of at least one manufacturing facility / factory where the manufacturing of equipment, related accessories as required for the project etc. is carried out.

**Rates / Prices** shall mean prices of supply, installation, testing, commissioning & maintenance of equipment and services quoted by the bidder in the Commercial bid submitted and/or mentioned in the Contract.

**Contract Price** shall mean total price payable (exclusive of taxes and duties) under the contract including any addition/deductions made thereafter.

**Authorized Signatory** shall mean the bidder's representative / officer vested (explicitly, implicitly, or through conduct) with the powers to commit the authorizing organization to a binding agreement. Also called signing officer/ authority having the Power of Attorney (PoA) from the competent authority of the respective Bidding entity.

**SD** shall mean Security Deposit.



## SECTION C - INVITATION FOR BIDS & INSTRUCTIONS TO BIDDERS:

### 1. Invitation for bids

This invitation for bids is for “Selection of an agency for facility management and comprehensive annual maintenance contract (CAMC) of IT infrastructure deployed at corporate office and various project sites of GMDC in Gujarat State for the period of three years”. At the time of submission of bid document, bidder has to submit bid amount as a non-refundable fee of **Rs. 17,700/- (Rupees Seventeen Thousand Seven Hundred only)** including GST @ 18% in form of Demand draft & refundable EMD of **Rs. 15,94,364/- (Rupees Fifteen Lakh Ninety-Four Thousand Three Hundred Sixty-Four Only)** in form of either Demand Draft (DD) or Bank Guarantee issued by the banks specified in GR. No: EMD/4/2022/0002/DMO dated 20/05/2022 issued by Finance Department (Govt. of Gujarat) in favor of “Gujarat Mineral Development Corporation” payable at Ahmedabad and shall be valid till 60 days beyond bid validity period. Failure to furnish above mentioned demand draft would result in rejection of bid. In case of EMD submitted in form of Bank Guarantee (BG), such BG shall have minimum validity of 240 days from bid submission date plus 90 days of claim period. Failure to furnish above mentioned RFP Processing Fees as well as EMD would result in rejection of the bid. Relaxation in terms of submission of RFP Processing Fee and EMD shall be given to the bidders who is holding valid certificate issued under MSME Act, 2006 as on the bid submission date.

#### 1.1 Reserved Rights of CLIENT

CLIENT may for any reasons; add / modify / amend / relax / cancel any terms / conditions / criteria of the tender document during any stage of the tendering process and such amendments shall be binding on all the bidders. CLIENT at its own discretion reserves the right to reject any Proposal, modify or scrap the whole tender at any time, without assigning any reason or incurring any liability. To assist in the evaluation, comparison and an examination of bids, CLIENT, may, at its sole discretion, ask the bidder for a clarification of its bid including breakdown of unit rates etc. The request for clarification and the response shall be in writing. If the response to the clarification is not received within the prescribed timeframe, CLIENT reserves the right to make own reasonable assumptions and take appropriate decision. CLIENT reserves the right to modify / change the dates of Bid opening / submission / technical presentation at its own discretion and these changes shall be binding on the bidders.

#### 1.2 Due Diligence

Bidder is expected to examine all instructions, forms, terms and specifications in the bidding document. The bid must be precise, complete and in the prescribed format as per the requirement of the bid document. Failure to furnish all information required by the bidding



document or submission of a bid not responsive to the bidding documents in every respect will be at the bidder's risk and may result in rejection of the bid. CLIENT shall at its sole discretion be entitled to determine the adequacy / sufficiency of the information provided by bidder.

### **1.3 Cost of Bidding**

The Bidder shall bear all costs associated with the preparation and submission of its bid. CLIENT will in no case be held responsible or liable for these costs, regardless of the conduct or outcome of the bidding process.

### **1.4 Pre-Bid meeting**

- A pre bid meeting shall be held as per schedule date and time.
- The Bidder would be required to submit their queries to the GMDC in writing 72 hrs before then pre bid meeting through e-mail / post. Queries not submitted within this deadline will not be taken up at the pre bid meeting.

The eligible Bidder shall attend the pre bid meeting, even if they do not have any specific queries. No clarifications to any query after the pre bid meeting shall be entertained.

- GMDC reserves the right not to respond to any/all queries raised or clarifications sought if, in their opinion and at their sole discretion, they consider that it would be inappropriate to do so or do not find any merit in it.
- No extension to any deadline referred to in this document will be granted on the basis or grounds that GMDC should respond to any queries to provide any clarification.

## **2. Guidelines / Preparations of Bids**

### **2.1 Language of bid**

The bid prepared by the Bidder, as well as all correspondence and documents relating to the bid exchanged by the Bidder and CLIENT shall be written in English language only.

### **2.2 Qualification of the Bidder**

Pre – qualification criteria — bidder has to upload all documents only on E-Tendering website terms and <https://www.gmdc.nprocure.com> and submit all supporting documents in a separate envelop along with RFP Processing Fee and EMD clearly describing “**E-Tender No: GIPL/GMDC/IT-Infra/AMC/22-23/02 Technical Bid**” at the Office of Guj Info Petro Limited, 2<sup>ND</sup> Floor, Block No: 15, Udyog Bhavan, Sector - 11, Gandhinagar – 382 011. The bidder shall submit an undertaking stating that the compliance with all the terms and conditions of the RFP since no deviation will be acceptable to CLIENT. In case the Bidder fails to submit the entire relevant documentary evidences, his bid is liable for rejection by CLIENT without assigning any reason thereof.



**SECTION D – ESTIMATED BILL OF MATERIAL:**

**Category – I**

Major items in Data Center located at GMDC corporate office, Ahmedabad				
HP Make IT Infrastructure				
Sr. No	Make	Name of equipment	Model	Total Qty.
1	HP	Rack Server	HPE DL60 Gen9	1
2	HP	Blade Server	BL460c Gen9	4
3	HP	Blade chassis	C7000	1
4	HP	NAS	MSA 2040 14.2(TB)	1
5	LENOVA	Rack Based Server	(SYSTEM X3650 M2, MTM:7947-32A)	3

Sr. No.	Type of System	Name of Equipment	Make	Model	Total Qty
1	Access Control System	Access Control System Panel	Honeywell	WIN-PAK SE (NX4L1)	2
2		Biometric Reader	Bioscrypt	V-Pass FX	1
3		PIN Pad Entry Card Reader	HID	HID	3
4		Proximity Card Reader	Honeywell	Omni Prox	4
1	B M S	BMS Panel	Honeywell	Trend 963 IQ3 XCITE	1
2		Temperature Detector	Honeywell	Trend HT/ST	2
1	CCTV	PSU For CCTV Camera	Emkay		2
2		CCTV Camera	Honeywell	HDC-605	7
3		CCTV Monitor (LCD)	DELL		1
4		CCTV DVR (465 GB)	Honeywell	HD-16 DVR	1
1	Fire Detection System	PSU For Relay Panel of Fire Alarm System	Emkay		1
2		Relay Panel For Fire Alarm System	Esser	IQ8	2
3		Fire Alarm Control Panel	Esser	IQ8 Control	1
4		Fire Alarm Hooter	Esser		3
5		Smoke Detector (Floor Void)	Esser	IQ8	5
6		Smoke Detector (Ceiling Void)	Esser	IQ8	6



7		Smoke Detector (Roof Void)	Esser	IQ8	5
8		Response Indicators (Floor Void)	Esser		5
9		Response Indicators (Roof Void)	Esser		5
1	Suppression System	Gas Release Panel	Ravel	RE 120GR	1
2		Manual Gas Release Switch	Ravel		2
3		Manual Gas Abort Switch	Ravel		1
4		Gas Cylinder (FM 200)	Kidde India Ltd	FM 200	1
5		Gas Release Nozzle	Kidde India Ltd		3
6		Fire Alarm Manual Pulling Switch	Esser		2
1	Water Leakage Detection System	WLDS & Fire Exit Door Open Keyboard	DSC		1
2		WLDS & Fire Exit Door Open Alarm Hooter			1
3		WLDS Module	Sontay	WD-Amx	2
1	Rodent Repellant	VHFO Control Unit	Maser	VHFO LP 20	2
2		Rodent Repellant Satellite	Maser		8
1	Fire System (Suppression) Manual	Fire Extinguisher 4.5 kgs.CO2 type	SAFEX		2
1	Air Conditioning (CAC)	Comfort AC Unit 1.5 Tonnes	Blue Star	Cassette type	4
2		Comfort AC (Out Door Unit)	Blue Star		4
1	Air Conditioning (PAC)	PAC / PEC Unit 5 Tonnes	Emerson	Liebert PeX	2
2		PAC / PEC (Out Door Unit)	Emerson	Liebert PeX	2
3		PAC Synchronize Panel	Emerson	Liebert	1
4		Diffuser TILES			4
1	UPS 20KVA	UPS 20KVA Units	Emerson	Liebert 7400 M	2
2		LBS	Emerson	Liebert	1
3		Battery Breaker - 1000 A	BCBE		2
4		Battery 12V 42AH	Rocket		68
1	UPS 3KVA	UPS 3KVA Unit	Emerson	Liebert GXT MT	1
2		Battery 12V 26AH	Quanta		8
1	Electricals	Lighting DB	Indoasian		1



2		UPS DB	Indoasian		2
3		CFL 18W	Wipro		20
4		Halogen Lamp at Display			6
5		Electrical Panel	Produit		1
6		MCB 100A 4Pole	Indoasian		2
7		MCB 63A 4Pole	Indoasian		1
8		MCB 20A 1Pole	Indokopp		16
9		MCB 32A 1Pole	Indokopp		24
10		Motion base Lighting Sensor			4
11		PL Light 36W	Wipro		24
12		Socket Switch 15A	Legrand		32
13		Tube light 40W			4
1	Doors, Windows & Tiles	Glass Doors			3
2		Fire Exit Door	Godrej		3
3		Sliding Glass Windows			4
4		Fixed Glass Window Dual			2
5		Floor Tiles			129
6		False Ceiling Folding Tiles			52
7		False Ceiling 18 W Dual Lighting Units			10
8		False Ceiling 36 W Dual Lighting Units			12
1		Server Rack	APC		3
2		D-Link Switch	D-Link		1
3		CPU	DELL		1
4		LCD Monitor	DELL		1
5		Keyboard	DELL		1
6		Mouse	DELL		1
7		Access Control System Panel	Honeywell	WIN-PAK SE (NX4L1)	2
8		Biometric Reader	Bioscrypt	V-Pass FX	1
9		PIN Pad Entry Card Reader	HID	HID	3
10		Proximity Card Reader	Honeywell	Omni Prox	4



11	IT Devices	BMS Panel	Honeywell	Trend 963 IQ3 XCITE	1
12		Temperature Detector	Honeywell	Trend HT/ST	2
13		PSU For CCTV Camera	Emkay		2
14		CCTV Camera	Honeywell	HDC-605	7
15		CCTV Monitor (LCD)	DELL		1
16		CCTV DVR (465 GB)	Honeywell	HD-16 DVR	1
17		PSU For Relay Panel of Fire Alarm System	Emkay		1
18		Relay Panel For Fire Alarm System	Esser	IQ8	2
19		Fire Alarm Control Panel	Esser	IQ8 Control	1
20		Fire Alarm Hooter	Esser		3
21		Smoke Detector (Floor Void)	Esser	IQ8	5
22		Smoke Detector (Ceiling Void)	Esser	IQ8	6
23		Smoke Detector (Roof Void)	Esser	IQ8	5
24		Response Indicators (Floor Void)	Esser		5
25		Response Indicators (Roof Void)	Esser		5
26		Gas Release Panel	Ravel	RE 120GR	1
27		Manual Gas Release Switch	Ravel		2
28		Manual Gas Abort Switch	Ravel		1
29		Gas Cylinder (FM 200)	Kidde India Ltd	FM 200	1
30		Gas Release Nozzle	Kidde India Ltd		3
31		Fire Alarm Manual Pulling Switch	Esser		2
32		VHFO Control Unit	Maser	VHFO LP 20	2
33		Rodent Repellant Satellite	Maser		8
34		WLDS & Fire Exit Door Open Keyboard	DSC		1
35		WLDS & Fire Exit Door Open Alarm Hooter			1
36		WLDS Module	Sontay	WD-Amx	2
37		Fire Extinguisher 4.5 kgs.CO2 type	SAFEX		2
38		Comfort AC Unit 1.5 Tonnes	Blue Star	Cassette type	4
39		Comfort AC (Out Door Unit)	Blue Star		4



40	PAC / PEC Unit 5 Tones	Emerson	Liebert PeX	2
41	PAC / PEC (Out Door Unit)	Emerson	Liebert PeX	2
42	PAC Synchronize Panel	Emerson	Liebert	1
43	Diffuser TILES			4
44	UPS 20KVA Units	Emerson	Liebert 7400 M	2
45	LBS	Emerson	Liebert	1
46	Battery Breaker - 1000 A	BCBE		2
47	Battery 12V 42AH	Rocket		68
48	UPS 3KVA Unit	Emerson	Liebert GXT MT	1
49	Battery 12V 26AH	Quanta		8
50	Lighting DB	Indoasian		1
51	UPS DB	Indoasian		2
52	CFL 18W	Wipro		20
53	Halogen Lamp at Display			6
54	Electrical Panel	Produit		1
55	MCB 100A 4Pole	Indoasian		2
56	MCB 63A 4Pole	Indoasian		1
57	MCB 20A 1Pole	Indokopp		16
58	MCB 32A 1Pole	Indokopp		24
59	Motion base Lighting Sensor			4
60	PL Light 36W	Wipro		24
61	Socket Switch 15A	Legrand		32
62	Tube light 40W			4
63	Glass Doors			3
64	Fire Exit Door	Godrej		3
65	Sliding Glass Windows			4
66	Fixed Glass Window Dual			2
67	Floor Tiles			129
68	False Ceiling Folding Tiles			52
69	False Ceiling 18 W Dual Lighting Units			10



70	False Ceiling 36 W Dual Lighting Units			12
71	Server Rack	APC		3
72	D-Link Switch	D-Link		1
73	CPU	DELL		1
74	LCD Monitor	DELL		1
75	Keyboard	DELL		1
76	Mouse	DELL		1

### Category – II

Video Surveillance system consisting of Cameras , Wireless Devices, Servers, Storages, UPS etc. at various project sites				
ITEM	MAKE	MODEL	Project	Installed Qty
1/3" CCD/CMOS, 2MP IP Fixed D/N Camera with IP 66 Outdoor Housing, power supply and all required accessories	Infinova	V6202IR-TA220P	ATPS	8
			Mata no madh	17
			Umarsar	14
			Bhavnagar	14
			Tadkeshwar	17
			Rajpardi	12
			<b>Total</b>	<b>82</b>
1/3" CCD/CMOS, 720p IP Fixed D/N Indoor Dome Camera with Indoor Housing, power supply and all required accessories	Infinova	V6822-TA020SF	ATPS	0
			Mata no madh	0
			Umarsar	1
			Bhavnagar	3
			Tadkeshwar	5
			Rajpardi	5
			<b>Total</b>	<b>14</b>
1/3" CCD/CMOS, 18X Optical zoom, 2MP Outdoor IP PTZ camera with IP66 Outdoor housing and all required accessories	Infinova	V1772N-30T2U4B3S	ATPS	9
			Mata no madh	2
			Umarsar	5
			Bhavnagar	8
			Tadkeshwar	4
			Rajpardi	0
			<b>Total</b>	<b>28</b>



1/3" CCD/CMOS, 35X Optical zoom, D1 resolution, Outdoor IP PTZ camera with IP66 Outdoor Mounting bracket and accessories	Infinoa	V1700N-36T0U3B3H	ATPS	0
			Mata no madh	1
			Umarsar	0
			Bhavnagar	0
			Tadkeshwar	0
			Rajpardi	1
			<b>Total</b>	<b>2</b>
8 Port 10/100 Layer 2 Ethernet PoE Switch	HP	1910-8	ATPS	10
			Mata no madh	11
			Umarsar	11
			Bhavnagar	10
			Tadkeshwar	8
			Rajpardi	7
			<b>Total</b>	<b>57</b>
24 Port 10/100/1000 Layer 2 Network Switch	HP	5500-24	ATPS	1
			Mata nomadh	1
			Umarsar	1
			Bhavnagar	1
			Tadkeshwar	2
			Rajpardi	1
			<b>Total</b>	<b>7</b>
Wireless Transmitter Point to Point – CPE	Cambium	C0004	ATPS	9
			Mata no madh	19
			Umarsar	11
			Bhavnagar	18
			Tadkeshwar	10
			Rajpardi	5
			<b>Total</b>	<b>72</b>
Wireless Receiver Point to Multipoint - BTS	Cambium	C0005	ATPS	10
			Mata no madh	6
			Umarsar	11
			Bhavnagar	2
			Tadkeshwar	3
			Rajpardi	5
			<b>Total</b>	<b>37</b>
IP Joystick to Control PTZ Cameras	Infinoa		ATPS	1
			Mata no madh	1



		V2217X	Umarsar	1
			Bhavnagar	1
			Tadkeshwar	1
			Rajpardi	1
			<b>Total</b>	<b>6</b>
Management Server	HP	DL380p 8th Gen	ATPS	1
			Mata no madh	1
			Umarsar	1
			Bhavnagar	1
			Tadkeshwar	1
			Rajpardi	1
			<b>Total</b>	<b>6</b>
Recording Server	HP	DL380p 8th Gen	ATPS	1
			Mata no madh	1
			Umarsar	1
			Bhavnagar	1
			Tadkeshwar	1
			Rajpardi	1
			<b>Total</b>	<b>6</b>
06/08/09/10/12 TB NAS box for storage	HP MSA 1040	8 TB	ATPS	1
		6 TB	Mata no madh	2
		9 TB	Umarsar	1
		8 TB and 12 TB	Bhavnagar	2
		12 TB	Tadkeshwar	1
		8 TB	Rajpardi	1
			<b>Total</b>	<b>8</b>
42/ 64/68/87 TB NAS box as a secondary storage	HP MSA 2040	64 TB	ATPS	1
		42 TB	Mata no madh	3
		64 TB	Umarsar	1
		87 TB (4 part)	Bhavnagar	4
		87 TB	Tadkeshwar	1
		68 TB	Rajpardi	1
			<b>Total</b>	<b>11</b>
Workstation with 21"Monitor	HP pro Desk		ATPS	3
			Mata no madh	2
			Umarsar	2
			Bhavnagar	2
		600G1	Tadkeshwar	2



			Rajpardi	2
			HO	1
			<b>Total</b>	<b>14</b>
42" LED Monitor	LG	42LY340C	ATPS	3
			Mata no madh	2
			Umarsar	1
			Bhavnagar	2
			Tadkeshwar	2
			HO	2
			Rajpardi	1
			<b>Total</b>	<b>13</b>
24U Rack for CCTV equipment at control room		7012009	ATPS	1
			Mata no madh	1
			Umarsar	1
			Bhavnagar	1
			Tadkeshwar	3
			Rajpardi	1
			<b>Total</b>	<b>8</b>
Tower with ladder	MS POLE	(2 nos of 2 mtr, 4 nos of 8 mtr, 2 nos of 4 mtr, 3 nos of 20 mtr ) (1 nos of 24 mtr) 8 nos of 4 mtr, 7 nos of 13 Mtr, 1 nos of 20 mtr) (30 Mtr) (3 nos of 24 mtr. ) (2 nos of 20 mtr and 1 nos or 30 Mtr)	ATPS	11
			Mata no madh	1
			Umarsar	16
			Bhavnagar	1
			Tadkeshwar	3
			Rajpardi	3
			<b>Total</b>	<b>35</b>
Junction boxes (9U) for switches and UPS	Rittal	9U R0004	ATPS	10
			Mata no madh	12
			Umarsar	12
			Bhavnagar	10
			Tadkeshwar	8
			Rajpardi	7
			<b>Total</b>	<b>59</b>
1 KVA UPS with 1 hour backup	CX	5366 000013015	ATPS	10
			Mata no madh	12



			Umarsar	11
			Bhavnagar	10
			Tadkeshwar	8
			Rajpardi	7
			<b>Total</b>	<b>58</b>
3 KVA UPS with 1 hour backup	CX	5366 000013015	ATPS	1
			Mata no madh	1
			Umarsar	1
			Bhavnagar	1
			Tadkeshwar	1
			Rajpardi	1
			<b>Total</b>	<b>6</b>
Other Accessories such as CAT cable, Power cable, Mounting kits etc. along with Videonetics Pro VMS Suite Server License shall also be covered under AMC.				

**Category –III**

Wireless Ethernet Radios with Towers and Poles						
Project	Office Name	No of Radio	Type of Structure (Tower/Pole)	Height of (Tower/Pole)	Make	Frequency
	MINES AREA: PM OFFICE	1	12 Pole	below 10 Ft	Air Grid M5HP	5.0 Ghz
	MINES AREA: PM OFFICE	1			Air Grid M5HP	5.0 Ghz
	MINES AREA: PM OFFICE	1			Mikro Tik	2.4 GHz
	MINES AREA: ATPS WEIGHBRIDGE	1			Air Grid M5HP	5.0 Ghz
	MINES AREA: PIT TIME OFFICE	1			Air Grid M5HP	5.0 Ghz
	MINES AREA: KLTPS WEIGHBRIDGE	1			Air Grid M5HP	5.0 Ghz
	COLONY AREA: HOSPITAL	1			Mikro Tik	2.4 GHz
	COLONY AREA: HOSPITAL	1			Air Grid M5HP	5.0 Ghz
	COLONY AREA: SCHOOL BLDG	1	2 tower	30 Ft & 40 Ft	Air Grid M5HP	5.0 Ghz



PANANDHRO

	COLONY AREA: SCHOOL BLDG	1			Air Grid M5HP	5.0 Ghz
	COLONY AREA: SCHOOL BLDG	1			Air Grid M5HP	5.0 Ghz
	COLONY AREA: CIVIL OFFICE	1			Air Grid M5HP	5.0 Ghz
	COLONY AREA: VIP GUEST HOUSE	1			Air Grid M5HP	5.0 Ghz
	<b>Spare</b>	1			Air Grid M5HP	5.0 Ghz
<b>TOTAL</b>		<b>14</b>				
ATPS	HR building	1	13 pole	Below 10 Ft	Air Grid M5HP	5.0 Ghz
	chemical Lab	1			Air Grid M5HP	5.0 Ghz
	SWITCHYARD building	1			Air Grid M5HP	5.0 Ghz
	FIRESTATION building	1			Air Grid M5HP	5.0 Ghz
	ANSALDO building	1			Air Grid M5HP	5.0 Ghz
	MHP building	1			RADMAX- RAD400	2.4 Ghz
	HOSPITAL	2			Air Grid M5HP,	5.0 Ghz
					Zyxel	2.4 Ghz
	SCHOOL	1			Zyxel	2.4 Ghz
	MAIN GATE	1			Air Grid M5HP	5.0 Ghz
	Service building	1			Air Grid M5HP	5.0 Ghz
		1			Air Grid M5HP	5.0 Ghz
	1	RADMAX- RAD400	2.4 Ghz			
	<b>Spare</b>	0			N/A	N/A
<b>TOTAL</b>		<b>13</b>				
MATA NO MADH	Admin Office	1	11 pole	Below 10 Ft.	RADMAX- RAD400	2.4 Ghz
		1			Zyxel	2.4 Ghz
		1			Motorola	2.4 Ghz
	Contractor WB (DC 5 & 6)	1			RADMAX- RAD400	2.4 Ghz
	GMDC WB (DC 3 & 4 )	1			Zyxel	2.4 Ghz
	Workshop	1			RADMAX- RAD400	2.4 Ghz
		1	01 Tower	21 Ft.	RADMAX- RAD400	2.4 Ghz
		1			Zyxel	2.4 Ghz
		1			Zyxel	2.4 Ghz
		1			Motorola	2.4 Ghz
		1			RADMAX- RAD400	2.4 Ghz
		1			Air GridM5HP	5.0 Ghz
	<b>Spare</b>	1				



<b>TOTAL</b>		<b>12</b>					
TADKESHWAR	ADM	3	19 Pole	Below 10 Ft.	Air Grid M5HP	5.5 Ghz	
	ADM				RADMAX- RAD400	2.4 Ghz	
	ADM				RADMAX- RAD400	2.4 Ghz	
	UMA W/B	2			Air Grid	5.5 Ghz	
	UMA W/B				Mikro Tik	5.0 Ghz	
	GMDC W/B	2			Zyxel	2.4 Ghz	
	GMDC W/B				RADMAX- RAD400	2.4 Ghz	
	Repeater Room	2			RADMAX- RAD400	2.4 Ghz	
	Repeater Room				Alfa	5.0 Ghz	
	Gate No.2	2			Alfa	5.0 Ghz	
	Gate No.2				Zyxel	2.4 Ghz	
	Time Office	2			RADMAX- RAD400	2.4 Ghz	
	Time Office				Mikro Tik	5.0 Ghz	
	Store Building	1			RADMAX- RAD400	2.4 Ghz	
	New Building	1			Zyxel	2.4 Ghz	
	<b>Spare</b>	<b>4</b>				AirGrid M5 HP	5.0 Ghz
<b>TOTAL</b>		<b>19</b>					
Rajpardi,	Lignite Weigh bridge	1	3 tower	30 mtr	RADMAX- RAD400	2.4 Ghz	
	IT room to Lignite weigh Bridge	1			RADMAX- RAD400	2.4 Ghz	
	IT room to time office	1			Air Grid M5HP	5.0 Ghz	
	Time office building	1			Air Grid M5HP	5.0 Ghz	
	IT to Adm Tower(AP)	1			Air Grid M5HP	5.0 Ghz	
	ADM Tower(Omni)	1			RADMAX- RAD400	2.4 Ghz	
	Adm tower (Airgrid)	1				Air Grid M5HP	5.0 Ghz
Adm Building	1		RADMAX- RAD400	2.4 Ghz			
	Silica Weigh Bridge	1	12 pole	Below 15 ft	RADMAX- RAD400	2.4 Ghz	
	Lignite Weighbridge 2	1			Air Grid M5HP	5.0 Ghz	
	AdmTower(Colony Direction)	1			RADMAX- RAD400	2.4 Ghz	
	Water Tank	1			RADMAX- RAD400	2.4 Ghz	
	Civil office Buliding colony	1			RADMAX- RAD400	2.4 Ghz	
	Colony Security Gate	1			RADMAX- RAD400	2.4 Ghz	
	Laboratory Colony	1			RADMAX- RAD400	2.4 Ghz	
	<b>Spare</b>	<b>0</b>				N/A	N/A
	<b>TOTAL</b>				<b>15</b>		



KADIPANI	admin Office	1	8 pole	Below 10 ft		2.422 GHz
	school	1			ALFA	2.4 Ghz
	store office	1			Air Grid M5HP	5.0 Ghz
	store office	1			AIR OS	2.4 Ghz
	maines tower	1			AIR OS	2.4 Ghz
	maines tower	1			netis	2.4 Ghz
	maines time office	1			Air Grid M5HP	5.0 Ghz
	maines admin office	1			AIR OS	2.4 Ghz
	<b>Spare</b>	0			N/A	N/A
<b>TOTAL</b>	<b>8</b>					
BHAVNAGAR	Admin. Office	1	3 Tower	one 45 Mtr & 2 nos of 30 Mtr	Star Intelicon	2.4 Ghz
	Time Office	1			UBNT	2.4 Ghz
	Admin. Office	1			Star Intelicon	2.4 Ghz
	Empty W/B	1			Star Intelicon	2.4 Ghz
	Time Office	1			RADMAX- RAD400	2.4 Ghz
	Bentonite W/B	1			RADMAX- RAD400	2.4 Ghz
	Loaded W/B -2	1	09 pole	Below 10 Ft	RADMAX- RAD400	2.4 Ghz
	Bentonite W/B	1			RADMAX- RAD400	2.4 Ghz
	Pyrite Plant	1			Star Intelicon	2.4 Ghz
	<b>Spare</b>	2			UBNT	5.0 Ghz
		1			Star Intelicon	2.4 Ghz
<b>TOTAL</b>	<b>12</b>					
Bhatia	Admin Office	1	2 pole	Below 10 Ft	RADMAX-RAD400- RAD400-RAD400	2.4 Ghz
	Time Office	1			RADMAX-RAD400- RAD400- RAD400	2.4 Ghz
	Weighbridge	1	1 tower	45 Ft.	RADMAX-RAD400- RAD400- RAD400	2.4 Ghz
<b>Spare</b>	0	N/A			N/A	
<b>TOTAL</b>	<b>3</b>					
GADHSISA	TIME OFFICE	1	8 pole	Below 10 Ft	Air Grid M5HP	5.0 Ghz
	LAB	1			Air Grid M5HP	5.0 Ghz
	STORE	1			Air Grid M5HP	5.0 Ghz
	VTC	1			RADMAX- RAD400- RAD400	2.4 Ghz
	MAIN OFFICE- STORE	1			Air Grid M5HP	5.0 Ghz



	MAIN OFFICE- VTC	1			Compax	2.41Ghz
	MAIN OFFICE- TIME OFFICE,LAB	1			Air Grid M5HP	5.0 Ghz
	ELECTRICAL ROOM	1			RADMAX-RAD400- RAD400	2.4 Ghz
	Spare	1			ZyXEL	2.4 Ghz
<b>TOTAL</b>		<b>9</b>				
DABAN	DABAN W/B	1	2 pole	Below 10 Ft	Air Grid M5HP	5.0 Ghz
	DABAN OFFICE	1			Air Grid M5HP	5.0 Ghz
	<b>Spare</b>	0			N/A	N/A
<b>TOTAL</b>		<b>2</b>				
ROHA-KOTDA	ROHA KOTDA OFFICE	1	4 Pole	Below 10 Ft	Air Grid M5HP	5.0 Ghz
	ROHA KOTDAW/B	1			Air Grid M5HP	5.0 Ghz
	ROHA KOTDA - NAREDI	1			Air Grid M5HP	5.0 Ghz
	NAREDI	1			Air Grid M5HP	5.0 Ghz
<b>TOTAL</b>		<b>4</b>				
WANDH	WANDH-OFFICE	1	2 pole	Below 10 Ft	AirOs (Nano Station 2 Loco)	2.4 Ghz.
	WANDH-W/B	1			AirOs(Ubiquity)	2.4 Ghz.
	<b>Spare</b>	0			N/A	N/A
<b>TOTAL</b>		<b>2</b>				
RATADIA	RATADIA-OFFICE	1	2 pole	Below 10 Ft	Air Grid M5HP	5.0 Ghz
	RATADIA-W/B	1			Air Grid M5HP	5.0 Ghz
<b>TOTAL</b>		<b>2</b>				
UMARSAR	GIPL Tower	1	4 pole	Below 10 ft	MictoTik	5.0 Ghz
		1			MictoTik	5.0 Ghz
	Weighbridge	1			Zyxel	2.4 Ghz
		1			Zyxel	2.4 Ghz
	<b>Spare</b>	9			ZyXEL NBG-416N	2.4GHZ
<b>TOTAL</b>		<b>13</b>				
<b>Grand Total</b>		<b>128</b>				



**Category –IV**

**Wi-Fi System Includes Access Points, Firewall, Authenticator and Controller**

Sr. No.	Type of System	Make	Model	Total Qty.
1	Access Point	Fortinet	FP320C	41
2	Firewall	Fortinet	300D	02
3	Authenticator	Fortinet	200D	01
4	Analyzer	Fortinet	200D	01
5	PoE	Fortinet	108 D	09

**Category –V**

**Link Load Balancers**

Sr. No.	Type of System	Location	Make	Model	Total Qty.
1	Link Load Balancer	Corporate office Ahmedabad	Array	Avx 3600	1
2	Link Load Balancer	Mata no madh	Array	APV 1600	1
3	Link Load Balancer	ATPS	Array	APV 1600	1
4	Link Load Balancer	Umarsar	Array	APV 1600	1
5	Link Load Balancer	Bhavnagar	Array	APV 1600	1
6	Link Load Balancer	Rajpardi	Array	APV 1600	1
7	Link Load Balancer	Tadkeshwar	Array	APV 1600	1
8	Server Load Balancer	Corporate office Ahmedabad	Array	APV 1600	2



**Category –VI**

**Computers, Printers, Plotters and Other Associates Devices**

Instrument type	Type	Corporate Office	Bhavna gar	Umars ar	Mat a no Mad h	Panand hro	ATP S	Gadshis ha	Rajpar adi	Tadkesh war	Shivraj pur	Kadipa ni	Bhat ia	Amb aji	Grand Total
Computer	I7	0	1	5	1	1	0	0	0	0	0	0	0	0	8
	I5*	4	6	0	0	9	0	0	0	1	0	9	0	2	31
	C2D/2C/PD-P4** etc..	11	0	2	0	5	0	0	0	0	0	12	0	2	32
<b>Total</b>		<b>15</b>	<b>7</b>	<b>7</b>	<b>1</b>	<b>15</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>21</b>	<b>0</b>	<b>4</b>	<b>71</b>
Printers, Scanners, Plotters	All in one	19	2	3	1	0	0	2	0	0	2	1	2	0	32
	Color laser jet	13	3	0	3	0	0	0	3	1	14	0	0	0	37
	Color desk jet	1	0	0	0	0	0	0	10	2	0	0	0	0	13
	LaserJet	66	20	21	25	21	42	30	18	18	10	9	7	1	288
	Dot matrix	0	3	9	0	0	0	0	2	3	2	3	0	0	22
	Scanner	0	6	0	9	5	0	0	0	0	0	0	0	0	20
	Plotter	1	1	1	1	1	0	1	1	1	1	0	0	0	8
<b>Total</b>		<b>100</b>	<b>35</b>	<b>34</b>	<b>39</b>	<b>27</b>	<b>42</b>	<b>33</b>	<b>34</b>	<b>25</b>	<b>28</b>	<b>13</b>	<b>9</b>	<b>1</b>	<b>420</b>
Monitor	HCL	90	47	6	38	2	60	27	27	24	9	21	0	2	353
	Dell	8	0	4	1	1	0	2	1	1	0	0	0	0	18
	HP	4	0	12	0	0	0	0	1	0	0	0	0	0	17
	Samsung	1	0	3	0	0	0	0	0	0	0	0	0	0	4
	Samtron	0	0	0	0	0	0	0	1	0	0	0	0	0	1
	TFT(ACER etc...)	0	0	3	0	0	0	0	0	0	0	0	0	0	3
	View sonic	1	1	0	0	0	0	0	0	0	0	0	0	0	2



	LG	2	0	1	4	0	0	0	1	2	0	0	0	0	10
	Lenovo	4	0	0	0	0	0	2	0	0	1	0	0	0	7
	Acer	31	1	4	5	0	0	4	0	4	0	0	0	0	49
	CRT	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	Wipro	0	0	0	2	0	0	0	0	1	0	0	0	0	3
	SIS-FLATRON/NEC	0	0	0	1	0	0	0	1	0	0	0	0	0	2
	VIEWSONIC/Zebro/fronrtch	0	1	0	0	0	0	0	1	0	2	0	0	0	4
	AOC	0	0	0	0	0	0	0	1	1	0	0	0	0	2
		<b>141</b>	<b>50</b>	<b>33</b>	<b>51</b>	<b>3</b>	<b>60</b>	<b>35</b>	<b>34</b>	<b>33</b>	<b>12</b>	<b>21</b>	<b>0</b>	<b>2</b>	<b>475</b>
UPS	1 KVA	0	40	19	14	13	10	1	7	17	0	4	0	0	125
	2 KVA	0	1	0	1	2	0	2	1	0	0	0	0	0	7
	3 KVA	0	1	1	0	0	1	4	0	0	0	0	0	0	7
	4 KVA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	5 KVA	0	0	0	0	0	0	0	2	0	0	0	0	0	2
	10 KVA	0	0	0	0	0	0	0	0	0	0	0	0	0	0
	20KVA	2	0	0	0	0	0	0	0	0	0	0	0	0	2
	600VA	0	0	0	0	0	0	0	0	11	0	0	0	0	11
	<b>Total</b>	<b>2</b>	<b>42</b>	<b>19</b>	<b>16</b>	<b>15</b>	<b>11</b>	<b>7</b>	<b>8</b>	<b>28</b>	<b>0</b>	<b>4</b>	<b>0</b>	<b>0</b>	<b>152</b>
<b>S K V Memorial, Krantitirth, Mandvi</b>															
<b>Item Description</b>	<b>Comput er i5*</b>	<b>Comput er C2D**</b>	<b>C2D Touch keyos k</b>	<b>Prin ter</b>	<b>UPS 1 KVA</b>										
Quantity	1	5	11	1	2										



**Note:**

Rental devices: In addition to the above, the successful bidder shall provide Level 1 support to the rental 596 CPUs, 129 LCDs and 12 scanners which are in operation at GMDC Corporate Office and project sites. Therefore, only Level 1 support shall be provided by the successful bidder. (Please refer to price-bid page for details of Level 1 support).

Moreover, successful bidder shall also provide Level 1 support to the newly procured IT assets, if any, during the contract period.

\*i5 CPU are replaced with rental assets hence the successful bidder has to provide CAMC service and support only for LCD Display units of mentioned i5 computers systems. So bidders are requested to bid commercial accordingly.

Level 1 support is the first tier of support, usually provided by IT support personnel with the least experience, lower understanding of technical issues, and limited access to company information. The technicians in Level 1 shall have to:

- ✓ Attend to customer phone calls
- ✓ Respond to user emails
- ✓ Conduct basic troubleshooting to find out the level of support needed
- ✓ Create tickets for Level 2 support
- ✓ Provide product information
- ✓ Solve common problems such as username and passwords issues, menu navigation, verification of hardware and software, installation issues, and setup.



## SECTION E –GENERAL TERMS & CONDITIONS OF TENDER:

The bid prepared by the Bidder shall comprise of the following components. The bids not conforming to the requirements shall be summarily rejected.

### i) **Technical Bid**

Technical Bid shall comprise of the covering Letter, RFP Processing Fees, EMD, Technical Proposal and other required documents etc. Please note that no price schedule shall be indicated / submitted in / as a part of Technical Bid. Technical Bid along with price bid will be liable for rejection of entire bid without assigning any reason. The price bid shall only be quoted online at <https://www.gmdc.nprocure.com>. The technical bid shall be submitted online at <https://www.gmdc.nprocure.com> along with the physical bid submission and in case of any discrepancy, the bid submitted online will be considered final. The hard copy of the bid is for reference purposes only.

### ii) **Commercial bid**

The bidder shall strictly adhere to the format of the Commercial bid as specified in **SECTION L** of the bid document. The Commercial bid shall be submitted online only at <https://www.gmdc.nprocure.com>. The Commercial bid submitted in any other form and format shall not be considered valid and is liable for rejection.

### iii) **RFP Processing Fees**

The bidders must submit, along with their Bids, **non-refundable RFP Processing Fees of Rs. 17,700/- (Rupees Seventeen Thousand Seven Hundred only) including GST @ 18%**, in the form of Demand Draft (DD) issued by the banks specified in the GR. No: EMD/4/2022/0002/DMO dated 20/05/2022 issued by Finance Department - Government of Gujarat in favor of “Gujarat Mineral Development Corporation (GMDC)” payable at Ahmedabad.

Relaxation in terms of submission of RFP Processing Fee shall be given to the bidder who is holding valid Certificate issued under the MSME Act, 2006 as on the bid submission date.

### iv) **Earnest Money Deposit (EMD)**

The bidders must submit, along with their Bids, **refundable EMD of Rs. 15,94,364/- (Rupees Fifteen Lakh Ninety-Four Thousand Three Hundred Sixty-Four Only)** in the form of Demand Draft (DD) or in form of Bank Guarantee issued by the banks approved by Govt. of Gujarat except Co-Operative banks as specified Finance Department, GR. No: EMD/4/2022/0002/DMO dated 20/05/2022 in favor of “Gujarat Mineral Development Corporation (GMDC)” payable at Ahmedabad and shall be valid till 60 (Sixty) days beyond the bid validity period. The EMD shall be furnished in Indian Rupees (INR). In case of EMD



submitted in the form of Bank Guarantee (BG), such BG shall have minimum validity of 240 days from the bid submission date plus 90 days of the claim period. The EMD shall be furnished in Indian Rupees (INR).

Relaxation in terms of submission of EMD shall be given to the bidder who is holding valid Certificate issued under the MSME Act, 2006 as on the bid submission date.

❖ **Refund of EMD to Disqualified bidder**

Disqualified Bidder's EMD shall be refunded without any interest within 45 days after the successful bidder finalization.

❖ **Refund of EMD to Unsuccessful Bidder**

Unsuccessful Bidder's EMD shall be refunded without any interest within 45 days after the submission of Security Deposit by the successful Bidder.

❖ **Refund of EMD to Successful Bidder**

The successful Bidder's EMD without any interest will be refunded within 45 days after the submission of Security Deposit.

❖ **Forfeiture of EMD**

The EMD can be forfeited if a Bidder

- Withdraws his bid during the period of specified bid validity OR Does not accept the correction of errors OR

In case the successful Bidder fails

- To sign the Contract within the specified time OR
- To furnish Security Deposit within the specified time OR
- To accept LOI within specified time limit

Earnest Money Deposit will be retained in the case of successful bidder and will not carry any interest. It will be dealt with as provided in the tender. EMD of successful bidder shall be refunded on submission of security deposit as per format and amount mentioned in this tender document. If required, CLIENT may ask the successful bidder to extend the EMD (in case submitted in the form of BG) submitted as and when required till the LOI issued by CLIENT. Failure of extending EMD (in the form of BG) shall make sufficient ground for considering bid as invalid. In such scenario, CLIENT may proceed ahead with next successful bidder for finalization.



v) **Undertaking**

An undertaking as per Annexure II from the Bidder stating the compliance with all the conditions and Technical Specifications of the Bidding Document will be required in the technical bid since no deviation will be acceptable to CLIENT.

**3. Bid Price**

3.1 The Bidder shall quote price in clear terms. Price Break up shall be provided in the Format for Commercial bid described in **SECTION L**. The rates quoted shall be exclusive of GST and shall be applicable on actual at the time of invoicing. In the event of any increase or decrease of GST rate & subsequent to award of work, which results in change in Contract Value, the successful bidder shall be covered for any such variation, i.e. neither bear additional GST rate nor will be beneficiary of reduction in GST Rate, subject to the production of documentary proof to the satisfaction of CLIENT to the extent which is attributable to such change as mentioned above.

3.2 Prices quoted by the Bidder shall be fixed and no escalation will be allowed under any circumstances for the duration of the contract. No open-ended bid shall be entertained and the same is liable to be rejected straightway.

3.3 The price components furnished by the Bidder shall be solely for the purpose of facilitating the comparison of bids by GIPL and shall not in any way limit CLIENT's right to contract on any of the items offered.

**4. Period of Validity of Bids**

Bids shall remain valid for **180 days** after the final date of bid submission declared by the CLIENT. CLIENT reserves the rights to reject a bid valid for a period shorter than 180 days as non-responsive without any correspondence. Bid validity may be extended by mutual understanding between CLIENT and the bidder. In case the bid submission date is extended, the EMD (in case submitted in the form of BG) shall be extended accordingly by bidder as per the terms of the tender. Failure of extending the EMD validity shall make sufficient ground for considering such bid as invalid.

**5. Format and Signing of Bid**

i) **Number of Copies of Bid**

The Bidder shall submit the technical Bid online only at <https://www.gmdc.nprocure.com> and shall also submit two copies (one original and one duplicate) of technical bid in physical form in the sealed cover separately. No Commercial bid submission in the physical form. In the event of any discrepancy between them, the original bid submitted online shall prevail. The bid shall be submitted at the below address:



### **Guj Info Petro Limited**

2<sup>ND</sup>Floor, Block No: 15, Udhyog Bhavan, Sector – 11,  
Gandhinagar – 382011.

#### **ii) Authentication of Bid**

The original and all copies of the Bid Document (& subsequent corrigendum published if any) shall be type written in indelible ink and shall be signed by a person or persons duly authorized to bind the bidder to the Contract. A duly stamped original **Power-of-Attorney** (specifically for this contract) accompanying the Bid Document shall support the letter of authorization. The person or persons signing the Bid Document shall initial all pages of the Bid Document, including pages where entries or amendments have been made. All the pages of the proposal should be serially numbered. Submission failure of followings in the technical bid will make sufficient ground for considering bid as non-responsive.

- Signed bid document & subsequent corrigendum published if any
- A duly stamped original Power-of-Attorney.

#### **iii) Validation of interlineations in Bid**

Any interlineations, erasures, alterations, additions or overwriting shall be valid only if the person or persons signing the bid have authenticated the same with signature.

### **6. Sealing and Marking of Bids**

#### **i) Enclosing of Bid**

The hard copy of the Technical Bid along with other required documents shall be placed in a sealed envelope clearly marking “**Technical Bid**”. The Bidder shall submit the Technical Bid, RFP Processing Fees and EMD, sealed individual in separate covers, shall be placed in one big cover clearly marked as “Selection of an agency for facility management and comprehensive annual maintenance contract (CAMC) of IT infrastructure deployed at corporate office and various project sites of GMDC in Gujarat State for the period of three years.” All the pages of the technical bid shall be signed and stamped by the authorized signatory of the bidder except published materials if any.

#### **ii) Responsibility of Bidder**

If the outer envelope is not sealed and marked as required, CLIENT will assume no responsibility for the Bid’s misplacement or premature opening.



### iii) **Rejection of Bid**

Any condition put forth by the bidder non-conforming the bid requirements shall not be entertained at all and such bid shall be rejected. The Technical Bid and the Commercial Bid shall be submitted in the prescribed format and uploaded online only through <https://www.gmdc.nprocure.com> along with physical submission of technical & Pre-qualification documents. Bids submitted by Telex, fax or email will not be entertained. Any bid not authenticated or not secured, will be rejected straightaway by CLIENT without any further correspondence, as non-responsive. A bid that does not meet any / partial / all pre-qualification criteria OR non – fulfilling of technical evaluation will be rejected by GIPL/ CLIENT and may not subsequently be made responsive by correction or withdrawal of the non-conforming deviation or reservation by the Bidder.

## **7. Deadline for Submission of Bids**

### **i) Last date for Submission**

In the event of the specified date for the submission of physical Bid being declared a holiday for the CLIENT, the physical Bid will be received up to the appointed time on the next working day.

### **ii) Extension for Last date for Submission**

CLIENT may, at it's own discretion, extend this deadline for submission of bids by amending the bid document, in which case all rights and obligations of the CLIENT and Bidders who have submitted the bid shall remain same.

## **8. Late submission of physical bid**

Any bid received after the deadline for submission of physical bid stipulated by the CLIENT, shall be summarily rejected and returned unopened to the Bidder. CLIENT shall not be responsible for any postal delay or non-receipt / non-delivery of the documents. No correspondence for this shall be entertained.

## **9. Opening of Bids**

### **i) Opening of Technical and Commercial Bids**

GIPL/CLIENT will open all Technical Bids at GIPL/CLIENT's office in the presence of GIPL, CLIENT officials along with bidders' representatives as per date mentioned in the tender document or subsequent corrigendum published if any. Commercial Bids will be opened at GIPL/CLIENT's office by GIPL/CLIENT in the presence of GIPL, CLIENT officials along with technically qualified successful bidders' representatives as per informed date.



ii) **Bids Not Considered for Evaluation**

Bids that are rejected during the Preliminary / Pre – qualification / technical evaluation process shall not be considered for further evaluation irrespective of the circumstances. Submission of false / incorrect information, reports of unprofessional conduct among other things shall be sufficient ground for disqualification in technical bid.

## 10. Preliminary Examination

i) **Completeness of Bids**

All the necessary documents required for the bid submission should be strictly complied. No new documents / papers that are found essential as a part of bid submission / evaluation shall be accepted after the bid submission closing time at any stage of tender evaluation. Submission of incorrect / false information, incidents of unprofessional conducts shall be sufficient ground for disqualification of such bid at any stage of the bid evaluation process. "GIPL/CLIENT may seek clarification/ information/documents in writing from any bidder to assist in the scrutiny.

ii) **Rectification of Errors**

Arithmetical errors will be rectified on the following basis: -

- If there is a discrepancy between the unit price and the total price that is obtained by multiplying the unit price and quantity, the unit price shall prevail and the total price shall be corrected.
- If there is a discrepancy between the rates in words and figures, the rate in words will govern. If the supplier does not accept the correction of errors, his bid will be rejected and his EMD may be forfeited.

## 11. Notification of Award

i) **Notification to Bidder**

The Bidder whose bid has been accepted shall be notified of the award by registered letter / E-mail / Fax by CLIENT. This letter (hereinafter called the "Letter of Intent - LOI") shall state the sum that CLIENT shall pay the successful bidder in consideration of the execution, completion and maintenance of the work as prescribed by the Contract (hereinafter called the "Contract Value") in accordance with Payment Terms. The successful bidder shall acknowledge in writing, the receipt of the Letter of Intent and shall send his acceptance to enter into the Contract within **Three (03) working days** from the receipt of the Letter of Intent.

ii) **Signing of agreement**



Pursuant to the acknowledgement of the Letter of Intent (LOI) & subsequent submission of security deposit by successful bidder as mentioned in the below-mentioned clause of Security deposit, the successful bidder and CLIENT shall promptly; sign the Contract agreement on non-judicial stamping of **Rs. 300/-** within 30 working days from the date of LOI. This shall be subject to the furnishing of the security deposit. The said agreement will be finalized by the CLIENT and shall be signed on all the pages by the person(s) duly authorized to bind the bidder to the contract. CLIENT shall have the right and authority to negotiate / add certain terms with the successful bidder before signing of the Contract. The incidental expenses of execution of agreement / contract shall be borne by the successful bidder.

### iii) **Work Order/Purchase Order**

CLIENT shall issue firm Work order / Purchase order mentioning the sum that CLIENT shall pay the successful bidder in consideration of the execution, completion and maintenance of the work as derived from Contract (hereinafter called the “Work order Value”) in accordance with Payment Terms. Objection, if any, to the Purchase Order must be reported to the CLIENT by the successful bidder within **three (03)** working days counted from the date of Purchase Order for modifications, otherwise it is assumed that the successful bidder has accepted the Purchase Order in totality. This is applicable in case of electronic publishing / delivery of Work Order also.

After receipt of the Work Order, the project execution period will be calculated from the Purchase Order / Work order date. In case of amendment of Purchase Order / Work order by CLIENT, the project execution period will be calculated from the date of amendment.

## **12. Annulment of Award**

Failure of the successful Bidder to comply with pre-qualification criteria, evaluation criteria and other terms and conditions set out in the Tender Document shall constitute sufficient ground for the annulment of the award of Contract and forfeiture of the security deposit, in which event CLIENT may make the award to the next highest evaluated Bidder after negotiations.

## **13. Additional Work**

If there is decrease in the items (whatsoever reasons) covered in the project during the contract period, payment to the successful bidder shall be given accordingly on the pro-rata basis of the rate finalized in the agreement. However, if there is increase in the same items covered in the project during the contract period, additional payment to the successful bidder shall be given accordingly on the pro-rata basis of the rate finalized in the agreement. In case of addition of new IT infrastructure during the contract period



whose rates are not finalized in the agreement, in such case, the successful bidder has to provide CAMC support to the new IT assets as per the price mutually decided between CLIENT and the successful bidder till the project completion period. The rates finalized in the agreement will be valid throughout the contract period.

#### **14. Modification of Scope of Work**

In case of modification of Scope of Work, CLIENT shall be liable to pay higher or lower than the contract price as is mutually decided between CLIENT and the successful bidder at the time of modification.

#### **15. Suspension**

CLIENT may, by written notice to the successful bidder, suspend all payments if the successful bidder fails to perform any of its obligations under this Contract including carrying out of the services, provided that such notice of suspension

- (a) Shall specify the nature of failure.
- (b) Shall request the Bidder to remedy such failure within a period not exceeding thirty (30) days after receipt of such notice of failure.

#### **16. Termination of Contract**

##### **16.1 Termination for Default**

Notwithstanding anything elsewhere herein provided and in addition to any other right or remedy of the CLIENT against the successful bidder or otherwise (including the right of the CLIENT to claim compensation for delay of the works) CLIENT shall be entitled to terminate the contract by written notice at any time during currency on or after the occurrence of any one or more of the following events / contingencies, without paying any compensation in lieu thereof, namely:

Default or failure by the successful bidder of any of the obligations under contract including but not limited to:

- 1) CLIENT reserves the right to terminate the contract and / or get the balance work completed at the risk and cost of the successful bidder.
- 2) Negligence in carrying out the works and not following the CLIENT's instructions for execution of work or carrying out any work found to be unsatisfactory by CLIENT.
- 3) Abandonment of the works or any part thereof.
- 4) Substantial suspension of the works or any part thereof for a period of 30 days or more without the authority & knowledge of the CLIENT's authorized representative.



- 5) Breach of any of the terms, conditions or provisions of the contract on the part of successful bidder.
- 6) If the successful bidder is incapable of carrying out the work and / or failure to achieve the laid down targets.
- 7) If there is any change in the constitution of the successful bidder, or in the circumstances of organization of the successful bidder, which is detrimental to the interests of the CLIENT.
- 8) Distress, execution or any other legal actions being levied on or upon any of the successful bidder's goods and assets;
- 9) Death of Successful bidder (if an individual);
- 10) If the Successful bidder or any person employed by him shall make or offer any gift, gratuity, royalty, commission, gratification or other inducement (whether money or in any other form) for any purpose connected with the contract to any employee or agent of the CLIENT.
- 11) If the Successful bidder shall assign or attempt to assign his interest or any part to any other agency thereof in the contract without CLIENT's prior consent in writing.

The notice of termination shall set forth in addition to a statement of the reason or reasons for terminating of the contract, the time(s) and place(s) for conducting a survey and measurement of the work performed under the contract up to the date of termination for the purpose of determining the final amount(s) if due to the successful bidder therefore. The reason (s) for the termination stated in notice of termination shall be final and binding upon the successful bidder.

### **16.2 Termination for Insolvency, Dissolution etc.**

CLIENT shall at any time terminate the contract by giving written notice to the successful bidder without compensation to the successful Bidder, if the successful bidder becomes bankrupt or otherwise insolvent or in case of dissolution of firm or winding up of company, provided that such termination shall not prejudice or effect any right of action or remedy which has accrued thereafter to the CLIENT.

### **16.3 Termination for Convenience**

CLIENT reserves the right to terminate by prior written notice, the whole or part of the contract without compensation to the successful bidder. The notice of termination shall specify that termination be for CLIENT's convenience, the extent to which performance



of work under the contract is terminated and the date on which such termination becomes effective.

#### **16.4 No Claim Certificate**

The successful bidder shall not be entitled to make any claim, whatsoever, against CLIENT under or by virtue of or arising out of this contract nor shall the CLIENT entertain or consider any such claim after successful bidder shall have signed a “no claim” certificate in favor of the CLIENT in such forms as shall be required by the CLIENT after the works are finally accepted.

#### **17. Foreclosure**

In case of any necessity due to unforeseen reasons not in control of the CLIENT or successful bidder, a committee comprising of a representative of CLIENT, successful bidder and outside expert having Technical and Financial background may be constituted and committee will look after the reasons / causes and analyse whether the work awarded is feasible to continue with existing terms and conditions of the contract or any other available option or to Foreclose the contract in the interest of both CLIENT and successful Bidder.

After study of the prevailing conditions of the contract under execution, committee may recommend to Foreclose the contract keeping in view the financial implication to both the CLIENT and successful bidder. Guideline / Modality of the Foreclosure of the contract shall be decided by the committee considering the work executed and unexecuted, period of the contract completed and balance period of the contract value of the work executed and value of work unexecuted etc.

#### **18. Rights to Data**

CLIENT shall retain all right, title and interest in and to any and all data, entered or generated by the successful bidder for CLIENT pursuant to this agreement and any modifications thereto or works derived there from.

#### **19. Relationship between the Parties**

Nothing mentioned herein shall be constructed as relationship of CLIENT and successful bidder as principal and agent relationship. The successful bidder, subject to this RFP shall have complete control over their personnel performing the services under this contract from time to time. The successful bidder shall be fully responsible for the services performed by them.

#### **20. Standards of Performance**

The successful bidders shall perform the services and carry out their obligations under the Contract with due diligence, efficiency and economy in accordance with generally accepted



professional standards and practices. The successful bidders shall always act in respect of any matter relating to this contract as faithful advisor to CLIENT and shall always support and safeguard the legitimate interests of CLIENT, in any dealings with the third party. The awarded party shall abide by all the provisions / Acts / Rules etc. of compliance prevalent in the country. The bidder shall conform to the standards laid down in Bid Document in totality.

## **21. Delivery and Documents**

The successful bidder shall execute the project within scheduled timeline. In case of termination of the Contract, the entire documents / any other credentials etc. used by successful bidder in the contract period shall become property of CLIENT.

## **22. Arbitration**

All questions, disputes, differences whatsoever which may at any time arises between the parties to this Tender and subsequent contract or any matter arising out of or in relation thereto, shall be referred to Sole Arbitrator as per the provisions of Arbitration and Conciliation Act, 1996 and subsequent amendment thereto and the venue of arbitration proceedings shall be at Ahmedabad only. The language of the Arbitration shall be in English only.

## **23. GOVERNING LAW AND JURISDICTION:**

This tender and subsequent Contract shall be construed and interpreted in accordance with and governed by the laws of India, may be separated under the clause namely Jurisdiction: Matter relating to any difference or dispute arising out of the present tender and subsequent contract shall be subject to exclusive jurisdiction of courts at Ahmedabad only.

## **24. Notice**

Any notice, request or consent required or permitted to be given or made pursuant to this contract shall be in writing.

## **25. Miscellaneous**

- In the event the successful bidder's Company or the concerned Division of the company is taken over / bought over by another company, all the obligations under the agreement to be signed by the successful bidder with CLIENT shall be transferred and vested in the new company, subject to CLIENT's prior written consent.
- The successful bidder has to submit the certificate to the effect that Company's Director / Individual is not related to any Employees working with the CLIENT.



## 26. Force Majeure

(a) Force Majeure is herein defined as any clause which is beyond the control of the contractor or CLIENT as the case may be which they could not foresee or with a reasonable amount of diligence could not have foreseen and which substantially affect the performance of the contract such as:

- I. Natural phenomena such as flood, draughts, cyclone. Earthquake and epidemics and declaration war
- II. Acts of any government, including but not limited to war, declared or undeclared priorities, quantities, embargoes, providing either party shall within fifteen (15) days from the occurrence of such a cause notify the other in writing of such cases.

(b) The contractor will advise, in the event of his having resort to this clause by a registered letter duly certified by the statutory authorities, the beginning and end of the cause of delay, within fifteen days of the occurrence and cessation of such Force Majeure condition. In the event of the delay lasting over two months, if arising out of Force Majeure, the contract may be terminated at the discretion of the CLIENT.

(c) The delay arising out of the Force Majeure, the contractor will not claim extension in completion date for a period exceeding the period of delay attributable to the causes of force majeure and neither CLIENT nor the contractor shall be liable to pay extra costs (like increase in rates, remobilization advance, idle charges for the machinery & labor etc.) provided it is mutually established that Force Majeure conditions did actually exist.

(d) If any of the Force Majeure conditions exists in the place of the operation of the contractor even at the time of submission of bid he will categorically specify them in his bid and state whether they have been taken into consideration in their quotations.

(e) The contractor or the CLIENT shall not be liable for delays in performing his obligations resulting from any Force Majeure cause as referred to and / or defined above. The date of completion will, subject to hereinafter provided, be extended by a reasonable time given.

## 27. Inspection

The successful bidder shall:

- Facilitate the CLIENT's nominated / delegated authority to inspect, supervise assess including without limitation to Revenue Authorities and Certifying Authorities, the annual maintenance contract of IT infrastructure managed by the successful bidder to ensure the effectiveness, after giving prior notice of **07 (Seven) days** in writing or by way of surprise check. If any malfunctioning or deficiencies found in the services



and is reported and CLIENT or State Government or any nominated / delegated authority is of opinion to correct the same then the successful bidder has to do the needful without any other cost implementation as per guidelines provided.

- Facilitate and provide all assistance to CLIENT's nominated / delegated authorities.
- Allow and facilitate examination by CLIENT's nominated / delegated authority the services pertaining to the maintenance contract of IT infrastructure at intervals as mutually decided between CLIENT and the successful bidder.

## **28. Fraud and Corrupt practices**

- For the purposes of this clause, following definitions shall apply;
  - a) "Corrupt practice" means the offering, giving, receiving or soliciting of anything of value to influence the action of CLIENT or its official by any personnel of Bidder in procurement process or in contract execution.
  - b) "Fraudulent practice" means a misrepresentation of facts, in order to influence a procurement process or the execution of a contract, to the detriment of CLIENT, and includes collusive practices among the bidders (prior to or after Proposal submission) designed to establish bids at artificially high or non-competitive levels and to deprive the CLIENT, of the benefits of free and open competition;
  - c) "Unfair trade practices" means supply of goods or services different from what is quoted / ordered on.
  - d) "Coercive practices" means harming or threatening to harm, directly or indirectly, persons or their property to influence their participation in the execution of contract.
- CLIENT will reject a proposal for award or terminate the contract, if it determines that the bidder recommended for award has engaged in corrupt, fraudulent, unfair trade practices or coercive practices.
- CLIENT shall declare a bidder ineligible, either indefinitely or for a stated period of time, for awarding the contract, if it at any time determines that the bidder has engaged in corrupt, fraudulent, unfair trade and coercive practices in competing for or in executing, the contract and will terminate the contract.

## **29. Discussion**

It is absolutely essential for the bidders to quote the lowest price in their bid for their own interest. CLIENT may call L1 bidder for discussion.

## **30. Award of Contract**

CLIENT reserves the right to accept or reject any bid, and to annul the bidding process and reject all bids at any time before the contract award without thereby incurring any liability to the affected Bidder or Bidders.



### **31. Contact Details**

All inquiries concerning this procurement shall to be addressed to the following:

**Guj Info Petro Limited (GIPL)**

2rd Floor, Block No: 15, Udyog Bhavan, Sector – 11, Gandhinagar – 382 011.

E-mail: [projects@gipl.net](mailto:projects@gipl.net)

Prospective Bidders are specifically directed NOT to contact any other person apart from the one mentioned above in this Bid Document for meetings, conferences or technical discussions that are related to the Bid Document. Unauthorized contact shall be caused for immediate rejection of the Bidder's Bid Document response. Substantive questions shall be dealt with in writing.

Prospective Bidders is strictly advised to refrain from contacting the CLIENT or and / or his employees / representatives directly or indirectly by any means related to the tender. The Violation of the same would entail disqualification of the bidders from tender process and exclusion from future business dealings.

### **32. Intellectual Property Rights and Rights to Integrated Application System.**

CLIENT shall retain all right, title and interest in and to any and all software, firmware and hardware procured designed and developed for CLIENT by the successful bidder pursuant to this contract and any modifications thereto or works derived there from. The successful bidder shall have no right, title or interest in or to such designs, programs, modifications for any purpose except the right to use, modify, enhance and operate such designs, programs, modifications in order to perform services hereunder, and as may be expressly set forth herein or in a separate written agreement executed between the parties.

The terms software, software programs and programs shall include specifications, documentation, technical information, all corrections, modifications, additions, improvements and enhancements to any of the foregoing provided to CLIENT by the successful bidder pursuant to this contract. The terms firmware and hardware shall include the designs, drawings, specifications, custom designed electronic devices, documentation and technical information, all corrections, modifications, additions, improvements and enhancements to any of the foregoing provided to CLIENT by the successful bidder pursuant to this contract.



### **33. Insurance**

#### **i) General**

The Bidder at its cost shall arrange, secure and maintain insurance of services as may be necessary and to its full value for all such amounts to protect the works progress from time to time and the interest of the CLIENT against all risks as detailed herein. The form and other limit of such insurance as defined herein together with the under works thereof in each case shall be as acceptable to the CLIENT. All costs on account of insurance liabilities covered under contract shall be Bidder's account and shall be included in the contract price.

#### **ii) Compliance of Labor / Employee related Acts:**

The successful bidder shall be liable to adhere strictly all rules & regulations related to employees' / Labor laws such as Provident Fund, Employee State Insurance, and Professional Tax etc.

#### **iii) Any other insurance**

The successful bidder shall also carry any and all other insurance, which he may be required under any law or regulation from time to time without any extra cost to the CLIENT.

#### **iv) Accident or injury to workmen**

CLIENT shall not be liable for or in respect of any damages or compensation payable at law in respect or in consequences of any accident or injury to any workmen or other person engaged by the successful bidder.

#### **v) Transit insurance**

In respect of all items are to be transported by the successful bidder to the site of work, the cost of transit insurance shall be borne by the successful bidder and the quoted price shall be inclusive of this cost.

### **34. Third Party Inspection**

The successful bidder shall facilitate, CLIENT or its nominated / delegated authority to inspect, supervise and assess all the equipment/system installed at the premises and other infrastructure arrangements.

### **35. Confidential Policy**

The successful bidder and its personnel shall not, either during the term or after expiration of this contract, disclose any proprietary or confidential information relating to the services, contract or the CLIENT's business or operations without the prior written consent of CLIENT.



The successful bidder has to follow all the rules and regulations of the guidelines and has to follow strictly to all the rules and privacy. Some of the guidelines are as follows, however it is not limiting to the same. Successful bidder has to contact the CLIENT authority and get all the guidelines to carry out the work in the CLIENT premises.

1. All paper works prepared to this contract are very confidential property of CLIENT authority. If required, the successful bidder has to submit the privacy agreement with the CLIENT as per mutually agreed format. All the responsibility lies with the successful bidder of the privacy of the documents handed over to him for execution.
2. The staff of the successful bidder should not involve with any activity related to CLIENT.
3. No activity is allowed in the CLIENT premises by any staff of the successful bidder that affects to the CLIENT's business, security and peace.

### **36. Limitation of Liability**

The successful bidder's total liability to CLIENT over the period of the contract / agreement arising out of or in connection with the contract /agreement whether such liability arises from any claim based upon contract, warranty, tort or otherwise, shall in no case **exceed 100% of the actual amount to the paid to successful bidder under the contract /agreement.**

### **37. Data Security**

Successful bidder and its team have to maintain the confidentiality and security of data in true spirit. In no case, breach in security of data will be acceptable. Violation of this clause may lead to penalties including but not limited to forfeiting of the Security Deposit and termination of involved agency as decided by the CLIENT. In this regard, successful bidder has to sign Non-Disclosure Agreement (NDA) with CLIENT. It will be successful bidder's responsibility to get this agreement signed along with contract agreement.



## SECTION G – COMMERCIAL TERMS AND CONDITIONS:

### 38. Security Deposit

Within fifteen (15) working days of the receipt of Letter of Intent (LOI) from the CLIENT, the successful Bidder shall deposit the Security Deposit at a rate of **10% for the Total Value of the contract including taxes** as per format mentioned **Annexure V** for the due and faithful performance of the contract. The Security Deposit is to be submitted in the form of a Bank Guarantee or Demand Draft issued by the banks specified in the Govt. GR No. EMD/4/2022/0002/DMO dated 20/05/2022 issued by Finance Department, Govt. Of Gujarat which is drawn in favor of **“Gujarat Mineral Development Corporation Limited”** payable at **Ahmedabad**. If the bidder fails to deposit this amount of Security Deposit within the stipulated time which shall include any extension granted by CLIENT at its own discretion, **no payment shall be made to the successful bidder then after**. CLIENT shall reserve the right to cancel the agreement in such event and forfeit the EMD and exercise its right to accept any other bid / tender which is considered suitable. The Security Deposit furnished by the bidder shall carry no interest. The EMD submitted earlier by the successful Bidder shall be refunded against the submission Security Deposit.

The Security Deposit shall remain at the entire disposal of CLIENT as the security for the satisfactory execution and completion of the work in accordance with the terms and conditions of the Contract. The security deposit shall not bear any interest under any circumstances. CLIENT shall be at liberty to deduct and appropriate from the Security Deposit such losses, damages, penalties and dues on account of statutory or contract compliances as may be payable by the bidder under the contract and the amount by which the Security Deposit is reduced by such appropriation shall be made good by further deduction from the bidder's subsequent interim bills until the Security Deposit is restored to its full as per limit as mentioned in clause above. On satisfactory performance and completion of the contract, in all respects and upon return in good condition of any property belonging to CLIENT, the security Deposit shall be returned to the successful bidder after completion of the contract period of the project. In case the SD is submitted in the form of Bank Guarantee, the same shall be valid for a period of 6 months beyond the contract period.

If required, on intimation by CLIENT, the successful bidder has to extend the SD for the suggested time period as and when required (in case the contract period extended by whatsoever reason) & failure of the same will be treated as breach of the contract and enables CLIENT to take appropriate actions in this regard. SD shall not bear any interest in any circumstances. Any other dues on accounts of statutory compliances or contract compliances or LD shall be recovered from the SD available.



## SECTION H – PAYMENT TERMS & SLA:

### 39. Payment Terms, Schedule of Payment

**Quarterly payment of AMC services** will be paid by the CLIENT after submission of followings by the successful bidder:

- (a) Call reports duly signed by the respective CLIENT's authorized persons for all locations
- (b) Quarterly uptime report (duly signed by the CLIENT's authorized personnel) of major equipment covered in Category I like Servers, Storage, Switches, Firewall & UPS along with Servers and Storages installed at remote locations covered in the project.

However, net quarterly payment will be released after deducting penalty calculated as per the clauses mentioned in the SLA (Service Level Agreement).

**Quarterly payment of Manpower AMC services** will be paid by the CLIENT after submission of followings by the successful bidder:

- (a) All types of deputed manpower's bio-metrics attendance report duly signed by the respective CLIENT's authorized persons for all locations.
- (b) All deputed manpower's salary transferred details with NEFT statement.
- (c) All deputed manpower's PF challan and ECR copy
- (d) Professional tax paid challan

#### NOTE:

- ✓ The quarterly payment of manpower will be released only for the nos. of days' presence in the concerned quarter on pro-rata basis (Approved leaves will be considered as paid leaves).
- ✓ The penalty mentioned in SLA clause for individual manpower profile will be applicable in addition to the payment deduction on pro-rata basis for the nos. of days' absence of the individual manpower in the concerned quarter.
- ✓ There will not be any cap applicable on manpower penalty.

### 40. Taxes & Duties

1. The contractor shall bear and pay all taxes, duties, levies, cess and charges assessed on the contractor or their employees by all municipal, state or national government authorities in connection with the contract in and outside of the country where the site is located and no adjustment or escalation will be allowed for changes thereof.



2. For the payment of taxes as specified in the price bid, the contractor shall be required to charge taxes at the rate applicable from time to time.
3. For the purpose of the Contract, it is agreed that the Contract Price specified in LOI / Contract Agreement is based on the taxes, duties, levies and charges prevailing on the date of bid submission in India and Gujarat where the site is located (unless otherwise revised by mutual consent).
4. The Contract Price shall be deemed to be firm and valid for the entire duration of the Contract till the completion of scope of work under this Contract unless it is due to change in tax law.
5. The Contract Price may be varied due to situations giving rise to change in Tax Law arising between the date of bid submission and the contractual date of supply of the Goods and / or performance of the Services under the contract. The Indirect Taxes that shall be considered for Change in Tax Law shall be included but not limited to the following taxes leviable on the direct transaction between the contractor and the CLIENT unless specified otherwise:
  - CGST, SGST & IGST
6. Further, such variation shall be made only in respect of taxes (both nature and quantum) originally factored by the contractor in their initial bid offer, unless the tax sought to be recovered is a new tax arising on account of Change in Tax Law which was not in force on the date of bid submission.
7. No variation shall be allowed on account of any taxes applicable outside India.
8. Billing can be done from Gujarat or anywhere in India.
9. The contractor shall issue proper invoice as stipulated under the Goods & service tax (GST) legislation or any such other legislations as may be relevant and applicable from time to time.
10. Each party hereto, agrees to indemnify and keep indemnified and saved harmless at all times the other party against any loss, cost, expenses or damage suffered or incurred by it, by reason of its failure to pay taxes, duties, etc. which it is obliged to pay pursuant to the provisions of this clause and / or arising out of its failure to comply with its obligations under this clause.
11. Tax deductions at source will be made by the CLIENT on payments made to the contractor, as per the applicable Central and State laws.
12. All payments to the contractor shall be subject to applicable withholding (whether applicable as of the date of this Contract or imposed /required by any municipal, local, state or national government authorities or any other Government Instrumentality at any time during the subsistence of the Contract) or statutory deductions as required in respect of income tax as well as any other Taxes (including but not limited to Building and Other Construction Workers' Welfare Cess). The CLIENT shall issue



necessary tax deduction / withholding certificates to the contractor. If the contractor obtains appropriate lower withholding orders (as per CLIENT's satisfaction), withholding may be carried out at such lower rates.

13. The risk of all tax positions taken by the contractor shall be borne solely by the contractor.
14. Contractor shall strictly and in a timely manner, adhere to and undertake all acts, omissions and compliances required under the applicable GST laws to ensure that CLIENT is able to avail the Input Tax Credit / set off / rebate / refund of the GST (along with cesses and surcharges, if relevant) applicable on the supplies made and services provided by the Contractor to the fullest extent possible under law. In this regard, without limiting the generality of the foregoing obligation in any manner whatsoever, CLIENT reserves the right to specify, for the supplies envisaged under this Contract by the Contractor, the particular compliances to be undertaken (including aspects like (i) whether Contractor should charge IGST or CGST-plus-SGST; (ii) from where the billing should be undertaken and to which registration of CLIENT; (iii) whether the Contractor should be responsible to generate the E-Way Bill; (iv) the format of invoices / credit and debit notes / advance receipt vouchers; (v) maintenance of 'Compliance Rating' above a specified threshold; etc) and the relevant timelines for such compliances based on the applicable GST laws.

(a) The Contractor acknowledges that any failure in the foregoing obligations (including undertaking the ones specifically instructed by CLIENT, if any) can cause significant losses to CLIENT in the form of loss of GST credit, statutory interest liability on such credit loss (under applicable GST laws) and adverse impact on compliance rating and thus, undertakes to carry out this foregoing obligation with sincerity, due diligence and without any delay or demur.

(b) The contractor agrees that CLIENT will reimburse the GST component on supplies received only when the corresponding credit has become available in the electronic credit ledger of the relevant GST registration of CLIENT.

(c) Without prejudice to any other indemnification obligation under this Contract, the Contractor agrees to, at all times, to hold harmless and indemnify CLIENT from and against all claims, liabilities, expenses, proceedings, costs and losses that may be suffered or incurred by CLIENT which may arise out of or in connection with any failure by the Contractor to adhere to its obligations under clause (a) above. In this regard, the Contractor also hereby indemnifies CLIENT from any costs, claim or liability arising out of any claim or action or omission by any employee or consultant or agent or outsourced staff of the Contractor.



#### **41. Service Level Agreement**

The successful bidder has to maintain the service response time during entire contract period. The successful bidder has to solve the problem / issue within the prescribed service response time. If the successful bidder fails to resolve the complaint within time period defined or maintain the desired uptime, then penalty will be imposed up to **100% of respective quarterly payment**. The applicable penalty will be recovered from the quarterly payment or performance bank guarantee. It is the responsibility of the successful bidder to restore the performance bank guarantee at its full value within 15 working days from the penalty recovery date and failure of same allow GMDC to proceed ahead with forfeiting of the performance bank guarantee.

##### **Category – I:**

Successful bidder is required to provide **minimum 97% overall uptime on quarterly basis of major equipment covered in category – I like Servers, Storage, Switches & Firewall**. Repairing / replacement of parts of any equipment covered in category - I shall be done within 48 hours after the problem detection / reporting. The timeline of 48 hours shall also be applicable in case of Temporary placement of service unit after the problem detection / reporting. However, after repairing, successful bidder has to reinstall original service unit within 15 working days from the date of successful installation of Temporary placement service unit. It is the responsibility of successful bidder to make sure that Temporary placement service unit shall work continuously without any downtime till reinstallation of original service unit after repairing OR else penalty shall be imposed on the Temporary placement service unit as mentioned in the penalty clause.

In case, if both units of Precision AC / 20 KVA UPS failed completely then it shall be replaced by temporary placement service unit within 3 Hrs. of from the timestamp of last unit failure of Precision AC / 20 KVA UPS. However, if successful bidder fails to provide temporary placement service unit in the defined timeline of 3 Hrs. then GMDC may hire the service unit (s) from market until the successful bidder make both units Precision AC / 20 KVA UPS operational. The cost of hiring the service unit from market will be adjusted from the successful bidder's henceforth quarterly payment.

NOTE: Successful bidder has to replace any part / equipment with new part / equipment of same OEM's make and model only. In case of model discontinued declared by OEM then in such case, the successful bidder has to supply model /parts / components of same make with same / higher technical specifications of same OEM post approval of IT department of corporate office. Also, successful bidder has to submit a declaration containing replacement with new part / equipment along with details like OEM make, model, serial number, location etc. However, this change will not be applicable for



temporary replacement of units as a stop gap arrangement till the permanent replacement is done.

**Penalty:**

If successful bidder fails to achieve the agreed objective in terms of duration for replacing / repairing of all the equipment mentioned in the category – I, then penalty of Rs. 1,500/- per day shall be imposed. More than 12 hrs. will be counted as one day. This penalty shall also be applicable in case of failure of either of both units of Precision AC / 20 KVA UPS. In case, both units of Precision AC / 20 KVA UPS failed and successful bidder fails to supply and install the temporary replacement service in the defined timeline then penalty of Rs. 1,000/- per hour shall be imposed in addition to the above mentioned penalty. More than 30 minutes will be counted as one hour in this case.

Target (Quarterly)	Penalty applicable on mentioned major equipment
>= 97%	No Penalty
>=95% &< 97	2.5% of Quarterly payment per equipment
>=93% &< 95	5.0% of Quarterly payment per equipment
>=91% &< 93	7.5% of Quarterly payment per equipment
>=89% &<91	10% of Quarterly payment per equipment
<89	No Quarterly payment

**Category –II:**

Successful bidder is required to provide **minimum 97% overall uptime on quarterly** basis of **all servers and storages covered in category - II**. Repairing / replacement of parts of any equipment covered in category - II shall be done within 48 hours after the problem detection / reporting. The timeline of 48 hours shall also be applicable in case of Temporary placement of service unit after the problem detection / reporting. However, after repairing, successful bidder has to reinstall original service unit within 15 working days from the date of successful installation of Temporary placement service unit. It is the responsibility of successful bidder to make sure that Temporary placement service unit shall work continuously without any downtime till reinstallation of original service unit after repairing OR else penalty shall be imposed on the Temporary placement service unit as mentioned in the penalty clause. In case, if any camera is down due to malfunctioning / failure of any other equipment covered in this contract then it will be also being considered as downtime of camera.

NOTE: Successful bidder has to replace any part / equipment with new part / equipment of same OEM's make and model only. In case of model discontinued declared by OEM



then in such case, the successful bidder has to supply model/ parts / components of same make with same / higher technical specifications of same OEM post approval of IT department of corporate office. Also, successful bidder has to submit a declaration containing replacement with new part / equipment along with details like OEM make, model, serial number, location etc. However, this change will not be applicable for temporary replacement of units as a stop gap arrangement till the permanent replacement is done.

**Penalty:** If successful bidder fails to achieve the agreed objective in terms of duration for replacing / repairing of all the equipment mentioned in the category - II; then penalty of Rs. 1,500/- per day shall be imposed. More than 12 hrs. will be counted as one day. This penalty shall also be applicable in case of non-supply of Temporary Replacement of service unit.

**Penalty for quarterly uptime**

Target (Quarterly)	Penalty applicable on per server or storage
>= 97%	No Penalty
>=95% &< 97	2.5% of Quarterly payment per equipment
>=93% &< 95	5.0% of Quarterly payment per equipment
>=91% &< 93	7.5% of Quarterly payment per equipment
>=89% &<91	10.0% of Quarterly payment per equipment
<89	No Quarterly payment

**Category –III**

Repairing / replacement of parts of any equipment covered in category - III shall be done within 48 hours after the problem detection / reporting. The timeline of 48 hours shall also be applicable in case of Temporary placement of service unit after the problem detection / reporting. However, after repairing, successful bidder has to reinstall original service unit within 15 working days from the date of successful installation of Temporary placement service unit. It is the responsibility of the successful bidder to make sure that the Temporary placement service unit shall work continuously without any downtime till reinstallation of original service unit after repairing OR else penalty shall be imposed on the Temporary placement service unit as mentioned in the penalty clause.

The site locations where RF link failure having impact on the dispatch system, the repairing / replacement of parts of such RF link covered in the category - III shall be of 3 hours after the problem detection / reporting.



NOTE: Successful bidder has to replace any part / equipment with new part / equipment of same OEM's make and model only. In case of model discontinued declared by OEM then in such case, the successful bidder has to supply model / parts / components of same make with same / higher technical specifications of same OEM post approval of IT department of corporate office. Also, successful bidder has to submit a declaration containing replacement with new part / equipment along with details like OEM make, model, serial number, location etc. However, this change will not be applicable for temporary replacement of units as a stop gap arrangement till the permanent replacement is done.

**Penalty:** If successful bidder fails to achieve the agreed objective in terms of duration for replacing / repairing of all the equipment mentioned in the category - III; then penalty of Rs. 200/- per day shall be imposed. More than 12 Hrs. will be counted as one day. This penalty shall also be applicable in case of non-supply of Temporary Replacement of service unit.

5 times of above mentioned penalty shall be imposed for non-repairing / replacement of parts of the RF links installed at the site locations where RF link failure having impact on the dispatch system. For such RF links, more than 6 Hrs. will be counted as one day.

#### **Category –IV**

Repairing / replacement of parts of any equipment covered in category - IV shall be done within 48 hours after the problem detection / reporting. The timeline of 48 hours shall also be applicable in case of Temporary placement of service unit after the problem detection / reporting. However, after repairing, the successful bidder has to reinstall original service unit within 15 working days from the date of successful installation of Temporary placement service unit. It is the responsibility of the successful bidder to make sure that the Temporary placement service unit shall work continuously without any downtime till reinstallation of original service unit after repairing OR else penalty shall be imposed on the Temporary placement service unit as mentioned in the penalty clause.

NOTE: Successful bidder has to replace any part / equipment with new part / equipment of same OEM's make and model only. In case of model discontinued declared by OEM then in such case, the successful bidder has to supply model / parts / components of same make with same / higher technical specifications of same OEM post approval of IT department of corporate office. Also, successful bidder has to submit a declaration containing replacement with new part / equipment along with details like OEM make, model, serial number, location etc. However, this change will not be applicable for temporary replacement of units as a stop gap arrangement till the permanent replacement is done.



**Penalty:** If successful bidder fails to achieve the agreed objective in terms of duration for replacing / repairing of all the equipment mentioned in the category - IV; then penalty of Rs. 1,000/- per day shall be imposed. More than 12 Hrs. will be counted as one day. This penalty shall also be applicable in case of non-supply of Temporary Replacement of service unit.

### **Category –V**

Successful bidder is required to provide **minimum 97% overall uptime on quarterly basis** of all equipment covered in category - V. Repairing / replacement of parts of any equipment covered in category - II shall be done within 48 hours after the problem detection / reporting. The timeline of 48 hours shall also be applicable in case of Temporary placement of service unit after the problem detection / reporting. However, after repairing, successful bidder has to reinstall original service unit within 15 working days from the date of successful installation of Temporary placement service unit. It is the responsibility of successful bidder to make sure that the Temporary placement service unit shall work continuously without any downtime till reinstallation of original service unit after repairing OR else penalty shall be imposed on the Temporary placement service unit as mentioned in the penalty clause.

NOTE: Successful bidder has to replace any part / equipment with new part / equipment of same OEM's make and model only. In case of model discontinued declared by OEM then in such case, the successful bidder has to supply model / parts / components of same make with same / higher technical specifications of same OEM post approval of IT department of corporate office. Also, successful bidder has to submit a declaration containing replacement with new part / equipment along with details like OEM make, model, serial number, location etc. However, this change will not be applicable for temporary replacement of units as a stop gap arrangement till the permanent replacement is done.

**Penalty:** If successful bidder fails to achieve the agreed objective in terms of duration for replacing / repairing of all the equipment mentioned in the category - V; then penalty of Rs. 1,000/- per day shall be imposed. More than 12 Hrs. will be counted as one day. This penalty shall also be applicable in case of non-supply of Temporary Replacement of service unit.

### **Penalty for quarterly uptime**

Target (Quarterly)	Penalty per equipment
>= 97%	No Penalty



>=95% &< 97	2.0% of Quarterly payment per equipment
>=93% &< 95	4.0% of Quarterly payment per equipment
>=91% &< 93	6.0% of Quarterly payment per equipment
>=89% &<91	8.0% of Quarterly payment per equipment
<89	10.0% of Quarterly payment per equipment

### **Category –VI**

Repairing / replacement of parts of any equipment (except plotter) covered in category - VI shall be done within 72 hours after the problem detection / reporting. The timeline of 72 hours shall also be applicable in case of Temporary placement of any equipment (except plotter) after the problem detection / reporting. In case of plotter, repairing / replacement of parts shall be done within 120 hours after the problem detection / reporting. The timeline of 120 hours shall also be applicable in case of Temporary placement of plotter after the problem detection / reporting.

However, after repairing, successful bidder has to reinstall original service unit of any equipment covered in category - VI within 15 working days from the date of successful installation of Temporary placement service unit. It is the responsibility of successful bidder to make sure that the Temporary placement service unit shall work continuously without any downtime till reinstallation of original service unit after repairing OR else penalty shall be imposed on the Temporary placement service unit as mentioned in the penalty clause.

**Penalty:** If successful bidder fails to achieve the agreed objective in terms of duration for replacing / repairing of all the equipment mentioned in the category - VI; then penalty of Rs. 500/- per day shall be imposed. More than 12 hrs. will be counted as one day. This penalty shall also be applicable in case of non-supply of Temporary Replacement of service unit.

**NOTE:** Successful bidder has to replace any part / equipment with new part / equipment of same OEM's make and model only. In case of model discontinued declared by OEM then in such case, the successful bidder has to supply model / parts / components of same make with same / higher technical specifications of same OEM post approval of IT department of corporate office. Also, successful bidder has to submit a declaration containing replacement with new part / equipment along with details like OEM make, model, serial number, location etc. However, this change will not be applicable for temporary replacement of units as a stop gap arrangement till the permanent replacement is done.

### **SLA for Non-deployment of Manpower:**



Sr. No.	Manpower	Penalty per day per person for any kind of unsanctioned leave / non-deployment
1	Support team member	Rs. 250/-
2	Network Engineer	Rs. 250/-
3	Datacenter Operators	Rs. 250/-
4	Project Manager	Rs. 1,000/-

- ❑ Successful bidder has to ensure that not a single day of blank service of individual capacity of manpower shall be provided during the contract period i.e. absence of individual capacity of manpower shall be fulfilled by alternate manpower having similar qualification and field experience.
- ❑ If deviation in the qualification or in the experience of manpower provided by the successful bidder for deployment / replacement / reliever proved at any point of time during the contract period will be viewed seriously and the time period served by the such manpower shall be treated as non-deployment. In such case, the penalty will be applied 5 times of penalty referred in above table for respective manpower.

#### **SUCCESSFUL BIDDER'S LIABILITY OF DEPLOYED MANPOWER FOR THE PROJECT**

1. The entire financial liability in respect of manpower deployed for this contract shall be of the successful Bidder and the CLIENT will in no way be liable.
2. For all intents and purposes, the Successful Bidder shall be the "Employer" within the meaning of different Labor Legislation in respect of manpower so employed and deployed for this contract.
3. Successful Bidder shall be solely responsible for the redressal of grievances / resolution of disputes relating to persons deployed. CLIENT shall, in no way, be responsible for settlement of such issues whatsoever.
4. CLIENT shall not be responsible for any financial loss or any injury to any person deployed by the bidder in the course of their performing the functions/duties, or for payment towards any compensation.
5. The persons deployed by successful bidder shall not claim or be entitled to pay, perks and other facilities admissible to regular / confirmed employees of CLIENT during or after expiry of the Contract.
6. In case of termination of the contract on its expiry or otherwise, the persons deployed by successful bidder shall not be entitled to and will have no claim for any absorption in the regular or other capacity to the CLIENT.
7. Successful Bidder will be responsible for compliance of all statutory provisions relating to Minimum Wages, Provident Fund, and Employees State Insurance etc. in respect of the persons deployed. CLIENT shall have no liability in this regard.



In case, successful Bidder fails to comply with any statutory / taxation liability under appropriate law, and as a result thereof the CLIENT is put to any loss / obligation, monetary or otherwise, the CLIENT will be entitled to get itself reimbursed out of the outstanding bills or the Security Deposit of Bidder, to the extent of the loss or obligation in monetary terms.

**Exclusion from SLA:**

- ❖ The scheduled outages / planned maintenance should be excluded from considering the downtime.
- ❖ The downtime due to raw AC power supply provided by CLIENT.
- ❖ Physical Damage to any equipment / material covered in this contract means any tangible injury caused by accident, natural occurrence, or any other reason (visible / intentional). However, CLIENT decision in this regard shall be final and bind to the successful bidder.
- ❖ Down time due to failure or malfunction of any equipment or services not provided by the successful bidder. However, it is the responsibility of the successful bidder has to prove that the outage is not solely attributable to any equipment or services provided by the successful bidder.
- ❖ The selected successful bidder will require to plan for 'scheduled outages / planned maintenance' in advance with prior approval of CLIENT. This will be planned during non - working hours. In exceptional circumstances, CLIENT may allow the successful bidder to plan scheduled downtime in the working hours. The scheduled outages / planned maintenance will include activities like software upgrades, patch management, security software installations etc.
- ❖ The downtime due to MPLS / Internet connectivity failure. However, the successful bidder has to submit the necessary documentary proof confirming that the said downtime was because of the MPLS / Internet connectivity failure only.



## SECTION I – SCOPE OF WORK:

**Location Details: Please find enclosed LIST OF LOCATIONS as Annexure A.**

**THE SCOPE:** The minimum scope of work (but not limited) is mentioned herewith as below:

1.1 Three Years' Onsite Comprehensive Annual Maintenance Contract (CAMC) of IT Infrastructure as mentioned in the Section D. IT Infrastructure of GMDC is broadly divided in following categories

**1.1.1 Category – I**

Data Center includes Servers, Storage, Switches, Firewall, AC, UPS, Fire Detection, Access Controls & CCTV Camera etc.

**1.1.2 Category – II**

Video Surveillance System consists of Cameras, Wireless Devices, Servers, Storages, UPS etc.

**1.1.3 Category – III**

Wireless Ethernet Radio links with Towers and Poles.

**1.1.4 Category – IV**

Wi-Fi System includes Access Points, Authenticator and Controller.

**1.1.5 Category – V**

Link Load Balancers

**1.1.6 Category – VI**

Computers, Printers, Plotters and other associates devices.

Location wise & category wise IT Infrastructure distribution is as below:

Sr.	Location	Category inclusion
01	GMDC Corporate Office, 132 feet Ring Road, Vastrapur, Ahmedabad	I, IV, V and VI
02	GMDC Lignite Project, Panandhro, Taluka: Lakhpat, Dist: Kutch	III and VI
03	GMDC Akri Mota Thermal Power Station Nani Chher, Taluka: Lakhpat, Dist: Kutch	II, III, V and VI
04	GMDC Lignite Project, Mata No Madh, Taluka: Lakhpat, Dist: Kutch	II, III, V and VI
05	GMDC Bauxite Project, Gadhsisa, Taluka: Mandvi, Dist: Kutch	III and VI
06	GMDC Lignite Project, Tadkeshwar, Taluka : Mandvi, Dist: Surat	II, III, V and VI



07	GMDC Lignite Project, Rajparadi, Taluka: Jhagadia Dist: Bharuch	II, III, V and VI
08	GMDC Fluorspar Project, Kadipani, Taluka: Kawant, Dist: Vadodara	III and VI
09	GMDC Lignite Project, Budhel, Lakhanka Road, Dist Bhavnagar	II, III, V and VI
10	GMDC Manganese Project, Shivrajpur, Dist: Panchmahals	III and VI
11	GMDC Bauxite Project, Bhatia, Taluka Kalyanpur, Dist: Jamnagar	III and VI
12	GMDC Lignite Project, Village: Umarsar, Taluka: Lakhpat, District: Bhuj (Kutch)	II, III, V and VI

1.2 Following manpower should be deputed by successful bidder as facility management service.

- i. **Support Team Member (Total 30 Nos):** Four support team members must be deputed at each location where CCTV installed and One each at other site & this support team member should stay within 20 Kilometers radius from the respective location. The support team member should have minimum 3 years of experience in IT hardware repairing, LAN and WAN troubleshooting and CCTV monitoring and repairing. GMDC may take their services anytime - specifically in non-working hours and in emergency cases. Support team member deputed at Gadhsisa will look after all Group of Gadhsisa Mines and Memorial.

**Minimum (but not limited) responsibilities:**

- ✓ Monitor & support, Installation, troubleshooting, commissioning of IT infrastructure including LAN, WAN, Desktops, Printers, Cabling & associated accessories, Servers (wherever applicable) etc.
- ✓ CCTV monitoring and repairing ability
- ✓ Call logging, call closure and other reports submission.
- ✓ Regular update of various software patches as and when required.
- ✓ Generating reports and submission to Project Manager
- ✓ Any additional project related to hardware and software work assigned time to time by GMDC.

However, required tools and equipment to perform above mentioned responsibilities shall be owned by the successful bidder.



- ii. **Network Engineer (Total 01 No.):** 01 No. of Network engineer for corporate office.

**Minimum (but not limited) responsibilities:**

- ✓ Should be responsible for configuring, monitoring the performance & managing network
- ✓ Support GMDCs network engineer for LAN / WAN related services.

- iii. **Data Center Operators (Total 04 Nos):** 04 (Four) Nos. of Datacenter Operators must be deputed at Corporate Office Ahmedabad on shift basis on 24 X 7 Basis. Further shift will not be more than 8 Hrs. Three Numbers out of Four Numbers shall have at least Diploma in Engineering of Electrical / Electronics / Instruments and have minimum 2 years of data center experience. One of four Datacenter Operators shall have Degree in Engineering of Electrical / Electronics / Instruments or more and have minimum 2 years' experience in Data Center.

**Minimum (but not limited) responsibilities:**

- ✓ Monitoring of entire systems & IT Infrastructure deployed in data center
- ✓ Detection of software / hardware issues & resolved in timely manner
- ✓ Logging of tickets / incidents, their resolution time with date stamp with reasoning details
- ✓ Updating of concerned stake holders at HO and remote locations through various modes - alerts / phone / email from tickets generation to closing.
- ✓ Escalation of issues to concerned support staff and OEMs
- ✓ Daily, weekly and monthly updates to Project Manager and GMDC HO IT personnel about various tickets/incidents, maintenance related activities
- ✓ Providing hands support for remote users of GMDC
- ✓ Maintaining and updating documentation relevant to the role.

- iv. **Project Manager (01 No):** One Project Manager at Corporate Office having Degree in Engineering and shall have 7+ Years of Post Qualification Experience in large scale IT infrastructure projects as a project manager.

**Minimum (indicative and not exhaustive) responsibilities:**

- Act as a single point of contact for the entire project.
- Overall in-charge of O&M of the complete project
- Monitoring of all breakdown complaints.
- SLA management and reporting.



- Responsible for ensuring timely delivery of deliverables time to time
  - Preventive Maintenance of the project's entire IT Infrastructure
  - Submission of periodical Reviews.
  - System administration of all servers covered under AMC.
  - Coordinating with OEMs as and when required
  - Inventory, spare & logistics management. Successful bidder has to maintain inventory of critical / fast moving IT infrastructures' spares at each location covered in this contract.
  - Maintain an updated documentation for all IT Infrastructures covered in contract, such as Laying Diagram for Wireless and Wired Network Diagram, Jack Panel Details, Server include Rack Jack Panel, Configuration details of each IT Asset etc.
  - Should have to visit all other locations once in a quarter with a gap minimum of 30 days in between two visits and should have to visit corporate office at least once in a week during these visits. The lodging, boarding and transportation of these visits shall be at the bidder's cost.
  - Deputed manpower's management
- v. Successful bidder shall depute all above manpower as per profile / requirement defined in the RFP from the first date of the AMC Contract.
- vi. Successful bidder shall depute the required manpower on its own initially. If GMDC found any manpower technically incompetent, then GMDC shall have right to terminate that manpower and intimate in this regard to the successful bidder for replacement. New manpower shall be deputed by the bidder post approval of GM (IT) - GMDC. The Manpower provided by successful bidder shall not be changed frequently.
- vii. Without replacement, any manpower will not be allowed to take leaves continuously for more than two-days in a month without prior intimation and approval of GM (IT) – GMDC.
- viii. GMDC will not provide any Lodging, boarding and transportation of deputed any manpower.
- ix. Successful bidder shall supply the centralized cloud based monitoring software and IT assets management software with lifetime validity. This software will be property of GMDC after contract completion. The cloud charges will be payable by the successful bidder during the contract period. The monitoring software shall



include a dashboard showing live status of all critical equipment under the contract including daily issues, spares, breakdown status etc. The monitoring software may also have escalation matrix. This software shall be configured to provide user based access (like location wise viewing / full control etc.) to complaint logs, timeline, resolution as per requirement defined by CLIENT.

- x. IT assets management software should show IT assets details including history of repairs details.

1.3 It shall be the responsibility of the successful bidder to keep all system working satisfactorily throughout the contract period and has to handover all systems in working condition to GMDC on the expiry of this contract.

1.4 Maintenance support includes (indicative and not exhaustive)

- Resolve of problem/issues, trouble shooting and correction, service packs, device driver & Firmware Upgrades, Systems support like OS reinstallation, registration of problems / issues to Original Equipment Manufacturer (OEM) by raising the tickets and follow up till the problem resolution.
- Monitoring of day to day operation and provide technical support for resolving network related issues pertaining to antivirus, firewall, video conference systems, router, switch, modem, software, link availability etc.
- Monitoring of Wireless Local Area Network (WLAN) and Wired LAN Working Domains and provide technical support for resolving issues pertaining to them for effective use of network services.
- Hardening of “Operating System” (OS), blocking of all unnecessary opened ports, access and authorization control.
- Assist in IT Asset verification
- The comprehensive maintenance of hardware includes repair / replacement of all faulty systems / parts including fuser assemblies and internal plastic parts of the devices.
- Patch Management: Evaluation of suitability / requirement of Microsoft Windows Servers patches and application of the same on all servers if required.
- The successful bidder will be responsible for providing virus free computing environment at all locations covered in the project. Anti-Virus Software will be provided by GMDC.
- Towers and Poles require regular preventive maintenance for the purpose of early detection of deterioration and thereby to prevent breakdowns and subsequent consequences. Therefore, the successful bidder’s engineer should visit and conduct health checkup of all towers and poles in every six months or as and



- when required. If anything is found to be faulty should be replaced / repaired without any additional cost to GMDC. The top of pole or tower should be painted red. Rest of the pole or tower should be painted blue (non-glossy paint). Tower should be painted every year. The health checkup of all towers and poles shall be submitted half yearly by the successful bidder to GMDC.
- The parts / components / sub-assemblies used for repair / replacement by the successful bidder will be of the same make and model. Successful bidder has to give declaration that the parts changed are new one.
  - In case of model discontinued declared by OEM then in such case, the successful bidder has to supply parts / components of same make with same / higher technical specifications of same OEM post approval of IT department of corporate office.
  - **LAN / WAN Management:** The successful bidder has to troubleshoot the issues raised in the existing Local Area Network (LAN) of GMDC Corporate office and remote locations covered in the project. The required tools and accessories to troubleshoot LAN shall be borne by the successful bidder. However, cost of new procurement / replacement of LAN shall be borne by the CLIENT. In case of WAN management, the successful bidder has to diagnose and troubleshoot the first level of issue & the required tools and accessories to troubleshoot WAN shall be borne by the successful bidder. The successful bidder has to co-ordinate with the WAN Service provider till the troubleshooting of the issue and keep record of downtime and resolution.
  - **New / rented IT assets' CAMC:** The successful bidder has to troubleshoot the first level issues of new / rented IT assets (similar to the category wise IT assets covered in the project) located at GMDC Corporate office and at remote locations covered in the project. The required tools and accessories to troubleshoot these new / rented IT assets shall be borne by the successful bidder. However, cost of replacement of IT assets shall be borne by the CLIENT. In case of new / rented IT assets, after completion of warranty period, successful bidder has to provide CAMC service and support till the project completion period if its CAMC pricing discovered in the tender/agreement and payment will be released on the pro-rata basis to the successful bidder. In case of non-discovered CAMC pricing of any new / rented IT assets, the payment to the successful bidder will be released on the mutual agreed rate between GMDC and the successful bidder.

**1.5 Exclusions:** All consumables items, printer cartridges, batteries, broken external plastic body parts, data copy, data recovery and physical damaged and burnt parts are excluded from this contract.



- 1.6 In case of systems that are not serviceable by the successful bidder due to obsolescence of technology or non-availability of parts / components / assemblies, the successful bidder has to provide the system of same / alternate make with same / higher technical configuration on concurrence of GM (IT) –GMDC & GM (IT)'s decision in this regard shall be final and bind to the successful bidder.
- 1.7 In case the system cannot be repaired within the office premises and is required to be taken to the successful bidder's workshop, then all cost of material's bi-directional transportation will be borne by the successful bidder. Stand-by arrangement will be provided by the successful bidder without any additional cost to GMDC. Non supply of Stand-by arrangement will be treated as downtime and penalty shall be applicable as mentioned in the SLA (Service Level Agreement).
- 1.8 Preventive maintenance of CCTV surveillance system (like cleaning of camera lenses etc.) shall be responsibility of Support team member on regular basis. It is the responsibility of Support team member to make sure that the CCTV room shall be properly aligned and organized in a decent manner at any point of time.
- 1.9 During the contract period, any civil work required to execute in the data center by the successful bidder for CAMC purpose, it has to bring into the notice of GM (IT) – GMDC and post approval, the successful bidder can perform the task. However, it is the bidder's responsibility to restore such area in the original position as per direction and satisfaction of GM (IT)-GMDC. Non-compliance of the same will allow GMDC to complete the work from the third party and the cost for the same shall be recovered from henceforth AMC payment.
- 1.10 Shifting of Camera / Radio link / pole / tower if any during the contract period required / intimated by GMDC will be carried out by successful bidder free of cost. GMDC will provide the material / cable (if required) and its related logistic support as per availability of resources at the respective site location.
- 1.11 SITE SURVEY:**  
It is recommended that the bidder who is awarded the work should visit the site locations immediately within fifteen (15) days of the LOI / work order and survey all the sites in accordance with Bill of Material (BOM) mentioned in the project and if he found any discrepancy in the BOM OR if there is any requirement of extra items or major excess in the quantity, he should immediately brought in the notice of the GMDC officials so that the necessary corrective actions can be taken in time, otherwise the bidder neither get any extra payment nor deny for performing tasks mentioned in the project's scope of work.



## **SECTION J – TECHNICAL SPECIFICATIONS:**

The bidder can refer the technical specifications of IT infrastructure mentioned in the SECTION D – ESTIMATED BILL OF MATERIAL from the respective OEM's website.



### SECTION K – PRE QUALIFICATION CRITERIA:

Sr. No	Eligibility Criteria	Supporting documents (Notary certified true copy / self-attested)
1	<p>Bidder shall be Authorized System Integrator / Partner having direct purchase and support agreements with</p> <p>(1) OEM HP - HP servers, SAN and NAS            (2) OEM Fortinet - Firewall, Authenticator and Access Points            (3) OEM Videonetics – Video Management Software            (4) OEM Array - Link Load Balancers with gold support            (5) OEM Emerson - Precision AC</p>	<p>Bidder has to submit MAF issued by OEMs (HP, Fortinet, Videonetics, Array &amp; Emerson) as per format provided in Annexure I.</p>
2	<p>Bidder shall mean and include a sole proprietorship firm / Partnership firm / company / Limited Liability Partnership firm registered in India under <b><u>Companies Act 1956 / 2013</u></b> as on tender floating date.</p>	<p>Copy of valid registration proof as on date.</p>
3	<p>Bidder's Average Annual Turnover (After deducting GST etc.) of the last 3 years ending on 31<sup>st</sup> March, 2021 shall be at least of <b>Rs. 10 Crore</b> on standalone basis.</p>	<p>Audited Commercial statements for the past three Commercial years. (i.e. FY 2018-19, FY 2019-20 and FY 2020-21).</p>
4	<p>The bidder must have <b>positive net worth</b> on standalone basis in the last financial year completed on 31<sup>st</sup> March, 2021. (Networth = Share capital + Reserves &amp; surplus (excluding any revaluation reserve and share application money pending allocation) – miscellaneous expenses).</p>	<p>Audited Commercial statement for the FY 2020-21.</p>



5	<p>The Bidder must have successful experience of at least two work orders in the last 5 years as on tender floating date wherein;</p> <p style="text-align: center;">Either</p> <p>(1) Each work order shall have minimum value of Rs. 1.0 Crore</p> <p>(ii) Setting up of Data Center (excluding of civil work) will be either main scope of the work OR part of the scope of work of each work order.</p> <p style="text-align: center;">OR</p> <p>(i) Each work order shall have minimum value of Rs. 50.0 Lakhs</p> <p>(ii) Each work order shall be of FMS with Comprehensive AMC of Data Center(excluding of civil work).</p>	<p>Copies of work orders &amp; performance certificates (duly signed and stamped) issued by end user / customer should be submitted in the technical bid. The work order shall be received within the last 5 years as on the tender floating date. In case of the ongoing projects, the performance certificate issued by end user / customer shall have mentioning of the latest work progress.</p>
6	<p>The Bidder shall have <b>experience in any three of following four areas</b> in the last 5 years as on tender floating date:</p> <p><b>(i) CCTV IP Surveillance System:</b> At least one work order of setting up of CCTV IP Surveillance System having at least 100 Numbers of IP Cameras with either NVR or Server with Storage</p> <p style="text-align: center;"><b>OR</b></p> <p>Comprehensive AMC of CCTV IP Surveillance System having at least 100 Numbers of IP Cameras with either NVR or Server with Storage.</p> <p><b>(ii) Wireless Radio Network:</b> At least two work orders wherein each order shall be comprised of</p> <p>Setting up of Wireless Radio Network System having at least 50 Numbers of Wireless Ethernet Radios</p> <p style="text-align: center;"><b>OR</b></p> <p>executing comprehensive AMC of Wireless Radio Network System having at least 50 Numbers of Wireless Ethernet Radios.</p>	<p>Copies of work orders &amp; performance certificates issued by end user / customer should be submitted in the technical bid. The work order shall be received within the last 5 years as on the tender floating date. In case of the ongoing projects, the performance certificate issued by end user / customer shall have mentioning of the latest project progress status.</p>



	<p><b>(iii) Wi-Fi System:</b> At least two work orders wherein each order shall be comprised of</p> <p>Setting up of Wi-Fi System having at least 20 Nos. of Access Points</p> <p style="text-align: center;"><b>OR</b></p> <p>executing comprehensive AMC of Wi-Fi System having at least 20 Nos. of Access Points.</p> <p><b>(iv) Computer, Printer and Associate Devices:</b> At least three work orders wherein each work order shall have value of at least 20 Lakhs or more for setting up of IT Infrastructure which includes at least of Computer, Printer, with / without Associate Devices</p> <p style="text-align: center;"><b>OR</b></p> <p>executing three work orders wherein each work order having value of at least 20 Lakhs or more for comprehensive AMC of IT Infrastructure which includes at least Computer, Printer, with / without Associate Devices.</p>	
7	<p>The Bidder shall have experience of at least three work orders in the last 5 years as on tender floating date wherein each work order shall have mentioning of at least 20 Nos. of <b>Technical support manpower</b> worked under Facility Management Services.</p>	<p>Copies of work orders &amp; performance certificates issued by end user / customer should be submitted in the technical bid. The work order shall be received within the last 5 years as on the tender floating date. In case of the ongoing projects, the performance certificate issued by end user / customer shall have mentioning of the latest project progress status.</p>
8	<p>The Bidder should be registered under GST.</p>	<p>Copy of registration should be submitted with the bid.</p>



9	Bidder should have office operational in Gujarat for more than last 5 years as on tender floating date.	Copy of any of the following: Property Tax Bill / Electricity Bills / Telephone Bill / Valid Lease Agreement should be submitted with the bid confirming the time period of more than 5 years as on tender floating date.
10	Bidder should not have been blacklisted / banned / declared ineligible / declared having dissatisfactory performance by any government / quasi-government authority in India for supply of materials / carrying out operations and maintenance work.	An undertaking by an authorized signatory of the company needs to be submitted in this regard as per format mentioned in the Annexure VI – sub section 6.2.
11	The authorized signatories of the bidder should execute a Power of Attorney to nominate one person as an authorized signatory regarding all communications and execution of this contract. The authorized signatory should sign all communications including the bid.	Original Power of Attorney should be submitted in order to support their authorization to sign the document. The power of attorney should be submitted on a stamping of Rs. 300/- (Rupees Three Hundred Only).
12	Bidder should have to submit affidavit physically on Stamp paper as per format mentioned in Annexure VII.	ORIGINAL on Non-Judicial Stamping of Rs. 300/- duly attested by Magistrate / Notary.

#### **INSTRUCTIONS TO BIDDER:**

- All above mentioned documents for pre-qualification criteria of bid must be notary certified true copy/ self-attested.
- The Work Order and Work Completion Certificate must be in English language only. In case the Work Order or Work Completion Certificate is in any other language, the bidder has to submit notarized Work Order in English language only.
- For Pre-qualification criteria of work experience, bidder's any work experience as lead member / consortium member / joint venture / sub-contractor will not be considered as supporting documents.
- The above mentioned eligibility criteria should be necessarily met, and adequate documentary proof be submitted for verification. If any / partial / all of the above mentioned eligibility criteria doesn't fulfill by bidder, then that bid is disqualified for the technical bid opening.
- Physical bid must be submitted by registered AD or speed post or Hand Delivery only. Any other mode is not allowed.



- Bid must be spiral bound without which the bid will be straight way rejected. In case bid / document size is large then bidder can divide it into the parts. Each part of bid should have proper indexing and page number mentioned and all pages of RFP must be signed and sealed.
- The overall selection of the bidder will be on **Quality and Cost based Selection (QCBS)**.



## OVERVIEW OF EVALUATION PROCESS

All evaluation will be carried out by GIPL on behalf of CLIENT as detailed below. The decision of GIPL/CLIENT at every stage will be final in this regard. The overall selection of the bidder will be on Quality and Cost based Selection (QCBS). The proposals will be ranked according to their combined technical and financial scores using weights.

### i) Preliminary Scrutiny

The technical proposals will be opened on the date mentioned in this bid document or issued corrigendum at GIPL's Office in the presence of GIPL, CLIENT & Bidders' representatives. The bid will be considered non - responsive in case of any of the following reasons and will not be eligible for next stage bid opening.

- (1) Non submission of RFP Processing Fees in physical bid / electronic transfer through NEFT / RTGS
- (2) Non submission of EMD in the physical bid fees in physical bid / electronic transfer through NEFT / RTGS
- (3) Insufficient amount submission of RFP Processing Fees / EMD in the fees in physical bid / electronic transfer through NEFT / RTGS

In case of any discrepancy, the physical submission of RFP Processing Fees & EMD will be considered as final. **The qualified bidders will become eligible for pre-qualification criteria evaluation.**

### ii) Pre-qualification Criteria Scrutiny

The tenders who do not conform to meet any / partial / all the pre-qualification criteria mentioned in tender shall be straight away rejected. All eligible tenders will be considered for further evaluation.

### iii) Evaluation of Technical bids

The Technical Bid will be examined on the basis of responsiveness to the Scope of work and other details as mentioned in the document. The bids do not meet any of the compliances, terms & conditions mentioned in the tender shall be straight away rejected. The criteria for technical evaluation methodology is as stated below:

Sr. No.	Parameters	Parameters	Max. Marks	Supporting documents
1	Bidder's existence in the completed years as on tender floating date.	> =10 Years	05	Copy of as on date valid registration proof.
		>= 09 Years	04	
		>= 07 Years	03	



		>= 05 Years	02	
2	Bidder's Average Annual Turnover on standalone basis (after deducting GST) of the last 3 years ending on 31st March, 2021 shall be at least of	>=25 Crores	<b>05</b>	Audited Commercial statements for the last three Commercial years. (i.e. FY 2018-19, FY 2019-20 and FY 2020-21).
		>=20 Crores	04	
		>=15 Crores	03	
		>= 10 Crores	02	
3	Nos. of work orders in the last 5 years as on tender floating date wherein each work order shall be comprised of  setting up with FMS and maintenance support of <b>Data Center</b>  <b>OR</b> comprehensive AMC with FMS of <b>Data Center.</b>	>= 5 Orders	<b>20</b>	As mentioned in PQ Clause (4).
		4 Orders	12	
		3 Orders	09	
		2 Orders (No mark allocation for single work order)	06	
4	Single (01) work order in the last 5 years as on tender floating date comprised of  setting up with maintenance support of <b>CCTV IP Surveillance System</b> having Nos. of IP Cameras with either NVR or Server with Storage  <b>OR</b> comprehensive AMC of <b>CCTV IP Surveillance System</b> having Nos. of IP Cameras with either NVR or Server with Storage.	>= 150 Cameras	<b>08</b>	As mentioned in PQ Clause (5).
		>= 140 Cameras	07	
		>= 120 Cameras	06	
		>= 100 Cameras	05	



5	Single (01) work order in the last 5 years as on tender floating date comprised of  Setting up and maintenance support of <b>Wireless Radio Network System</b> having Nos. of Wireless Ethernet Radios  <b>OR</b> executing comprehensive AMC of <b>Wireless Radio Network System</b> having at least Nos. of Wireless Ethernet Radios	>= 100 Radios	<b>08</b>	
		>= 80 Radios	07	
		>= 65 Radios	06	
		>= 50 Radios	05	
6	Single (01) work order in the last 5 years as on tender floating date comprised of  Setting up and maintenance support of <b>Wi-Fi System</b> having Nos. of Access Points  <b>OR</b> executing comprehensive AMC of Wi-Fi System having Nos. of Access Points.	>= 50 Access Points	<b>05</b>	
		>= 40 Access Points	04	
		>= 30 Access Points	03	
		>= 20 Access Points	02	
7	Nos. of work orders in the last 5 years as on tender floating date wherein each work order having value of at least 20 Lakhs or more and shall be comprised of	5 Orders	<b>05</b>	
		4 Orders	04	
		3 Orders	03	



	<p>setting up with comprehensive AMC of IT Infrastructure which includes at least Computer, Printer with / without Associate Devices</p> <p style="text-align: center;"><b>OR</b></p> <p>comprehensive AMC of IT Infrastructure which includes at least Computer, Printer with / without Associate Devices.</p>	2 Orders (No mark allocation for single work order)	02	
8	<p>Nos. of work orders in the last 5 years as on tender floating date wherein each work order shall be mentioning of at least 20 Nos. of <b>Technical support manpower</b> worked under Facility Management Services.</p>	>= 6 Orders	<b>06</b>	As mentioned in PQ Clause (6).
		5 Orders	05	
		4 Orders	04	
		3 Orders (No mark allocation for 2 /1 work orders)	03	
9	<p>Bidder's office presence completed at least 5 years as on tender floating date (In case of multiple offices, only one office shall be considered).</p>	Ahmedabad	<b>05</b>	As mentioned in PQ Clause (8).
		Gandhinagar	04	
		Rest anywhere in Gujarat	03	
10	<p>Bidder shall have at least 1 or more employee on payroll having completed at least 3 years from the tender floating date and shall possess as on date valid certification</p>	ITIL certification	03	Valid declaration letter along with copy of valid as on date certification both signed and stamped by Authorized signatory.
11	<p>Technical Presentation only those bidders who have scored more than 60% of total score (<b>i.e. out of 70 marks</b>), are eligible for giving</p>		<b>30</b>	



	<p>Technical presentation in person at GMDC Corporate Office. Technical presentation shall cover minimal but not limited to following pointers:</p>		
	<ul style="list-style-type: none"> <li><input type="checkbox"/> Company profile</li> <li><input type="checkbox"/> Past similar work experience</li> <li><input type="checkbox"/> Project Planning</li> <li><input type="checkbox"/> Service Management</li> <li><input type="checkbox"/> SLA Adherence with Tools and Techniques</li> <li><input type="checkbox"/> Manpower support details</li> </ul>		

**Technical Bid Evaluation:**

The technical score of a bidder ‘Tb’ will be assigned to the bidder & it will be awarded based on the Technical Evaluation Criteria as specified above. GIPL/CLIENT decision in this regard shall be final & binding and no further discussion will be held with the bidders whose bids are technically disqualified / rejected.

- Tb: Absolute Technical Score
- Tmax: Maximum Technical Score (i.e.100)
- Tn: Normalized technical score of the bidder under Consideration

Normalized technical score (Tn) = Tb/Tmax \* 100

**iv) Evaluation of Commercial bids**

The commercial bids will be opened on the date informed by GIPL to the technically qualified bidders at GIPL’s Office in the presence of GIPL, CLIENT & qualified bidders’ representatives.

The financial score of a bidder ‘Fb’ will be assigned to the bidder. ‘Fb’ will be the total financial quote made by the bidder.

- Fn = normalized financial score for the bidder under consideration
- Fb = Total commercial quote excluding taxes for the bidder under consideration
- Fmin = Total commercial quote excluding taxes of the lowest evaluated financial proposal

**For calculations purposes, taxes shall not be included in calculation.** The lowest evaluated Financial Proposal (Fmin) will be given the maximum financial score (Fn) of 100 points. The financial scores (Fn) of the other Financial Proposals will be calculated as per the formula for determining the financial scores given below:

Normalized Financial Score (Fn) = 100 x Fmin / Fb



v) **Final Evaluation of Bid**

Proposals will be ranked according to their combined technical (Tb) and financial (Fn) scores using the weights (**T = 0.60 the weight** given to the Technical bid and **P = 0.40 the weight** given to the Financial Proposal; **T + P = 1**). The final evaluation will be based on Final Score which shall be calculated as shown below:

**Final Score (S) = Tn x T + Fn x P**

The bidder achieving the highest overall score will be invited for awarding the contract. In case of a tie where two or more bidders achieve the same highest overall score, the bidder with the lower financial bid will be invited first for awarding the contract.

In case, there are two or more than two bidders, who are scoring equal final score as per above mentioned evaluation criteria, GMDC may opt for Reverse Auctioning between the such bidders with equal final score.

<b>Example of QCBS</b>					
<b>Technical Score</b>					
Score Criteria	Bidder 1	Bidder 2	Bidder 3	Bidder 4	Bidder 5
Technical Evaluation Marks out of 70	70	70	54	46	54
Presentation, POC of system, Feasibility Report marking out of 30	26.33	26.33	23.00	24.00	23.00
Total Technical Score out of 100	96.33	96.33	77.00	70.00	77.00
T1	96.33				
Technical weightage Score @ 60	60.00	60.00	47.96	43.60	47.96
<b>Financial Score</b>					
Financial Pricing in INR	145567603	165818124	148802604	145977472	209094042
F1	145567602.79				
Financial weightage Score @ 40	40.00	35.12	39.13	39.89	27.85
Technical + Financial	100.00	95.12	87.09	83.49	75.81
MAXIMUM SCORE	100.00				
<b>Winner</b>	<b>Bidder 1</b>				



**vi) Final Negotiations & Award of Contract**

After completion of the evaluation process, CLIENT/GIPL may enter into negotiations with bidder having the highest overall score. CLIENT reserves the right to award the contract, based on initial offers received or otherwise, without discussion and without conducting any further negotiations. Further, the successful bidder shall not reassign any award made as the result of this bid, without prior written consent from CLIENT.

**vii) Other evaluation & negotiations conditions: -**

1. To facilitate evaluation of bids, GIPL/CLIENT, at its sole discretion, may seek clarification in writing from any bidder regarding the bid.
2. The technical bid shall be first checked for responsiveness with the requirements of the tender including the fulfillment of the eligibility criteria.
3. During the negotiation, the bidder must be prepared to furnish the detailed cost break up and other clarifications to the proposals submitted as may be required to adjust the reasonableness of proposals.
4. The changes agreed upon during the negotiation will then be reflected in the Commercial proposals using proposed unit rates. The successful bidder will not have the right to increase the quoted rate / taxation of any items to adjust the negotiated amount. The bidder should have to distribute the discounted amount equally among the all items.
5. In the event of acceptance of the preferred bidder with or without negotiations, CLIENT shall declare the preferred bidder as the successful bidder and CLIENT will notify the successful bidder through LOI (Letter of Intent) by registered post / email / fax that its bid has been accepted. The Bidder shall acknowledge in writing, the receipt of the Letter of Intent and shall send his acceptance to enter into the Contract within three (03) clear working days from the receipt of the Letter of Intent.
6. In case the successful bidder does not confirm the acceptance of the assignment within the stipulated time, the LOI issued stands cancelled, forfeit the EMD and CLIENT has the right to engage the next bidder having the highest overall score for the assignment and so on and so forth.
7. Notwithstanding anything contained in this tender, CLIENT reserves the right to accept or reject any proposal or to annul the bidding process or reject all proposals at any time without any liability or any obligation for such rejection or annulment without assigning any reasons thereof.



**SECTION L – COMMERCIAL BID:**

**Schedule A - All Cost Components**

Sr.	Description	First year Amount (Excluding Taxes)	Second year Amount (Excluding Taxes)	Third year Amount (Excluding Taxes)	Total Amount (Excluding Taxes)
		S1	S2	S3	S4 =S1+S2+S3
1	Category I				
2	Category II				
3	Category III				
4	Category IV				
5	Category V				
6	Category VI				
<b>Grand Total in Rs.</b>					

**Schedule B - Manpower cost**

Sr.	Description	Qty	First yea Amount (Excluding Taxes)	Second year Amount (Excluding Taxes)	Third year Amount (Excluding Taxes)	Total Amount (Excluding Taxes)
			M1	M2	M3	M4=M1+M2+M3
1	Support Team Member	30				
2	Network Engineer	01				
3	Datacenter Operators	04				
4	Project Manager	01				
<b>Grand Total in Rs.</b>						



## Summary of Cost Components

Schedule C: Summary of All Cost Components		
Sr.	Description	Total Amount (Excluding Taxes)
		G1
1	Total Cost of Schedule – A	Summation of S4
2	Total Cost of Schedule – B	Summation of M4
<b>Grand Total in Rs.</b>		<b>(S4+M4)</b>

### Notes:

- **Schedule C** will be used for Commercial Bid evaluation purpose only.
- For QCBS calculations purposes, **taxes shall not be included in calculation, hence summation of S4+M4 shall be considered.**
- Any changes in Govt. Taxes / Duties would be applicable as on actual at the time of invoice processing.
- Bidder should clearly indicate various taxes and duties with percentage applicable for individual deliverables and include all of these in their prices. Any bid without bifurcation of specific taxes shall not be treated as valid.



- All bidders have to submit price break-up of individual category mentioned in Schedule A as per mentioned below format with password protected pdf as an attachment with Price Bid. Bidder has to share password of file after the commercial bid opening.

Sr. No.	Type of System	Name of Equipment	Make	Model	Total Qty (A)	For 1 <sup>st</sup> year		For 2 <sup>nd</sup> year		For 3 <sup>rd</sup> year	
						Unit rate	Amount (Excluding Taxes)	Unit rate	Amount (Excluding Taxes)	Unit rate	Amount (Excluding Taxes)

- All bidders have to submit price break-up of individual category mentioned in Schedule A **(For OEM B2B support charges)** as per mentioned below format with password protected pdf as an attachment with Price Bid. Bidder has to share password of file after the commercial bid opening.

Sr. No.	OEM	Type of Support	Type of System	Name of Equipment	Make	Model	Total Qty (A)	For 1 <sup>st</sup> year		For 2 <sup>nd</sup> year		For 3 <sup>rd</sup> year	
								Unit rate	Amount (Excluding Taxes)	Unit rate	Amount (Excluding Taxes)	Unit rate	Amount (Excluding Taxes)

**ADDITIONAL REQUIREMENT:**

Level 1 support per device will not be part of price-bid evaluation									
Description	CPU			Monitor			Scanner		
	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3	Year 1	Year 2	Year 3
Level 1 Support per device									



## **SECTION M – ANNEXURES:**

### **Annexure A: List of Locations**

#### **Sr. Location details**

- 01 GMDC Corporate Office, 132 feet Ring Road, Vastrapur, Ahmedabad
- 02 GMDC Lignite Project, Panandhro, Taluka: Lakhpat, Dist: Kutch
- 03 GMDC Akri Mota Thermal Power Station Nani Chher, Taluka: Lakhpat, Dist: Kutch
- 04 GMDC Lignite Project, Mata No Madh, Taluka: Lakhpat, Dist: Kutch
- 05 GMDC Bauxite Project, Gadhsisa, Taluka: Mandvi, Dist: Kutch
- 06 GMDC Lignite Project, Tadkeshwar, Taluka : Mandvi, Dist: Surat
- 07 GMDC Lignite Project, Rajpardi, Taluka: Jhagadia Dist: Bharuch
- 08 GMDC Fluorspar Project, Kadipani, Taluka: Kawant, Dist: Vadodara
- 09 GMDC Lignite Project, Village : Surkha (North), Lakhanka Road, Dist Bhavnagar
- 10 GMDC Manganese Project, Shivrajpur, Dist: Panchmahals
- 11 GMDC Bauxite Project, Bhatia, Taluka Kalyanpur, Dist: Jamnagar
- 12 GMDC Lignite Project, Village: Umarsar, Taluka: Lakhpat, District: Bhuj (Kutch)



### Annexure I: MANUFACTURER'S AUTHORIZATION FORMAT

(To be executed on Letter Head by OEMs (HP, Fortinet, Videonetics, Array & Emerson) with 3 years' onsite warranty support & Service).

No:-

Dated:- XXXX

To,  
Gujarat Mineral Development Corporation Ltd (GMDC)  
Khanij Bhavan, 132 feet Ring Road,  
Nr. University Ground, Vastrapur  
Ahmedabad - 380052.  
Gujarat, INDIA.

**Subject: - Declaration of back to back onsite support with labor & services.**

Ref: **RFP No: GIPL/GMDC/IT-Infra/AMC/22-23/02** issued for "Selection of an agency for facility management and comprehensive annual maintenance contract (CAMC) of IT infrastructure deployed at corporate office and various project sites of GMDC in Gujarat State for the period of three years."

Dear Sir,

This is with reference to referenced tender & subject.

As OEM, we assure to provide back to back onsite support with labor & services to **(Bidder Name)** for following products under comprehensive AMC from the date of bid submission by **(Bidder Name)** till the contract completion period. Also, we, as OEM assure that the below mentioned products are not **End of Life** and we shall support for spares, patches for these products and they would be available for next 3 years from the agreement signing date of Project.

Sr. No:	Product description	Make	Model

Yours faithfully,  
(Authorized Signatory)

Name, Signature & Seal of the Bidder  
Place:



Date:

## Annexure II: BIDDER INFORMATION SHEET & UNDERTAKING

### About the Company

Name of the Company:	
Postal Address (Regd. Office):	
Postal Address (Local Office):	
Constitution, Registration No./Date:	
Income Tax PAN No:	
GST Registration No.:	

### About the Authorized Signatory:

Name:		Designation:	
Office Address:		Email:	
Tel./Fax Nos.:		Cell No.:	

### Undertaking

On behalf of M/s..... (Name of the Bidder), I, the undersigned, state that all the information stated above as well as in other parts of our bid is true. I hereby undertake and agree to abide by all the terms and conditions stipulated in this RFP including all addendum, corrigendum etc. Any deviation may result in disqualification of bids. I also do hereby affirm and comply with the all the technical specifications of all the products given in the RFP including all addendum, corrigendum etc. while performing the contractual obligations relating to “Selection of an agency for facility management and comprehensive annual maintenance contract (CAMC) of IT infrastructure deployed at corporate office and various project sites of GMDC in Gujarat State for the period of three years.” Also, I do affirm and assure that the product proposed by us is complete and total meeting all the functional requirements as stated in the Bid Document.

Yours faithfully,

(Authorized Signatory)

Name, Signature & Seal of the Bidder

Place:

Date:



### ANNEXURE III: BANK DETAIL OF BIDDER

**NAME OF PARTY** :

**Details of the Bank Account** :

(1) Name of the Bank :

(2) Branch & Address of the Bank :

(3) MICR No. :

(4) Type of Bank Account (SB/Current/OD/etc.) :

(5) Bank Account No. :

(6) PAN No. :

(7) IFSC CODE NO. :

***Along with cancelled cheque copy of above account***

(Please fill all information in block letters)

The above information of my bank account is true & correct as per my knowledge.

**Authorized signature & seal of Bidder.**



**ANNEXURE-IV: EARNEST MONEY DEPOSIT (EMD) BANK GUARANTEE FORMAT**

**(To be stamped in accordance with the Stamp Act)**

Ref.....

Bank Guarantee No.....

Date.....

To,  
Gujarat Mineral Development Corporation Ltd (GMDC)  
Khanij Bhavan, 132 feet Ring Road,  
Nr. University Ground, Vastrapur  
Ahmedabad - 380052.  
Gujarat, INDIA.

Dear Sir(s),

In accordance with Letter Inviting Tender under your reference No \_\_\_\_\_  
M/s. \_\_\_\_\_ having their Registered / Head Office at  
\_\_\_\_\_ (hereinafter called the Tenderer) wish to participate in the said  
tender for \_\_\_\_\_

As an irrevocable Bank Guarantee against Earnest Money for the amount of \_\_\_\_\_  
is required to be submitted by the Tenderer as a condition precedent for participation in the  
said tender which amount is liable to be forfeited on the happening of any contingencies  
mentioned in the Tender Document.

We, the \_\_\_\_\_ Bank at \_\_\_\_\_

having our Head Office \_\_\_\_\_

(Local Address) guarantees and undertakes to pay immediately on demand without any  
recourse to the tenderers by GMDC. The amount \_\_\_\_\_  
without any reservation, protest, demur and recourse. Any such demand made by GMDC,  
shall be conclusive and binding on us irrespective of any dispute or difference raised by the  
Tenderer.

This guarantee shall be irrevocable and shall remain valid up to \_\_\_\_\_ [this date  
should be 240 days after the date finally set out for closing of tender]. If any further extension  
of this guarantee is required, the same shall be extended to such required period on receiving  
instructions from \_\_\_\_\_



M/s. \_\_\_\_\_

\_\_\_\_\_ Whose behalf this guarantee is issued.

In witness whereof the Bank, through its authorized officer, has set its hand and stamp on this \_\_\_\_\_ day of \_\_\_\_\_ 202\_\_ at \_\_\_\_\_.

WITNESS:

(SIGNATURE)  
(NAME)

(SIGNATURE)  
(NAME)

Designation with Bank Stamp

(OFFICIAL ADDRESS)

Attorney as per  
Power of Attorney No. \_\_\_\_\_

Date: \_\_\_\_\_

**INSTRUCTIONS FOR FURNISHING BID-GUARANTEE**

1. The Bank Guarantee by bidders will be given on non-judicial stamp paper as per stamp duty applicable. The non-judicial stamp paper should be in the name of the issuing bank.
2. The expiry date as mentioned in bid document should be arrived at by adding Sixty (60) days to the date of expiry of the bid validity unless otherwise specified in the Bid Documents.
3. A letter from the issuing bank of the requisite Bank Guarantee confirming that said bank guarantee / all future communication relating to the Bank Guarantee shall be forwarded to GMDC.
4. Bidders must indicate the full postal address of the bank along with the bank's E-mail/ Fax from where the earnest money bond has been issued.



## ANNEXURE-V: SECURITY DEPOSIT FORMAT

Proforma for Security Deposit—Unconditional

*[on stamp paper of appropriate value]*

[from a scheduled bank]

Date: \_\_\_\_\_

BG No: \_\_\_\_\_

To: **[Name and address of Purchaser]**

**Subject: Bank Guarantee No. [insert]**

**WHEREAS**, [insert] a company incorporated under [insert] having its registered office at [insert] (hereinafter referred to as the “**Supplier**” which expression shall unless repugnant to the context or meaning thereof include its successors and permitted assigns) have participated in the e-tender **[No: \_\_\_\_\_ issued for “description of the Project”]** and received letter **[No: ]**, dated [insert] (hereinafter referred as the “**LOI / work order**”) from **[Client Name]** having its registered office at [insert] (hereinafter referred to as the “**Purchaser**” which expression shall unless repugnant to the context or meaning thereof include its successors and assigns).

**WHEREAS**, it has been stipulated under **[Insert Clause no of Tender]** that the Supplier is obliged to furnish to Purchaser an irrevocable, unconditional, first demand bank guarantee issued by specified Commercial institutions acceptable to Purchaser, for a sum of Rupees **[Insert Guarantee amount]** guaranteeing the validity of Contract Price during the Contract Price Validity Period and for the due performance by the Supplier of the Contract Documents.

**AND WHEREAS**, [insert **bank name**] having its registered office at [insert] and a branch office at **[insert name of city in India]** India, hereinafter referred to as the “**Bank**” (which expression shall unless repugnant to the context or meaning thereof be deemed to mean and include its successors), being a schedule bank in India and acceptable to Purchaser, has at the request of the Supplier agreed to issue this security deposit guarantee in favor of Purchaser.

### **NOW THEREFORE THIS BANK GUARANTEE WITNESSETH AS FOLLOWS:**

- (1) The Bank hereby undertakes the pecuniary responsibility of the Supplier to Purchaser for the due performance of the Contract and for the payment of any money by the Supplier to Purchaser and hereby issues in favour of Purchaser this irrevocable and



unconditional performance and payment bank guarantee (hereinafter referred to as the “**Guarantee**”) on behalf of the Supplier in the amount of [ Insert Guarantee amount] (hereinafter referred to as the “**Guarantee Amount**”).

- (2) The Bank for the purpose hereof unconditionally and irrevocably undertakes to pay to Purchaser without any demur, reservation, cavil, protest or recourse; immediately on receipt of first written demand from Purchaser , any sum or sums (by way of one or more claims) not exceeding in the aggregate the guarantee amount without Purchaser needing to prove or to show to the Bank grounds or reasons for such demand for the sum specified therein and notwithstanding any dispute or difference between Purchaser and the Supplier in respect of the performance of the Contract or moneys payable by Supplier to Purchaser or any matter whatsoever related thereto.
- (3) The Bank acknowledges that any such demand by Purchaser of the amounts payable by the Bank to Purchaser shall be final, binding and conclusive evidence in respect of the amounts payable by the Supplier to Purchaser.
- (4) The Bank hereby waives the necessity for Purchaser from demanding the aforesaid amount or any part thereof from the Supplier and also waives any right that the Bank may have of first requiring Purchaser to pursue its legal remedies against the Supplier, before presenting any written demand to the Bank for payment under this Guarantee.
- (5) The Bank further unconditionally agrees with Purchaser that Purchaser shall be at liberty, without the Bank’s consent and without affecting in any manner the Bank’s obligation under this Guarantee, from time to time, to:
  - (i) vary and/or modify any of the terms and conditions of the Contract,
  - (ii) Extend and/or postpone the time for performance of the obligations of the Supplier under the Contract, or
  - (iii) Forbear or enforce any of the rights exercisable by Purchaser against the Supplier under the terms and conditions of the Contractand the Bank shall not be relieved from its liability by reason of any such act or omission on the part of Purchaser or any indulgence by Purchaser to the Supplier or other thing whatsoever which under the law relating to sureties would, but for this provision, have the effect of relieving the Bank of its obligations under this Guarantee.
- (6) The Bank’s obligations under this Guarantee shall not be reduced by reason of any partial performance of the Contract. The Bank’s obligations shall not be reduced by any failure by Purchaser to timely pay or perform any of its obligations under the Contract.



- (7) Any payment made hereunder shall be made free and clear of and without deduction for, or on account of, any present or future taxes, levies, imposts, duties, charges, fees, commissions, deductions or withholdings of any nature whatsoever and by whomever imposed; and where any withholding on a payment is required by law, the Bank shall comply with such withholding obligations and shall pay such additional amount in respect of such payment such that Purchaser receives the full amount due hereunder as if no such withholding had occurred.
- (8) This Guarantee shall be a continuing bank guarantee and shall not be discharged by the change in constitution of any member of the Supplier and the Guarantee shall not be affected or discharged by the liquidation, winding up, bankruptcy, reorganization, dissolution or insolvency of any member of the Supplier or any other circumstances whatsoever.
- (9) This Guarantee shall be in addition to and not in substitution or in derogation of any other security held by Purchaser to secure the performance of the obligations of the Supplier under the Contract.
- (10) The Bank agrees that Purchaser at its option shall be entitled to enforce this Guarantee against the surety, as a principal debtor in the first instance without proceeding at the first instance against the Supplier.
- (11) Without prejudice to any continuing liability to perform obligations under this Guarantee which have arisen prior thereto, the Bank shall be released from any further obligations arising hereunder after [*insert*] (insert the date.).
- (12) Purchaser may assign this Guarantee to any person and in such case Purchaser shall inform the Bank in writing. This Guarantee shall not be assigned or transferred by the Bank.
- (13) This Guarantee shall be construed and interpreted in accordance with and governed by the laws of India, and the courts at [**Ahmedabad**] shall have jurisdiction over all matters arising out of or relating to this Guarantee.
- (14) The Bank has the power to issue this Guarantee in favor of Purchaser. The aggregate liability of the Bank under this Guarantee shall not under any circumstance exceed Indian Rupees [*insert*] (insert an amount).
- (15) Notwithstanding anything contained herein, this Guarantee shall be valid up to the expiry of the Warranty Period (including any extensions thereof, written notice of which shall be provided to the Bank). A written claim or demand shall be served upon us on or before the said date, after which this Guarantee shall become null and void.
- (16) No action, event or condition which by any Applicable Law should operate to discharge the Bank from liability hereunder shall have any effect and the Bank hereby



waives any right it may have to apply such law, so that in all respects its liability hereunder shall be irrevocable and, except as stated herein, unconditional in all respects.

- (17) Capitalized terms not otherwise defined herein shall have their respective meanings given such terms set forth in the Contract.

**IN WITNESS WHEREOF** the Bank, through its authorized officer, has set its hand and stamp on this *[insert]* day of *[insert]* 202\_

(Signature)

*[insert name of signatory]*

*[insert designation of signatory]*

**(Duly authorized representative)**

**Vide power of attorney No. *[insert]***

Dated *[insert]*

Witness

*[insert]*

*[insert]*



## ANNEXURE VI: INSTRUCTIONS FOR BIDDERS FOR TECHNICAL BID

### 6.1 Bid Covering Letter

Date: <DD/MM/YYYY>

To  
Gujarat Mineral Development Corporation Ltd (GMDC)  
Khanij Bhavan, 132 feet Ring Road,  
Nr. University Ground, Vastrapur  
Ahmedabad - 380052.  
Gujarat, INDIA.

**Subject: Technical proposal submission.**

Ref: RFP No: GIPL/GMDC/IT-Infra/AMC/22-23/02 dated <DD/MM/YYYY>

Dear Sir,

Having examined the RFP, the receipt of which is hereby duly acknowledged, we, the undersigned, offer to provide the materials & professional services as required and outlined in the RFP for “Selection of an agency for facility management and comprehensive annual maintenance contract (CAMC) of IT infrastructure deployed at corporate office and various project sites of GMDC in Gujarat State for the period of three years.”

We attach hereto our responses to pre-qualification requirements and technical proposals as required by the RFP. We confirm that the information contained in these responses or any part thereof, including the exhibits, and other documents and instruments delivered or to be delivered to CLIENT is true, accurate, verifiable and complete. This response includes all information necessary to ensure that the statements therein do not in whole or in part mislead the department in its short-listing process.

We fully understand and agree to comply that on verification, if any of the information provided here is found to be misleading the selection process, we are liable to be dismissed from the selection process or termination of the contract during the project, if selected to do so. We agree for unconditional acceptance of all the terms and conditions set out in the RFP document and also agree to abide by this tender response for a period of 180 days from the date fixed for bid submission. We hereby declare that in case the contract is awarded to us, we shall submit the contract performance guarantee bond in the form prescribed the RFP.



We agree that you are not bound to accept any tender response you may receive. We also agree that you reserve the right in absolute sense to reject all or any of the products/ services specified in the tender response.

It is hereby confirmed that I/We are entitled to act on behalf of our company/ corporation/ firm/ organization and empowered to sign this document as well as such other documents, which may be required in this connection.

---

Signature of Authorized Signatory (with official seal)

Name :

Designation :

Place:

Date:



## 6.1 FORMAT FOR SELF DECLARATION – NO BLACKLISTING CERTIFICATE

No:

Date: <DD/MM/YYYY>

To,

Gujarat Mineral Development Corporation Ltd (GMDC)  
Khanij Bhavan, 132 feet Ring Road,  
Nr. University Ground, Vastrapur  
Ahmedabad – 380052, Gujarat, INDIA.

Ref: RFP No: **GIPL/GMDC/IT-Infra/AMC/22-23/02** dated <DD/MM/YYYY>

Dear Sir,

In response to the referenced tender for “Selection of an agency for facility management and comprehensive annual maintenance contract (CAMC) of IT infrastructure deployed at corporate office and various project sites of GMDC in Gujarat State for the period of three years” as an owner/partner/director of \_\_\_\_\_, I/ We hereby declare that presently our company/firm \_\_\_\_\_ is having unblemished record and is not declared ineligible for corrupt and fraudulent practices either indefinitely or for a particular period of time by any State/Central Government/PSU in India.

We further declare that presently our company / firm \_\_\_\_\_ is not blacklisted and not declared ineligible for reasons of corrupt and fraudulent practices by any State/Central Government/ PSU in India on the date of Bid submission.

We further declare that presently our company / firm \_\_\_\_\_ is not blacklisted by any State/Central Government/ PSU in India for supply, installation, testing, commissioning & maintenance of materials / services mentioned in this tender document & carrying out operations and maintenance work of said materials / services as on the date of Bid submission.

If this declaration is found to be incorrect then without prejudice to any other action that may be taken, my/our security may be forfeited in full and the tender if any to the extent accepted may be cancelled.

Yours Sincerely,

Name of the Bidder:

Authorized Signatory:

Seal of the Organization:

Date:

Place:



**ANNEXURE VII: Format of Affidavit [To be submitted physically on Stamp paper]**

(To be submitted IN ORIGINAL on Non-Judicial Stamping of Rs 300/- duly attested by Magistrate / Notary)

I/We, \_\_\_\_\_, age \_\_\_\_\_ years residing at \_\_\_\_\_ in capacity of \_\_\_\_\_ M/s. \_\_\_\_\_ hereby solemnly affirm that

1. All General Instructions, General Terms and Conditions, as well as Special Terms & Conditions laid down on all the pages of the Tender (E-tender No: GIPL/GMDC/IT-Infra/AMC/22-23/02 issued for "Selection of an agency for facility management and comprehensive annual maintenance contract (CAMC) of IT infrastructure deployed at corporate office and various project sites of GMDC in Gujarat State for the period of three years") Form, have been read carefully and understood properly by me which are completely acceptable to me and I agree to abide by the same.
2. I / We have submitted following Certificates / Documents for Pre-Qualification Criteria, Technical Evaluation as required as per General Terms & Conditions as well as Special Terms & Conditions of the tender

Sr. No.	Name of the Document
1	
2	

3. All the Certificates / Permissions / Documents / Permits / Affidavits are genuine, valid and current as on date and have not been withdrawn / cancelled by the issuing authority.
4. It is clearly and distinctly understood by me that the tender is liable to be rejected if on scrutiny at any time, any of the required Certificates / Permissions / Documents / Permits / Affidavits is / are found to be invalid / wrong / incorrect / misleading / fabricated / expired or having any defect.
5. I / We further undertake to produce on demand the original Certificate / Permission / Documents / Permits for verification at any stage during the processing of the tender as well as at any time asked to produce.
6. I / We also understand that failure to produce the documents in "Prescribed Performa" (wherever applicable) as well as failure to give requisite information in the prescribed Performa may result in to rejection of the tender.
7. I / We confirm that I / We have meticulously filled in, checked and verified the enclosed documents / certificates / permissions / permits / affidavits / information etc. from every aspect and the same are enclosed in order (i.e. in chronology) in which they are supposed to be enclosed. Page numbers are given on each submitted document.



Important information in each document is "highlighted" with the help of "marker pen" as required.

8. The above certificates / documents are enclosed separately and not on the Performa printed from tender document.
9. I / We say and submit that the Permanent Account Number (PAN) given by the Income Tax Department is \_\_\_\_\_, which is issued on the name of \_\_\_\_\_.
10. I / We understand that giving wrong information on oath amounts to forgery and perjury, and I/We am/are aware of the consequences thereof, 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 / SD / Cancel the award of contract. In this event, this office reserves the right to take legal action on me/us.
11. I / We have physically signed & stamped all the above documents along with copy of tender documents (page no. \_\_\_\_ to \_\_\_\_).
12. I / We hereby confirm that all our quoted items meet or exceed the requirement and are absolutely compliment with specification mentioned in the bid document.
13. My / Our Company has not filed any Writ Petition, Court matter and there is no court matter filed by State Government and its Board Corporation, is pending against our company.
14. I / We hereby commit that we have paid all outstanding amounts of dues / taxes / cess / charges /fees with interest and penalty.
15. 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 Tender Committee for disqualification will be accepted by us

Whatever stated above is true and correct to the best of my knowledge and belief.

**Date:**

**Stamp & Sign of the signatory authority of bidder**

**Place:**



## ANNEXURE VII: Information regarding online tendering

### a) General Instruction

- i) RFP document is available only in electronic format which bidders can download free of cost from the web site [www.gmdcltd.com](http://www.gmdcltd.com) and <https://gmdc.nprocure.com>
- ii) Bidder should submit price bid online through <https://gmdc.nprocure.com> only. No physical submission of price bid shall be entertained as it should be furnished online only. Also no fax, e-mail, letters will be entertained for the same.
- iii) Bidders who wish to participate in online tenders will have to procure / should have legally valid Digital Certificate (Class III) as per Information Technology Act-2000, using which they can sign their electronic bids. Bidders can procure the same from any of the license certifying Authority of India or can contact (n)code solutions- a division of GNFC Limited, who are licensed Certifying Authority by Government of India at address mentioned below at clause 5.
- iv) Bidders who wish to participate in online tenders should be registered with n-code solutions and should possess valid Class-3 Digital Signature Certificate (DSC) as per Information Technology Act-2000 issued by nProcure. If bidder is not registered with n-code solutions, following steps are mandatory for any bidder to participate in any e-Tender.
  - Procure valid Class-3 Digital Signature Certificate (DSC) as per Information Technology Act-2000 from any Certifying Authority across India.
  - Online Bidder Registration Process to create the Login Account. (create desired User ID & Password)
  - Online Yearly Portal Charges payment. (to activate User ID)
  - Online Tender submission process using your Valid User ID, Password & Class 3 DSC.
  - Visit link "e-Tendering Minimum Requirement" & Quick Link Section for User Manuals available on (n)Procure Homepage (<https://www.nprocure.com>).
- v) Bidders can valid Class-3 Digital Signature Certificate (DSC) as per Information Technology Act-2000 from (n)code solutions- a division of GNFC Limited, who are licensed Certifying Authority by Government of India at address mentioned below for registration & process related queries.



**Contact details:**

**(n)Procure Cell**  
**(n)Code Solutions (A Division of GNFC Ltd.)**  
**403, GNFC Infotower, Bodakdev,**  
**Ahmedabad - 380054. India**  
**Tel : +91 26857316/17/18 Fax : +91 79 26857321**  
**Toll Free: 1800-233-1010**  
**E-mail: [nprocure@gnvfc.net](mailto:nprocure@gnvfc.net)**  
**Website: <https://www.nprocure.com/html/helpdesk.asp>**

- vi) Kindly take note that, valid Digital Signature Certificates is must for all the interested bidders. Online tendering process is not possible without valid digital signature certificate.
- vii) Interested bidders are also requested to complete their procedure for taking digital signature certificate in respect to filling of application form, supporting documents with necessary fees at least 3 days before last date of tender submission.
- viii) (n)code solutions reserves the rights to issue digital signature certificate after verification of application forms / supporting documents submitted by bidder. (n)code solutions is fully authorized to issue digital signature certificate to bidders.
- ix) All the bidders who have no facility to participate in on-line tenders are requested to contact (n)code solutions for the same.
- x) Free vendor training camp will be organized every Saturday between 4.00 to 5.00 P.M. at (n) code solutions-A Division of GNFC Ltd., Bidders are requested to take benefit of the same (Advance Confirmation to (n) code is requested).
- xi) All the correspondence in respect to training, support or digital signature certificate should be addressed to (n)code solutions directly on the above mentioned address.
- xii) Scan Copy of Tender Fee, EMD and Technical bid as may be applicable, should be submitted online.
- xiii) Bidders can upload the required documents with a limit of 3MB/File. However multiple documents can be uploaded by the Bidder keeping in concern the size limit per document. Files can be compressed OR split as required.
- xiv) GMDC is in an expansion mode-keeping pace with the expansion, it is likely that few digital transformation may take place. By virtue of that if it will be imperative to discontinue few items from the support services, then GMDC will be at its liberty to withdraw certain



hardware/ Items from the scope of the tender. Accordingly charges of FMS/AMC will be reduced on prorata basis with effect from the notified date. However the deduction of payment against OEM back to back support services for the withdrawal item/items shall be on mutually agreed condition between GMDC and the successful bidder.

**b) Amendment**

The amendment in the form of “Corrigendum” shall be uploaded on the website <https://gmdc.nprocure.com> and it shall be bidder’s responsibility to stay updated with the information on the Bidding portal <https://gmdc.nprocure.com>.

**c) Bid Opening**

All the stages, as may be applicable as per tender terms & conditions, shall be opened online on website <https://gmdc.nprocure.com> and bidder can view all the proceedings online on website <https://gmdc.nprocure.com>, subject to their qualification for respective stages.