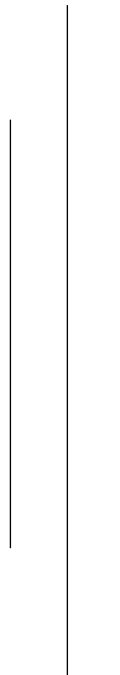




**Request for Proposal for Supply, Installation,
Commissioning of IT Infrastructure & VAT Soft
Migration to Mizoram State Data Centre**

RFP No. D.32013/7/2022-MSeGS



**Mizoram State e-Governance Society (MSeGS)
Secretariat Building ANNEX-1
Treasury Square, Aizawl
Mizoram- 796001**

REQUEST FOR PROPOSAL

RFP No: D.32013/7/2022-MSeGS

Dated: 14.09.2022

(Please specify RFP No. in all your correspondence)

MSEGS on behalf of Government of Mizoram invites bids for appointment of a suitable implementation partner (hereinafter referred to as “Bidder” till the award of Contract and thereafter on award of contract, referred to as “Implementation Partner”) for Supply, Installation, Commissioning of IT Infrastructure & VAT Soft Migration to Mizoram State Data Centre for a period of three (3) years (including implementation period) along with training, handholding & handover at the end of 3 (three) years in accordance with the various provisions of this RFP document. The Implementation Partner shall be finalized based on competitive bidding process

Proposals in the form of bids are invited from interested bidders as per requirements and guidelines given below:

Bidders should submit Bid Documents through Mizoram e-Procurement portal (<https://mizoramtenders.gov.in>). Bid documents may be in three parts such as

PART-I: Pre-Qualification Bid complete with all details.

PART-II: Technical Bid complete with all relevant details.

PART-III: Financial Bid with full price details.

Note: Filling up prices in Part II will render the bidder disqualified.

Services offered should be strictly as per requirements mentioned in the RFP document. Please spell out any unavoidable deviations, if any, in the technical specification at **Annexure-9**.

Once quoted, the bidder shall not make any subsequent price changes. Such price changes shall render the bid liable for rejection.

Bidder shall quote prices of products and services as mentioned with a validity of 180 days.

The complete RFP document is available at websites namely, <http://tender.mizoram.gov.in>, <http://www.msegs.in> and <https://mizoramtenders.gov.in>)

Pre-Bid meeting will be held on **26th September 2022 at 15:00 Hours**

Bids complete in all respects must reach the designated address on or before the BID DUE DATE i.e **10th October, 2022 at 15:00 Hours**. Part-I (Prequalification Bids) will be opened on **11th October, 2022 at 11:00 Hours** and Part-II (Technical Bids) will be opened on the same day at **15:00 hrs**.

Chief Executive Officer, MSEGS reserves the right to accept or reject any or all the responses to the said RFP without assigning any reason.

Sd/-

Chief Executive Officer

Mizoram State e-Governance Society (MSEGS),

Aizawl, Mizoram

IMPORTANT INFORMATION

S. No	Information	Details
	RFP No. and Date	D.32013/7/2022-MSeGS Dated, 14 th September, 2022
	Publication details	The RFP would be published at https://mizoramtenders.gov.in/ , http://tender.mizoram.gov.in www.msegs.in
	Date of commencement of Bid	14 th September, 2022
	Last date for submission of written queries for clarifications	26 th September, 2022 at 11:00 Hours Email: pm.msegs@mizoram.gov.in
	Date of pre-bid conference	26 th September 2022 at 15:00 Hours
	Release of response to clarifications	27 th September, 2022
	Bid validity period	180 days from the last date (deadline) for submission of proposals.
	Last date (deadline) for submission of bid documents	10 th October, 2022 at 15:00 Hours
	Opening of Pre-Qualification Bids	11 th October, 2022 at 11:00 Hours
	Opening of Technical Bids	11 th October, 2022 at 15:00 Hours
	Technical Presentation by the Bidders	Will be intimated to the bidders later.
	Place, Time and Date of opening of financial proposals received in response to the RFP notice	Will be intimated to the bidders later.
	Contact person for queries	Mr. ISAAC ZOTHANPUIA Project Manager, MSeGS 4 th Floor, Old Secretariat Bldg-1 Treasury Square, Aizawl-796001. Phone - 9436198721 Email – pm.msegs@mizoram.gov.in
	Addressee and address at which proposal in response to RFP notice is to be submitted:	Dr. LALTHLAMUANA CEO, MSeGS 3 rd Floor, Old Secretariat Bldg-1 Treasury Square Aizawl-796001, Mizoram Phone – 9436140113 Email - ceo@msegs.in

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1. PROJECT PROFILE

1.2. Project Background

The Government of Mizoram, Taxation Department implemented online application of VATSoft, which is hosted at NIC Data Centre, Karnataka on a co-location basis. However, with the introduction of GST and the eventual to the new tax system, NIC (Karnataka) informed the Taxation Department, Government of Mizoram that the VATSoft Server can no longer be hosted at the NIC Data Centre in Karnataka and they have requested Government of Mizoram to migrate the co-location servers into Mizoram State Data Centre. While migrating the co-location server, the servers during the implementation were procured during 2011 hence the servers were out-dated and nearing to End-of-Support Life by the OEM. The VATSoft is currently being utilized for collection of Tax for POL and therefore it is critical that the server is up and running 24/7, it is therefore decided to procure new hardware for co-location hosting of VATSoft applications at Mizoram State Data Centre.

The Taxation Department approached MSeGS for assistance in hosting VATSoft servers at Mizoram State Data Centre. A meeting was held between Taxation Departments and MSeGS. During the meeting, it was decided that the server specification requirements shall be obtained from NIC Karnataka, whereas MSeGS shall take initiatives in hosting the application on a co-location basis at Mizoram State Data Centre in Aizawl.

1.3. Objectives

The main objective of the project is to migrate and host VATSoft application in Mizoram State Data Centre on a co-location basis. The project objectives include:

- (1) Design the architecture for hosting VATSoft application.
- (2) Supply, installation, Commissioning of hardware and software in Mizoram SDC.
- (3) Prepare server environment for hosting the application. It should be accessible and manageable through the Internet.
- (4) Migrating the VATSoft application software from NIC Datacentre, Karnataka to Mizoram State Data Centre.
- (5) Provide training to MSeGS on operations of the server equipment.
- (6) Handover all hardware and software documentation to MSeGS .

1.4. Scope of Works

The scope of the project encompasses the tasks to be performed during the execution of the project.

1.4.1 Design, Supply, Installation and commissioning of IT infrastructure equipment

- (1) Design of server system for hosting VATSoft application.
- (2) Supply of hardware and software equipment.
- (3) Installation and configuration of hardware and software components in Mizoram SDC including connectivity.
- (4) Prepare server environment for hosting the application.
- (5) Provide network connectivity to access the application online.

1.4.2 Migration of VATSoft Application:

- (1) Migration of VATSoft application from NIC, Karnataka to Mizoram SDC.

1.4.3 Closure of Project:

- (1) Provide training to the technical staff of MSeGS on
 - Managing the server equipment
 - Mizoram SDC policies and security protocols
- (2) Handover of hardware and software to MSeGS, along with necessary documentation including authentication and access details.

1.5. Implementation Schedule

S. No:	Scope of Work Area	Time Frame (Elapsed Months)
1	Issue of Letter of Intent (LoI)	T1
2	Signing of Agreement with the Implementation Partner & release of Work Order.	T1+1 Week
3	Hardware Procurement and delivery at respective sites	T1+ 2 Months
4	Installation and configuration of Hardware, Software and Networking Equipment.	T1+ 2.5 Months
5	Testing and User Acceptance of Software, Hardware & Networking Equipment	T1+ 2.7 Months
6	System “Go-Live”	T1+ 3 Months
7	Warranty for Software	G1+ 3 Years
8	Warranty for Hardware	G1+ 3 Years
9	Operational Support and Maintenance	G1+ 2 Years

**State Government, Taxation Department will make the necessary arrangement separately for Data Entry and Digitization. The Implementation Partner needs to assist in finalizing the table structures, developing data entry module and also on the migration of the data into the application software.*

It should be noted that suitable penalty, mentioned under ‘Penalties’ clause of this RFP would be charged to the implementation partner in case of delay from their end and would be finalized in the contract.

It may be noted that T1 is the event marking the Issue of Letter of Intent (LoI) to the Implementation Partner. The Implementation Partner has to supply, install and commission the requirement of IT equipment and migration of VATSoft. so as to keep up with the overall deadline in 3 months.

The “Go-Live” means that the system is ready in all respect i.e. Supply, Installation, Commissioning, testing & implementation and can now be used by all the end users.

It may be noted that the time schedule for each milestone shown in the table above would be enforced independently, even though some of them are inter-dependent. This would have a cascading effect of penalties for delays in all other milestones dependent on the precedent milestone. Therefore, the Implementation Partner will have to be extremely careful in establishing an excellent project management setup.

2. INSTRUCTION TO BIDDERS

Bidders are advised to study this RFP document carefully before participating. It shall be deemed that submission of bid by the Bidder has been done after their careful study and examination of the RFP with full understanding to its implications. Any lack of information shall not in any way relieve the bidders of his responsibility to fulfil his obligations under the Bid.

2.1. Definitions

In this document, the following terms shall have following respective meanings:

“**Agreement**” means the Agreement to be signed by the successful Implementation Partner and Mizoram State e- Governance Society

“**Authorized Representative**” shall mean any person/agency authorized by either party.

“**Contract**” is used synonymously with agreement.

“**Corrupt Practice**” means the offering, giving, receiving or soliciting of anything of value or influence the action of a public official in the process of Contract execution.

“**Bidder or bidder**” means any firm or group of firms or companies (called consortium) offering the solution(s), service(s) and/ or materials required in the RFP. The word Bidder, when used in the pre-award period shall be synonymous with Bidder, and when used after intimation of Successful Bidder shall mean the Implementation Partner, also called ‘Vendor or Implementation Partner’, with whom Govt. signs the Contract.

“**Documentary evidence**” means any matter expressed or described upon any substance by means of letters, figures or marks intended to be used for the recording of that matter and produced before a court.

“**Default Notice**” shall mean the written notice of Default of the Agreement issued by one Party to the other in terms hereof.

“**Fraudulent Practice**” means a misrepresentation of facts to influence a procurement process or the execution of a Contract and includes collusive practice among IPs (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive MSeGS and /or GoM of the benefits of free and open competition.

“**Law**” shall mean any Act, notification, bylaw, rules and regulations, directive, ordinance, order or instruction having the force of law enacted or issued by the Government of India or State Government Mizoram or regulatory authority or political sub-division of govt. agency.

“**LOI**” means issuing of Letter of Intent which shall constitute the intention of the Tenderer to place the purchase order with the successful BIDDERS.

“**MSDC**” means Mizoram State Data Centre.

“**MSeGS**” means Mizoram State e-Governance Society, an autonomous society under Department of ICT, Government of Mizoram.

“**Party**” shall mean MSeGS, Department of ICT, Govt. of Mizoram, or successful BIDDERS individually and “**Parties**” shall mean MSeGS, Department of ICT, Govt. of Mizoram and successful BIDDERS collectively.

“**PBC**” means Pre-Bid Conference.

“**Performance**” means accomplishment of the project in terms of Standards, Quality, SLA for implementation, maintenance, and support.

“**Period of Agreement**” means project period as defined in RFP.

“**Rates/Prices**” means prices of supply of equipment and services quoted by the BIDDER in the Commercial Bid submitted by him and/or mentioned in the Contract.

“**RFP**” means the detailed notification seeking a set of solution(s), service(s), materials and/or any combination of them.

“**Services**” means the work to be performed by the BIDDER pursuant to this Contract, as detailed in the Scope of Work.

“**Site**” shall mean the location(s) for which the Contract has been issued and where the service shall be provided as per Agreement.

“**Tenderer**” shall mean the authority issuing this Request for Proposal (RFP) and the authority under whom infrastructure is to be implemented, operated, managed etc.

“**Termination notice**” means the written notice of termination of the Agreement issued by one party to the other in terms hereof.

“**Uptime**” means the time period when specified services with specified technical and service standards as mentioned in scope of work available to MSeGS, Department of ICT, Govt. of Mizoram and its user organizations. The uptime will be calculated as “Total time in (in minutes) less total Service Down time (in minutes)”.

“**Service Down Time**” (SDT) means the time period when specified services with specified technical and operational requirements as mentioned in scope of work are not available to MSeGS, Department of ICT, Govt. of Mizoram and its user organizations.

“**Work Order/Supply Order**” means tasks/activities which will be assigned or scheduled to the successful BIDDER.

2.2. Bidder’s Eligibility

The following are the conditions, which are to be necessarily fulfilled, to be eligible for technical evaluation. Only those interested BIDDERS who satisfy the following eligibility criteria should respond to this RFP:

S.N	Qualification Criteria	Documents Required
1.	The responding firm / agency should have submitted a Bid Security (EMD) of Rs. 50,000 (Rupees Fifty Thousand) only.	Account Payee Demand Draft, Fixed Deposit Receipt, Banker’s Cheque or Bank Guarantee from any of the Commercial Banks valid for a period of 45 days beyond the final bid validity period.

S.N	Qualification Criteria	Documents Required
2.	<p>Legal Entity</p> <ol style="list-style-type: none"> 1. Company should be registered under Companies Act, 1956 or 2013 2. Registered with the Service Tax Authorities 3. Should have been operating for the last ten (10) years in the field of Network Operations and related Facility Management Services in India. 	<p>Certificate of Incorporation.</p> <p>Registration Certificate</p>
3.	The Bidder should have annual turnover of not less than INR 25 Crores during each of the three financial years (F.Y. 2019-20, 2020-21 and 2021-2022 respectively).	Certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be submitted with the bid. Turnover value should be from IT/ITES job only.
4.	Bidder should have at least 7 years of experience in same or similar Category Products to any Central / State Govt. Organization / PSU as on 31.08.2022).	Copies of relevant PO and Completion Certificate dated on or before 31.08.2022
5.	Bidder should have executed project for supply, installation and commissioning of same of active hardware items or similar category products during last 5 financial years (i.e., FY 2017-18, 2018-19, 2019-20, 2020-21 and 2021-22), as per following criteria: (i) Single order of at least 4 Crores; or (ii) Two orders of at least 2 Crores each; or (iii) Three orders of at least 1 Crores each.	Copies of Work / Supply Order + Satisfactory Completion / Performance certificate issued by respective Buyer Organization for the above Orders should be submitted with bid documents.
6.	The bidder must have valid ISO 9001, ISO 27001 & ISO 20001 certification as on bid submission date.	Copy of valid ISO certificates.
7.	The BIDDER shall not be under a declaration of ineligibility for corrupt or fraudulent practices or blacklisted with any of the Central/State Government/ Government agencies/ PSUs/ World Bank etc.	BIDDER should submit a duly notarized affidavit in this regard.
8.	Bidder shall submit Power of Attorney, duly authorizing the person signing the documents to sign on behalf of the bidder and thereby binding the bidder	Power of Attorney in favour of Authorized Signatory

S.N	Qualification Criteria	Documents Required
9.	Bidder should have min 25 IT professionals in its payroll as on bid submission.	HR Certificate in proof of manpower

NOTE: Please submit all the documentary evidence in support of the above conditions as the eligibility criteria.

2.3. Cost of Bidding

Bidder shall bear all costs associated with the preparation and submission of the Bid including surveys (if required), and **MSEGS** will in no case be responsible or liable for those costs, regardless of the conduct or outcome of the bidding process.

2.4. RFP Document

Bidder is expected to examine all instructions, forms, terms, specifications, and other information in the RFP document. Failure to furnish all information required by the RFP document or to submit a Bid not substantially responsive to the RFP document in every respect will be at Bidder's risk and may result in the rejection of its Bid.

2.5. Clarification of RFP document and Pre-Bid Conference

1. The bidders or their designated representatives may be invited to attend the Pre-Bid Conference (PBC) at their own cost, on **26th September, 2022 at 15:00** Hours at the following venue:-

**Mizoram State e-Governance Society (MSEGS)
Old Secretariat Building – I,
Treasury Square, Aizawl – 796001, Mizoram**

2. In this PBC, Tenderer would address the clarifications sought by the bidders with regard to the RFP document and the project. The bidders would be required to submit their queries to Chief Executive Officer of MSEGS in writing (or by E-mail in 'Open Document Format' only) to be received on or before **26th September, 2022 at 11:00 Hours**. Queries not submitted within this deadline may not be taken up at the PBC.
3. Tenderer 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. The minutes of the PBC shall be circulated by tenderer to all those companies who have submitted queries for clarification.

2.6. Amendment of RFP Document

1. At any time prior to the deadline (or as extended by MSEGS) for submission of bids, MSEGS, for any reason, whether at its own initiative or in response to clarifications requested by prospective bidder may modify the RFP document by issuing amendment(s)
2. All bidders will be notified of the amendment(s) by publishing on the websites, and these will be binding on them.

3. In order to allow bidders a reasonable time to take the amendment(s) into account in preparing their bids, MSEGS, at its discretion, may extend the deadline for the submission of bids.

2.7. Language of Bid

The bid prepared by the bidder, as well as all correspondence and documents relating to the Bid exchanged between the bidder and the MSEGS, shall be in English. Supporting documents and printed literature furnished by the bidder may be in another language provided they are accompanied by an accurate translation by MSEGS certified / approved translator of the relevant pages in English. For the purposes of interpretation of the bid, the translation shall govern. Information supplied in another language without proper translation shall be rejected.

2.8. Period of Validity of Bids

The bid shall remain valid for 180 days from the date of Technical Bid Opening being specified. Bidder should ensure that in all circumstances, its Bid fulfils the validity condition. Any bid valid for a shorter period shall be rejected as non-responsive.

In exceptional circumstances, MSEGS may solicit bidder's consent to an extension of the period of validity. The request and the responses thereto shall be made in writing or by Fax. Bid Security shall also be suitably extended. A bidder granting the request is neither required nor permitted to modify the bid.

2.9. Submission of the BID

The bidders should submit bid documents through Mizoram e-Procurement portal at <https://mizoramtenders.gov.in/>

PART-I: Pre-Qualification Bid.

Pre-qualification bid response documents need to be digitally signed before uploading in the Mizoram e-Procurement Portal. All documents to be uploaded for Pre-qualification as per section 2.2 are free-format, except "BIDDER's Profile as per **Annexure-1** and experience as per **Annexure-2**" in this Bid document. For all the free-format documents, Bidder is expected to scan the relevant documents into PDF format (in 100 dpi scan resolution).

PART-II: Technical Bid

Technical bid response documents need to be digitally signed before uploading in the Mizoram e-Procurement portal. Complete technical details, data sheet, MAF and detail technical specification for the item offered and any other relevant documents.

PART-III: Financial Bid

Financial bid response documents need to be digitally signed before uploading in the said portal. Complete financial details as per specified format. Financial Bid will be considered for evaluation for those Bidders who are qualified in the Part-II.

2.10. Opening of Bids

The Technical Evaluation Committee will open and evaluate the pre-qualification bid and technical bid whereas the Financial Evaluation Committee will open and evaluate the Financial

Bid at the place and time mentioned at important information sheet. During the Bid opening, the interested bidders (Maximum 2) are allowed to participate.

2.11. Evaluation Criteria

Part 1: Pre-Qualification criteria

The responsive Bidders will be evaluated based on Section 2.2 (Bidder's Eligibility) of RFP and would be evaluated by Technical Evaluation Committee. BIDDERS should be ready to give any clarification asked by the evaluation committee. If BIDDER does not fulfil all the conditions mentioned in the bidder's eligibility, his technical bid will not be considered for further evaluation.

Part II: Opening and Evaluation of Technical Bids

The Technical Evaluation Committee would evaluate the technical bids. BIDDERS should be ready to reply to all the queries raised by the technical evaluation committee. The primary function of clarifications in the evaluation process is to clarify ambiguities and uncertainties arising out of the evaluation of the bid documents. To facilitate the Technical Bid evaluation, the technical criteria laid down along with the assigned weights have been presented in **Annexure 13**.

Bidders securing a minimum of 60% marks in the technical evaluation will only be considered for further financial bid evaluation. Bids which don't secure the minimum specified technical score will be considered technically non-responsive and hence debarred from being considered from Commercial evaluation. Scores of technically qualified Bidders shall be weighed on a scale of 60% and shall be carried forward for evaluation together with the scores of Commercial evaluation.

Part III: Opening and Evaluation of Financial Bids

1. The Financial Bids of technically qualified bidders (i.e. above 60 marks) will be opened on the prescribed date in the presence of bidder representatives.
2. The commercial scores will be calculated as
 $F_n = F_{min} / F_b * 100$
where,
Fn = Normalized financial score of the bidder under consideration
Fb = Evaluated cost for the bidder under consideration
Fmin = Minimum evaluated cost by any bidder
3. Only fixed price financial bids indicating total price for all the deliverables and services specified in this bid document will be considered.
4. The bid price will include all taxes and levies and shall be in Indian Rupees and mentioned separately.
5. Any conditional bid would be rejected.
6. Errors & Rectification: 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 words and figures, the amount in words will prevail”.

7. If there is no price quoted for certain material or service, the bid shall be declared as disqualified.
8. In the event that there are 2 or more bidders having the same value in the financial bid, the bidder securing the highest technical score will be adjudicated as the “Best responsive bid” for award of the contract.

Evaluation of Final Bids

Final Evaluation of the overall score will be calculated as follows:-

$$B_n = 0.60 * T_n + 0.40 * F_n$$

where,

B_n = overall score of bidder under consideration

T_n = Technical score for the bidder under consideration

F_n = Normalized financial score of the bidder under consideration

MSEGS reserves the right to negotiate with the Bidder whose proposal has been ranked first on the basis of best value.

2.12. Bid Currency

Prices for services offered shall be quoted in Indian National Rupees (INR) only.

2.13. Bid Security

1. All BIDDER's shall deposit, as part of its Bid, an Earnest Money amounting to **Rs. 50,000 (Rupees Fifty Thousand)** only. Bids without this bid security will be rejected.
2. The Bid Security shall be in Indian Rupees and shall be in the form of Demand Draft/Pay Order, issued by any nationalized bank in India, drawn in favour of Mizoram State E- Governance society payable at Aizawl, and shall be valid for at least 180 days. Such negotiable instrument should be valid for at least sixty (60) days beyond the validity of the Bid.
3. Unsuccessful bidder's Bid security will be discharged or returned within sixty (60) days after the expiration of the period of Bid validity prescribed.

2.14. Forfeiture of BID Security

The Bid security may be forfeited either in full or in part, at the discretion of MSEGS, on account of one or more of the following reasons:

1. If the bidder withdraws his Bid during the period of Bid validity specified by him on the Bid Letter Form;
2. If the bidder fails to co-operate in the Bid evaluation process
3. If the bid or its submission is not in conformity with the instruction mentioned herein
4. If the bidder violates any of the provisions of the terms and conditions of the tender

5. In case, a successful bidder fails to (a) accept award of work, (b) sign the Contract Agreement with MSEGS, within the stipulated time after acceptance of communication on placement of award, (c) furnish performance security, (d) fails to sign the Contract Agreement in time, (e) or the bidder violates any of such important conditions of this tender document or indulges in any such activities as would jeopardize the interest of MSEGS in timely finalization of this tender. The decision of MSEGS regarding forfeiture of bid security shall be final and shall not be called upon question under any circumstances. A default of such type or nature may involve black-listing of the bidder by MSeGS/Govt. of Mizoram.

2.15. Award of Contract

MSeGS will award the contract to successful BIDDER whose bid has been determined to be responsive and has been determined to be most competitive and thus selected.

2.16. Performance Security

Within 21 (Twenty One) days from the date of issue of Letter of Acceptance for the Award of the Contract, the company shall furnish Performance Security as per **Annexure-4** to MSeGS @ 10 % of the total value of work order by way of irrevocable and unconditional Bank Guarantee in favour of MSeGS for a period to be specified in the award of work. This Bank Guarantee should be of a sufficient duration to cover the risk of MSeGS. The proceeds of the Performance Security shall be payable to MSeGS as compensation for any loss resulting from the Company's failure to fulfil its obligations under the terms and conditions of the Work Order.

The Performance Security regarding commencement of job / task will be discharged by MSeGS and returned to the company not later than 30 (Thirty) days following the date of completion of the company's performance, related obligations under the terms & conditions of the Work Order.

Failure of the successful bidder to comply with the requirements specified in Section 2.18 or in this Section shall constitute sufficient ground for the annulment of the notification and forfeiture of the bid security in which event, the MSeGS may award the contract in accordance with its prescribed rules

2.17. Contacting MSeGS

1. BIDDER shall not approach MSeGS officers beyond office hour and/ or outside MSeGS office premises, from the time of the Bid opening to the time of finalization of successful BIDDER.
2. Any effort by an BIDDER to influence MSeGS officers in the decisions on Bid evaluation, Bid comparison or finalization may result in rejection of the BIDDER's offer. If the BIDDER wishes to bring additional information to the notice of the MSeGS, it should do so in writing.

2.18. MSeGS Right to Accept Bid and to reject any or all Bids

1. Prior to expiration of the period of Bid validity, MSeGS will notify the successful BIDDER in writing that its Bid has been accepted.

2. Within 7 days of receipt of such intimation, successful BIDDER shall give its acceptance to MSeGS.
3. Upon the successful BIDDER's furnishing of Performance Security, MSeGS will promptly notify all unsuccessful BIDDERS and will discharge their Bid security.
4. Effort will be made by the MSeGS to sign an agreement with the successful BIDDER within 15 days.
5. MSeGS will have the right to accept bid and to reject any or all bids.

2.19. Lack of Information to BIDDER

The BIDDER shall be deemed to have carefully examined RFP document to his entire satisfaction. Any lack of information shall not in any way relieve the BIDDER of his responsibility to fulfil his obligation under the bid.

2.20. Fraudulent & Corrupt Practice

“Fraudulent Practice” means a misrepresentation of facts in order to influence a procurement process or the execution of the project and includes collusive practice among bidders (prior to or after Bid submission) designed to establish Bid prices at artificial non-competitive levels and to deprive the MSeGS of the benefits of free and open competition.

“Corrupt Practice” means the offering, giving, receiving or soliciting of anything of value, pressurizing to influence the action of a public official in the process of project execution. MSeGS will reject a proposal for award if it determines that the bidder recommended for award has engaged in corrupt or fraudulent practices in competing for, or in executing, the project.

3. GENERAL CONDITIONS

3.1 Application

These general conditions shall apply to the extent that they are not superseded by provisions of other parts of the bid document.

3.2 Governing Language

The Contract shall be written in English language. All correspondence and other documents pertaining to the Contract, which are exchanged by the parties, shall be written in the same language.

3.3 Applicable Law

The Contract shall be interpreted in accordance with the laws of the Union of India.

3.4 Assigning of Sub-Contracts

The Implementation Partner shall not assign anyone in whole or in parts, its obligations to perform under the Contract, except with the MSEGS's prior written consent.

3.5 Change Orders

1. The MSEGS may at any time, give written order to the Implementation Partner to make changes for additional functionalities specifically required, but not falling within the general scope of the current project. If any such change causes an increase in the cost of, or the time required for, the Implementation Partner's performance of any provisions under the Contract, the Implementation Partner should notify MSEGS in terms of the person, month, efforts required for executing the change requests. MSEGS will examine the efforts estimate & agreed efforts will be compensated in terms of person, month charges quoted as a part of the commercial bid.
2. Any claims by the Implementation Partner for adjustment under this clause must be asserted within 6 working days from the date of the Implementation Partner's receipt of the MSEGS's change order.

3.6 Source Code & IPR

The ownership of the source code of the application developed by the Implementation Partner Mizoram should be transferred to MSEGS and also the Implementation Partner is not supposed to use the same for any other Government projects without the prior written consent of MSEGS.

3.7 Notices

Any notice given by one party to the other pursuant to this contract shall be sent to the other party in writing or by telex, email, cable or facsimile to the other party's address, and confirmed in writing by the other party.

A notice shall be effective when delivered or tendered to other party whichever is earlier.

3.8 Patent Rights

The Implementation Partner shall indemnify MSEGs against all third party claims of infringement of patent, trademark or industrial design and intellectual property rights arising from the use of equipment and services or any part thereof.

3.9 Taxes and Duties

1. All the taxes, duties, levies and all other charges applicable and shall be valid for delivery on FOR basis to the designated delivery points. All payments will be subjected to tax deduction at source as applicable/required at the prevailing tax rates.
2. Govt. of Mizoram / MSEGs shall not pay any increase in duties, taxes and surcharges and other charges on account of any revision, enactment during the period of validity of the Bids and also during the contract period. The decision of MSEGs in this regard will be final and binding and no disputes in this regard will be entertained.

3.10 Insurance

Implementation Partner shall acquire and maintain insurance coverage till acceptance and during the managed IT services period of 3 years from the date of acceptance that are standard and customary in the industry to protect **MSEGs** and the total system from any losses, damages including but not limited to the damages during transit or claims. The insurance should cover full replacement of the equipment. Further, the Implementation Partner is to take all required insurance coverage in respect of all its personnel who shall be working on this engagement. The cost of all such insurance shall be borne by the Implementation Partner. **MSEGs** has the right to inspect such policies.

3.11 Packing

1. The Implementation Partner shall provide packing of systems in such a manner as to prevent their damage or deterioration during transit to the project sites. The packing shall be sufficient to withstand, without limitation, rough handling during transit and exposures to extreme temperatures, humidity, sleet and precipitation during transit and open storage.
2. The Implementation Partner shall promptly replace any system that is damaged in transit. The packing, marking and documentation within and outside the packages shall also comply strictly with the requirements.
3. There shall be a packing list, in each case, fully itemized to show case number, contents, gross and net weight and cubic measurement.

3.12 Different Shipments

If MSEGs has effectively notified the Implementation Partner in writing that the former is not ready to take delivery, no system or materials shall be forwarded until intimation in writing has been given to the Implementation Partner by the MSEGs that it is ready to take delivery.

3.13 Delivery and Documentation

It is the responsibility of the Implementation Partner to supply all the Hardware and Networking equipment, as mentioned in the schedule of requirements in the respective project site. These project sites along with the required quantities of items to be supplied will be communicated to Implementation Partner at a later stage. The Implementation Partner shall intimate **MSEGS** by letter/fax/Telephone, at least 7 days before the actual arrival of the systems at the Site, the full details of the delivery including contract number, couriers receipt number and date, description of systems, quantity etc. The Implementation Partner shall mail the following documents to **MSEGS** -

- 3 copies of the invoice showing systems description, quantity, unit price, total amount
- Courier's receipt/acknowledgement of receipt of systems
- Insurance certificate
- Manufacturer's/Supplier's warranty certificate
- Factory Inspection Certificates.

3.14 Hardware Installation

The Implementation Partner is responsible for all unpacking, assemblies, wiring, installations, cabling between hardware units and connecting to power supplies. The Implementation Partner will test all hardware operations and accomplish all adjustments necessary for successful and continuous operation of the hardware at all installation sites.

3.15 Operation and Maintenance

The Implementation Partner will accomplish preventive and breakdown maintenance activities to ensure that all hardware execute without defect or interruption. If the critical component of the entire configuration is out of service for more than three days, the Implementation Partner shall either immediately replace the defective unit or repair it at its own cost. The Implementation Partner will respond to a site visit and commence repair work on the equipment within 2 working days of being notified of equipment malfunction.

3.16 Force Majeure

For the purpose of this Article, Force "Majeure" means any cause, which is beyond the control of the Implementation Partner or **MSEGS** as the case may be, which such party 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:-

- War / hostilities
- Riot or civil commotion
- Earth Quake, Flood, Fire, Tempest, Epidemics, Lightning or other natural physical Disaster, Quarantine restricts and Freight embargoes
- Restrictions imposed by the Government or other statutory bodies, beyond the control of the Implementation Partner, which prevent or delay the execution of the order by the Implementation Partner.

If a Force Majeure situation arises, the Implementation Partner is required to promptly notify **MSEGS** in writing of such condition and the cause thereof within a period of three (3) days from the date of happening of such an event requiring invocation of this force majeure article. Unless otherwise directed by **MSEGS** in writing, the Implementation Partner will continue to

perform its obligations under this supply order as far as is reasonably practical and shall seek all reasonable alternative means for performances of this order.

3.17 Handing Over and Annual Maintenance

At the end of the Managed IT services period, MSEGS may exercise its option to renew the AMC with the existing Implementation Partner or may invite fresh bids for subsequent AMC.

If handover is required to any other Vendor other than the Implementation Partner, at the end of the existing AMC or otherwise, the Implementation Partner would be responsible for handing over the complete know-how documentation records/software logs and all such relevant items that may be necessary for the transition process

3.18 Termination

Termination for Default: If the bidder fails to carry out the award / work order in terms of this document within the stipulated period or any extension thereof, as may be allowed by **MSEGS**, without any valid reasons acceptable to **MSEGS**, **MSEGS** may terminate the contract after giving one month notice, and the decision of **MSEGS** on the matter shall be final and binding on the bidder. Upon termination of the contract, **MSEGS** shall be at liberty to get the work done at the risk and expense of the bidder through any other agency, and to recover from the bidder compensation or damages.

Termination for Insolvency: Mizoram Government can terminate the contract if the bidder becomes bankrupt and/or losses the desired state of insolvency with a notice of 15 days. Mizoram Government, in such cases of termination, will not be responsible for any loss or financial damage to the service provider resulted due to the termination. The Government will also, in such cases have the right to recover any pending dues by invoking the performance bank guarantee or any such instrument available with the Government.

3.19 Resolution of Disputes and Arbitration

MSEGS and the Implementation Partner shall make every effort to resolve amicably by direct informal negotiation any disagreement or dispute arising between them under or in connection with the Contract.

If, after thirty (30) days from the commencement of such informal negotiations, MSEGS and the Implementation Partner have been unable to amicably resolve dispute, either party may require that the dispute be referred for resolution to the formal mechanisms, which may include, but are not restricted to, conciliation and mediation by a third party acceptable to both, or in accordance with the Arbitration and Conciliation Act, 1996.

All Arbitration proceedings shall be held at Aizawl, Mizoram, and the language of the arbitration proceedings and that of all documents and communications between the parties shall be in English.

3.20 Acquaintance with Local Conditions

1. The Implementation Partner is expected to fully get acquainted with the local conditions and factors, which would have any effect on the performance of the contract and /or the cost.

2. The Implementation Partner is expected to know all conditions and factors, which may have any effect on the execution of the contract after issue of Letter of Intent/Award as described in the bidding documents. The MSEGS shall not entertain any request for clarification from the vendor regarding such local conditions.
3. It is the Implementation Partner responsibility that such factors have properly been investigated and considered while submitting the bid proposals and no claim whatsoever including those for financial adjustment to the contract awarded under the bidding documents will be entertained by the MSEGS. Neither any change in the time schedule of the contract nor any financial adjustments arising thereof shall be permitted by the MSEGS on account of failure of the Vendor to know the local laws / conditions.

3.21 Statutory and Regulatory Approvals

The Implementation Partner shall be responsible for obtaining approvals for any statutory and regulatory requirements from any of the authorities. Further, the vendor shall be responsible to get required documentation completed for obtaining such approvals from time to time.

3.22 Confidentiality

Any information pertaining to **MSEGS** or any other agency involved in the project, matters concerning Government of Mizoram that comes to the knowledge of the Implementation Partner in connection with this contract, will be deemed to be confidential and the Implementation Partner will be fully responsible, for the same being kept confidential and held in trust, as also for all consequences of its concerned personnel failing to observe the same. The Implementation Partner shall ensure due secrecy of information and data not intended for public distribution.

3.23 Limitations and Liability

The liability of the MSEGS for its obligations under the Contract shall in no case exceed the total value of the Contract.

3.24 Failure to Agree with the Terms and Conditions of the RFP

Failure of the Implementation Partner to agree with the Terms and Conditions of the RFP shall constitute sufficient grounds for the annulment of the award, in which event **MSEGS** may award the Contract to the next best value Bidder or call for new Bids.

4. SPECIAL CONDITIONS

4.1 Payment Terms

Project is a service project and not simply a project involving supply of Goods and construction of works. Hence, basically the payment will be made only if services are rendered by the Partner as agreed upon.

All the payments to the Partner will be made as per the Payment Schedule and Terms of Payment set out in this RFP, upon submission of invoices along with relevant Sign –Off from MSEGs.

In the event of premature termination of the agreement prior to the launch of the Project, the Partner shall not be eligible to receive any compensation or payment

In the event of the premature termination of the agreement post-commencement of the operations, the partner would be eligible to paid

Payment milestones are detailed in the below tables

Activity No:	Milestone	% of payment to be released from work order value
1	Mobilization Advance against Performance Bank Guarantee	10 %
2	Supply, Installation & Commissioning of Hardware, Networking Equipment	40 %
3	Migration of VATSoft from NIC, Hyderabad to Mizoram SDC	30 %
4	Testing and User Acceptance of Hardware, Networking, and VATSoft Application	10 %
5	Successful Completion of Warranty Period for all Supplied components for First Year after Installation.	4%
6	Successful Completion of Warranty Period for all Supplied components for Second Year after Installation.	3 %
7	Successful Completion of Warranty Period for all Supplied components for Third Year after Installation.	3 %

4.2 Penalty for supply and installation

For delay in supply and installation of equipment, 2% penalty per week on equipment price will be imposed. However, this penalty should not exceed 10% of that equipment price.

4.3 Penalties for Downtime

No equipment should be continuously down for 3 working days. Beyond 3 working days, 0.1% penalty per day on equipment price will be imposed. However total operational penalty should not exceed 10% of contract value

4.4 Penalty Exclusions

Penalty will not be applicable to BIDDER under following conditions:

- Systems not owned or controlled by BIDDER. However, BIDDER will troubleshoot the failure and rectify the problem with spares/equipment/software/components provided by MSeGS..
- Failure of Power at site. However, proof of failure of power will have to be provided.
- Circumstances or instances of Force Majeure.
- Scheduled or preventive maintenance.
- Acceptable downtime mentioned in the RFP.

ANNEXURE-1: BIDDER'S PROFILE

RFP No. D.32013/7/2022-MseGS

Dated.....

Name of the Project: supply installation and commissioning of ICT equipment and migration of VATSoft.

1	Name of the company	
2	Company registered office address Telephone number Fax number e-mail	
3	Correspondence/ contact address	
4	Details of contact person (Name, designation, address etc.) Telephone number Fax number e-mail	
5	Is the company a registered company? If yes, submit documentary proof. Year and place of the establishment of the company	
6	Former name of the company, if any.	
7	Is the company? <ul style="list-style-type: none"> - a Government/ Public Sector Undertaking? - a proprietary firm? - a partnership firm (if yes, give partnership deed)? - a limited company or limited corporation? - a member of a group of companies (if yes, give name and address, and description of other companies)? - a subsidiary of a large corporation (if yes give the name and address of the parent Organization) If the company is subsidiary, state what involvement if any, will the parent company have in the project? - a joint venture consortia (if yes, give name and address of each partner)? 	
8	Is the company registered with sales tax department? If yes, submit valid sales tax registration certificate.	
9	Is the company registered for service tax with Central Excise Department (Service Tax Cell)? If yes, submit valid service tax registration certificate.	
10	Attach the organizational chart showing the structure of the organization including the names of the directors and the position of the key officers. What is the total number of employees?	
11	Number of years in the relevant field	
12	Are the company registered with any Government/ Department/ Public Sector undertaking? (if yes, give details)	
13	How many years have your organization been in business	

	under your present name? What were your fields when you established your organization? When did you add new fields (if any)?	
14	What type best describes your company? (Documentary proof to be submitted) _ Manufacturer _ Supplier _ System Integrator _ Consultant _ Service Provider (pl. specify details) _ Software Development _ Total solution provider (Design, Supply, Integration, etc)	
15	Number of offices / project locations in India Mizoram	
16	Do you have a local representation /office in Aizawl? If so, please give the address and the details of staff, infrastructure etc in the office and no. of years of operation of the local office	
17	Please give details of staff those will be involved in this project.	
18	List the major clients with whom your organization has been/ is currently associated.	
19	What is the total year of experience of handling Government projects?	
20	Whether your organization has Bank's certificate of solvency. If yes, submit documentary proof.	
21	Have you ever been denied tendering facilities by any Government/ Department/ Public sector Undertaking? (Give details)	
22	Submit receipt of latest Income Tax Return filed with Income Tax Department and PAN no.	

Signature: -

Name of the Authorized signatory:

Company Seal: -

ANNEXURE-2 : FORMAT FOR PROVIDING CITATIONS

Sl. No.	Item	Guidelines	Attachment Ref.No.for details
1.	Name of the Project		
2.	Client Details	Name; Contact person's Name & No.	
3.	Domain/Sector	Please specify the domain such as which department etc.	
4.	No. of Locations	Please Specify Number of locations for implementation	
5.	Scope of Work	Provide Scope of Work; highlight Key Result Areas expected and achieved	
6.	Contract Value	Provide particulars on Contract Value assigned to each major phase and milestone	
7.	Complete Project Duration	Provide particulars on the total time taken for the completion of project including time details on various activities	

The Citations should be given in the above format. A separate copy of this format should be used for each citation and at least three citations should be provided.

Signature:

Name of the Authorized signatory:

Company seal:

ANNEXURE-3 : FORMAT FOR FINANCIAL INFORMATION

RFP No. D.32013/7/2022-MseGS

Dated.....

Name of the Project: Selection of Agency for Supply, Installation, Commissioning of ICT Equipments and migration of Vat Soft at Mizoram State Data Centre.

Name of the Bidder	Equity Contribution Proposed	Turn Over (Rs Crore)			Net Worth (Rs Crore)		
		2019-20	2020-21	2021-22	2019-20	2020-21	2021-22

Signature: -

Name of the Authorized signatory:

- Company Seal: -

Note:

1 Submit the audited financial statement/ audited annual report of the last three financial years.

2 Annual financial turnover during the last three years is ____ Crore (each year) against System Integration and FMS. Bidder shall submit documentary evidence.

3 Bidder should have a positive Net worth. In this regard bidder should submit a certificate in original from a chartered account.

ANNEXURE- 4 : FORMAT FOR PERFORMANCE BANK GUARANTEE

(To be stamped in accordance with Stamp Act)

Ref: Bank Guarantee No. _____

Date: _____

To

The Chief Executive Officer,
Mizoram State e-Governance Society
Directorate of Information and Communication Technology
Old Secretariat Building I, Treasury Square,
Aizawl, Mizoram.

Dear Sir,

Whereas (Name of Implementation Partner) hereinafter called "the BIDDER" has undertaken, in pursuance of Contract dated2022 (hereinafter referred to as "the Contract") for Supply, Installation, Commissioning of ICT Equipment and Migration of VAT Soft at Mizoram State Data Centre.

AND WHEREAS it has been stipulated in the said Contract that the BIDDER shall furnish a Bank Guarantee ("the Guarantee") from a Nationalized Bank/Scheduled Bank located in India having at least one Branch in Mizoram for performance of the equipment supplied and installed under MSDC as per the contract agreement.

WHEREAS we ("the Bank", which expression shall be deemed to include its successors and permitted assigns) have agreed to give the Mizoram State e-Governance Society, the Guarantee:

THEREFORE, the Bank hereby agrees and affirms as follows:

The Bank hereby irrevocably and unconditionally guarantees the payment of Rs..... (being 10% of the sum of order value) to **MSEGS** under the terms of their Agreement dated __ on account of full or partial non-performance / non-implementation and/ or delayed and/ or defective performance / implementation. Provided, however, that the maximum liability of the Bank towards **MSEGS** under this Guarantee shall not, under any circumstances, exceed in aggregate.

In pursuance of this Guarantee, the Bank shall, immediately upon the receipt of a written notice from MSeGS, stating full or partial non-implementation and/ or delayed and or defective implementation, which shall not be called in question, in that behalf and without delay/demur or set off, pay to MSeGS, any and all sums demanded by MSeGS, under the said demand notice, subject to the maximum limits specified in Clause 1 above. A notice from MSeGS, to the Bank shall be sent by Registered Post (Acknowledgement Due) at the following address:

Attention Mr _____

This Guarantee shall come into effect immediately upon execution and shall remain in force for a period of 12 months from the date of its execution. However, the Guarantee shall, not

less than 30 days, prior to its expiry, be extended by the Bank for a further period of 12 months. The Bank shall extend the Guarantee annually in the manner herein before provided for a period of five years from the date of issue of this Guarantee.

The liability of the Bank under the terms of this Guarantee shall not, in any manner whatsoever, be modified, discharged, or otherwise affected by:

any change or amendment to the terms and conditions of the Contract or the execution of any further Agreements.

any breach or non-compliance by the BIDDER with any of the terms and conditions of any Agreements/credits arrangement, present or future, between Bidder and the Bank.

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

The BANK shall not be released of its obligations under these presents by reason of any act of omission or commission on the part of MSeGS, or any other indulgence shown by MSeGS, or by any other matter or thing whatsoever which under law would, but for this provision, have the effect of relieving the BANK.

This Guarantee shall be governed by the laws of India and only the courts of Guwahati High court, Aizawl Bench, Mizoram shall have exclusive jurisdiction in the adjudication of any dispute which may arise hereunder.

Dated this the Day of2022

Witness

(Signature)
(Name)
(Office Address)

(Signature)
(Name)
Bank Rubber Stamp
Designated with Bank

Stamp Plus Attorney as per Power of Attorney No. _____ Dated: _____

ANNEXURE-6 : FORMAT FOR QUERIES

Bidder's requiring specific points of clarification may communicate with MSeGS, during the specific period using the following format.

RFP No. D.32013/7/2022-MSeGS

Name of the Project: Migration of VAT Soft at Mizoram State Data Centre.

Name of the BIDDER :

Contact Address of the BIDDER :

Sl No.	Section No.	Page No	Query

Signature:

Name of the Authorized signatory:

Company seal:

ANNEXURE-7 : TECHNICAL BID LETTER

To,

**The Chief Executive Officer
Mizoram State e-Governance Society (MSEGS)
Secretariat Building ANNEX-1
Treasury Square, Aizawl
Mizoram- 796001
Reference. RFP No. D.11016/13/08-MSEGS**

Dated.....

Sir,

We hereby declare

1. that we have domain knowledge in Government workflow processes, office automation processes, High-end computing servers, Internetworking, Web Application Development, Multiple Database Handling, Database Synchronization, generic report, generation software, Training on Networking and Software
2. We/our principals are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Bid Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of GoM and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.
3. We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid at **Annexure 12.**
4. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.
5. We enclose herewith the complete Technical Bid as required by you. This includes:
 - i) Technical Bid Particulars
 - ii) Technical Specification
 - iii) Details of the proposed solution, proposed Methodology & Timeline

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions.

Certified that the Bidder is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to Rs. 50,000 (Rupees Fifty Thousand Only) is enclosed in the cover containing the letter for Pre-Qualifying requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this Day of 2022

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

Witness Address:

ANNEXURE-8 : TECHNICAL BID PARTICULARS

- 1. **Tender Number** :.....
- 2. **Name of the Bidder** :.....
- 3. **Full Address of the Bidder** :.....
- 4. **Name of the actual signatory** :.....
of the product(s) offered
- 5. **Bidder's proposal number and date** :.....
- 6. **Name and Address of the officer** :.....
to whom all references shall be made
regarding the tender

Telephone :

Fax :

E-mail :

Bidder

Signature -----

Name -----

Designation -----

Company -----

Date -----

ANNEXURE-9 : TECHNICAL SPECIFICATION

1. Internet Router

S. No.	Features	Specifications	Specificati ons offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Interface Port	2 x Gigabit Ethernet Port (10/100/1000 Base T)			
4	SFP Slot	4x 1 GB SFP Slot (Fiber/Copper)			
5	LAN Port	4x Gigabit LAN Port (10/100/1000 Base T)			
6	Packet Forward rate	2.5 MPPS			
7	Aggregate Throughput	400 MBPS			
8	Routing Protocol	Static RIPv1/v2 RIPng PBR OSPFv2.v3 BGP; BGP4 MPLS MPLS L3/L2 VPN VPLS 200K; IPv4 & IPv6 routing table, SDN feature support from day-1			
9	IPsec Throughput	200 MBPS			
10	IPsec Encryption	ADVPN DES AES 3DES IKE IPsec VPN 1000 IPsec VPN tunnel			
11	Security Protocol	ACL 802.1x RADIUS/TACACS,Zone base firewall NAT-PT PPPoE ICMP/ICMPv6			
12	IPv6 Ready	Yes			
14	Form Factor	Rack Mount 1 RU			

2. L2 Switch

S. No.	Features	Specifications	Specificati ons offered	Compliance (Yes / No)	Deviations, if any
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S. No.	Features	Specifications	Specificati ons offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Interface	24x10/100/1000 Mbps Ports; 2xSFP Ports			
4	Switching Capacity	52 Gbps			
5	Forwarding Rate	30 Mpps			
6	MAC Addresses	8,192 or above			
7	Performance	Solid performance with non-blocking architecture, 16K MAC addresses, 256 VLANs, 100 shared ACL entries, 32static routes, and 512 Multicast Groups			
8	IPv6 Support	Comprehensive IPv6 supporting management, QoS and ACL, ensuring investment protection and a smooth migration to IPv6-based network			
9	Form Factor	Rack Mount, 1 RU			
10	Warranty	5 Years			

3. Firewall

S. No.	Features	Specifications	Specificati ons offered	Compliance (Yes / No)	Deviations , if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Physical attributes	Hardware Based Firewall appliance with Dual Power Supply			
4	Interfaces	16 x GE RJ45 Ports, 8 X 1G SFP Ports, 4 X 10G SFP+ Ports, 1 USB Port supports 3G4G modem for WAN.			

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
5	Onboard Storage	480 GB SSD			
6	Performance	1. Minimum 25 Gbps Firewall throughput, 3 Million concurrent sessions, and 280K new sessions per second support from day one 2. Minimum NGFW throughput of 3500Mbps & Threat Prevention Throughput of 3000Mbps from day one on Enterprise Mix traffic 3. IPSec VPN throughput: minimum 12 Gbps, Minimum IPsec VPN user tunnels: 15,000			
7	Router Functionalities and Protocols	Should support Static Routes & Policy Based Routing and dynamic routing protocol like RIP, OSPF, BGP. The Internet Service Provider should be able to terminate the Internet Link directly to the device on ethernet and device should act as an Internet Router			
8	SD - WAN feature	NGFW must support Secure SD - WAN feature along with advance routing protocols such as BGP and act as a SD-WAN Device.			
		Build-in SDWAN must be able to do load balancing of various links based on source address, User group , protocol and/or applications			
9	SLA for SDWAN	SLA for SDWAN must be defined based on packet loss or latency or jitter. Even combination of all 3 option must be possible			
10	Virtualization	The Firewall should support virtualization and support 8 virtual Domains from day one			
11	Content Filtering	The proposed system should have integrated Enterprise-class Web Content Filtering solution with database which should have at least 250+ million rated websites			
12	Other support	Should support features like Anti-Virus, APT Sandboxing Cloud, IPS, Web-Filtering, Application-Control, Gateway DLP from day one			
13	IPS engine	Should have a built-in Signature and Anomaly based IPS engine with minimum 10000+ IPS Signature support from day one on the same unit			
14	Certification	Appliance shall be ICSA certified for Firewall, IPSec VPN functionalities			

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
15	Assistance centre	Product OEM should have its own Direct Technical assistance centre in India			
16	Gartner Leader	OEM should be in Leaders quadrant of Gartner's – in Enterprise firewall Magic Quadrant for last 3 years			
17	Warranty	5 Years			

4. Application Server

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Chassis	1U Rack Mountable			
4	Processor	Two numbers of Intel Xeon-Gold 6334 3.6GHz 8-core Processor			
5	Memory	32DIMM slots. 32 GB DIMMS scalable up to 2.0TB using DDR4 Registered DIMM (RDIMM) operating at 3200 MT/s			
6	HDD Bays	Up to 8+2 SFF HDD/SSD or up to 4 LFF HDD/SSD or 8+2 SFF NVMe PCIe SSD			
7	Hard disk drive	2 No's 1.2TB SAS 10K SFF HDD			
8	Interfaces	USB 3.0 support With Up to 5 total: 1 front, 2 internal, 2 rear, 2 internal 16Gb Dual Port Fibre Channel Host Bus Adapter 1Gb 4-port BASE-T			
9	Bus Slots	Server should support upto three PCI-Express 3.0 slots, atleast two x16 PCIe slots			
10	Power Supply	Should support hot plug redundant low halogen power supplies with minimum 94% efficiency			
11	Fans	Redundant hot-plug system fans			

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
13	Warranty	5 years Comprehensive Warranty			
14	Operating system	Microsoft Windows Server® 2019 Standard 16 CORE			

5. Database Server

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Chassis	1U Rack Mountable			
4	Processor	Two numbers of Intel Xeon-Gold 5317 3.0GHz 12-core Processor			
5	Memory	32DIMM slots. 32 GB DIMMS scalable upto 2.0TB using DDR4 Registered DIMM (RDIMM) operating at 3200 MT/s			
6	HDD Bays	Up to 8+2 SFF HDD/SSD or up to 4 LFF HDD/SSD or 8+2 SFF NVMe PCIe SSD			
7	Hard disk drive	2 No's 1.2TB SAS 10K SFF HDD			
8	Interfaces	USB 3.0 support With Up to 5 total: 1 front, 2 internal, 2 rear, 2 internal 16Gb Dual Port Fibre Channel Host Bus Adapter 1Gb 4-port BASE-T			
9	Bus Slots	Server should support upto three PCI-Express 3.0 slots, atleast two x16 PCIe slots			
10	Power Supply	Should support hot plug redundant low halogen power supplies with minimum 94% efficiency			
11	Fans	Redundant hot-plug system fans			
13	Warranty	5 years Comprehensive Warranty			

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
14	Operating system	Microsoft Windows Server® 2019 Standard 16 CORE			

6. Web Server

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Chassis	1U Rack Mountable			
4	Processor	Two numbers of Intel Xeon-Gold 6334 3.6GHz 8-core Processor			
5	Memory	32DIMM slots. 32 GB DIMMS scalable up to 2.0TB using DDR4 Registered DIMM (RDIMM) operating at 3200 MT/s			
6	HDD Bays	Up to 8+2 SFF HDD/SSD or up to 4 LFF HDD/SSD or 8+2 SFF NVMe PCIe SSD			
7	Hard disk drive	2 No's 1.2TB SAS 10K SFF HDD			
8	Interfaces	USB 3.0 support With Up to 5 total: 1 front, 2 internal, 2 rear, 2 internal 16Gb Dual Port Fibre Channel Host Bus Adapter 1Gb 4-port BASE-T			
9	Bus Slots	Server should support upto three PCI-Express 3.0 slots, atleast two x16 PCIe slots			
10	Power Supply	Should support hot plug redundant low halogen power supplies with minimum 94% efficiency			
11	Fans	Redundant hot-plug system fans			
13	Warranty	5 years Comprehensive Warranty			
14	Operating system	Microsoft Windows Server® 2019 Standard 16 CORE			

7. SAN Fibre Channel Switch

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Architecture/Scalability/Performance/Management/Availability:	Minimum Dual SAN switches shall be configured where each SAN switch shall be configured with minimum of 12 Ports scalable to 24 ports.			
4	Scalability	Required scalability shall not be achieved by cascading the number of switches and shall be offered within the common chassis only			
5	Architecture	Should deliver 32 Gbit/Sec Non-blocking architecture with 1:1 performance for up to 24 ports in a energy-efficient fashion			
6	Auto-sensing	Should protect existing device investments with auto-sensing 8, 16, and 32 Gbit/sec capabilities.			
7	Port types	The switch shall support different port types such as F_Port, E_Port, M_Port, D_Port.			
8	Form Factor	The switch should be rack mountable			
9	Port latency	Offered SAN Switch shall support less than 900 nanosecond for port to port latency with no contention.			
10	Frame buffers	Offered switch shall support at-least 2000 dynamically allocated frame buffers.			
11	Bandwidth	The switch shall provide Aggregate bandwidth of 768 Gbit/sec end to end.			
12	Management	Switch shall have support for web based management and should also support CLI.			
13	USB port	The switch should have USB port for firmware download, support save, and configuration upload/download.			
14	Power Consume	Offered SAN switches shall be highly efficient in power consumption. Bidder shall ensure that each offered SAN switch shall consume less than 80 Watt of power.			
15	Protocol	Switch shall support POST and online/offline diagnostics, including			

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
		RATrace logging, environmental monitoring, non-disruptive daemon restart, FCping and Pathinfo (FC traceroute), port mirroring (SPAN port).			
16	Intelligent Networking	Offered SAN switch shall support services such as Quality of Service (QoS) to help optimize application performance in consolidated, virtual environments. It should be possible to define high, medium and low priority QOS zones to expedite high-priority traffic			
17	ISL trunk	The switch shall be able to support ISL trunk up to 256 Gbit/sec between a pair of switches for optimal bandwidth utilization and load balancing.			
18	Data Flow	SAN switch shall support to restrict data flow from less critical hosts at preset bandwidths.			
19	Zoning	It should be possible to isolate the high bandwidth data flows traffic to specific ISLs by using simple zoning			
20	ISL Trunking features	The Switch should be configured with the Zoning and shall support ISL Trunking features when cascading more than 2 numbers of SAN switches into a single fabric.			
21	Bandwidth Consume	Offered SAN switches shall support to measure the top bandwidth-consuming traffic in real time for a specific port or a fabric which should detail the physical or virtual device.			
22	Warranty	5Years Comprehensive Warranty			

8. SAN Storage

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Operating System &	1. The storage array should support industry-leading Operating System			

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
	Clustering Support	platforms including: Windows 2016 / 2019, VMware and Linux. 2. Offered Storage Shall support all above operating systems in Clustering.			
4	Capacity & Scalability	1. The Storage Array shall be offered with 4 TB Usable Capacity using SAS Drives 2. For effective power saving, Storage subsystem shall be supplied with 2.5" Small form factor SFF drives however storage subsystem shall also support LFF drives with the addition of required disk enclosures. 3. Storage shall be scalable to minimum of 240 number of SAS SFF drives			
5	Front-end Ports & Back-end Ports	1. Offered Storage system shall be supplied with 4 * 10 Gbps iSCSI ports per controller 2. Offered storage system shall support 12G SAS Back-end connectivity.			
6	Architecture	The storage array should support dual, redundant, hot-pluggable, active-active array controllers for high performance and reliability			
7	No Single point of Failure	Offered Storage Array shall be configurable in a No Single Point of configuration including Array Controller card, Cache memory, FAN, Power supply etc.			
8	Disk Drive Support	1. Storage system shall support Enterprise SAS spinning drives, SSD and near line SAS / 7.2K RPM drives. 2. Offered storage array shall also have support for FIPS 140-2 validating self-encrypted drives.			
9	Cache	1. Offerd Storage Array shall be given with Minimum of 12GB cache per controller in a single unit. 2. Cache shall be backed up in case of power failure for indefinite time either using batteries or capacitors or any other equivalent technology. 3. Offered Storage shall also have optional support for Flash cache using SSD / Flash			

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
		<p>drives. Offered storage shall support at least 8TB Flash Cache.</p> <p>4. Offered Flash cache shall be tuned for random read operations and shall remain activated even at less than 70% of random average read workload.</p>			
10	Raid Support	<p>1. Offered Storage Subsystem shall support Raid 1 , 10, 5 and Raid 6</p> <p>2. All Raid Sets shall support thin provisioning. Vendor shall offer the license of thin provisioning for complete supported capacity of the array.</p> <p>3. Thin provisioning shall be supported with offered Flash Cache.</p> <p>4. Raid processing shall be offloaded to a dedicated ASIC instead of CPU. In case vendor is not supporting it then vendor shall ensure that additional 12GB cache per controller is configured to offset the raid processing workload.</p>			
11	Point in time and clone copy	<p>1. Offered Storage array shall be configured with array based Snapshot and clone functionality and shall be configured for minimum of 512 snapshot licenses.</p> <p>2. Offered Storage array shall support at least 512 point in time copies (Snapshots) and 128 volume / Clone copies</p>			
12	Replication	<p>1. Offered storage subsystem shall support storage based replication to DR location. License for maximum supported capacity of the array shall be offered.</p> <p>2. Offered storage subsystem shall support replication to multiple storage array of the same family in fan-out mode. At least 1:4 mode shall be supported.</p>			
13	Virtualization and Thin provisioning	<p>1. Offered storage shall be offered and configured with virtualization capability so that a given volume can be striped across all spindles of given drive type within a given disk pool. Disk pool shall support all listed raid sets of Raid 1, Raid 10, Raid 5 and Raid 6.</p> <p>2. Offered Storage shall be offered and configured with Thin Provisioning</p>			

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
		capability.			
14	Data Tiering	Offered Storage shall also be configured for Sub-Lun Data tiering in real time fashion across different type of drives within a given pool like SSD, SAS, NL-SAS etc. License shall be configured for maximum supported capacity of the array.			
15	Global and dedicated Hot Spare	1. Offered Storage Array shall support Global hot Spare for offered Disk drives. 2. Atleast 2 Global hot spare drive shall be configured for every 30 drives. 3. Offered storage array shall have the support for distributed hot spare			
16	Logical Volume & Performance	1. Storage Subsystem shall support minimum of 512 Logical Units. Storage Array shall also support creation of more than 120TB volume at controller level. 2. Offered Storage shall have inbuilt performance management software. Configuration Dashboard shall show overall IOPS and MB/sec performance.			
17	Load Balancing & Muti-path	1. Multi-path and load balancing software shall be provided, if vendor does not support MPIO functionality of Operating system.			
18	Performance	Offered storage shall have listed benchmark for performance of more than 200,000 in Raid 5 using appropriate drives at 8k block size. Vendor shall provide documentary proof for it.			
19	Array Integration	Offered storage array shall have plug-in for VMware VCenter, Microsoft System center as well as vStorage APIs (VAAI) for array integration.			
20	Warranty	5 Years Comprehensive Warranty			

9. KVM Switch and Monitor

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
2	Model	Must be specified. All the relevant product brochures and manuals must be submitted.			
3	Console	Integrated KVM console with 17" LCD monitor – in a Slideaway housing			
4	Module	LCD module rotates up to 115 degrees for a more comfortable viewing angle			
5		Compatible with most PS/2 KVM Switches			
6	Power	Internal/ External power built in			
7		Adjustable depth to fit within a rack			
8	Resolution	High video resolution:-Up to 1280 x 1024 @75Hz- Supports DDC, DDC2, DDC2B			
9	Adjustment	DDC emulation – VGA settings of every connected computer are automatically adjusted for optimal output to the LCD monitor			
10	Rack Size	Rack mountable in 19" (1U) system rack.			
11	Warranty	3 Years			

10. Laptop Computer

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Processor	Intel Core™ i5 11 th Gen			
2	Display Size	14'' or above Wide Screen Display			
3	RAM	8 GB DDR4 RAM or higher			
4	Hard Drive	512 GB SSD			
5	Ports	Ports & Slots (Minimum): 1 USB, 1 HDMI, 1 RJ-45			
6	OS	Windows 11 licensed Operating System			
7	Office Tool	Microsoft Office			
8	Warranty	3 years onsite warranty.			

11. 160 KVA Diesel Generator including Civil works

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Prime Rating	160 KVA			
2	Frequency	50HZ			
3	Power Factor	0.8 Lagging			
4	Phase / Voltage	3 Phase/ 415 v			
5	Current	222.4 A			
6	Enclosure type	IP 23			
7	Voltage Regulation	+/- 1%			
9	Class of Insulation	Class H			
10	Maxm unbalance Load across Phases	25%			

12. 10 KVA Diesel Generator including Civil works

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Prime Rating	10 KVA			
2	Frequency	50HZ			
3	Power Factor	0.8 Lagging			
4	Phase / Voltage	Single Phase/ 230			
5	Current	43.5 A			
6	Enclosure type	IP 23			
7	Voltage Regulation	+/- 1%			
8	Class of Insulation	Class H			
9	Maxm unbalance Load across Phases	25%			

13. Smart Phone

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Processor	Processor: Snapdragon 695 up to 2.2GHz			
2	Display	144Hz, 6.6 inch			
3	Resolution	1080 x 2400 (FHD+)			
4	Technology	Super AMOLED Plus			
5	RAM Size	8 GB			
6	Storage	128 GB			
7	Number of SIM	Dual SIM			
8	Battery	5000 mAh			
10	OS	Android 12			

14. Internet Wi-Fi Router

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Wi-Fi	Dual-Band, 867 Mbps at 5 GHz and 300 Mbps at 2.4 GHz band			
2	Processor	Qualcomm Dual-Core CPU or equivalent			
3	Interface	1× Gigabit WAN Port and 4× Gigabit LAN Ports			
4	Network Security	SPI Firewall, Access Control, IP & MAC Binding, Application Layer Gateway			
5	Guest Network	1× 5 GHz Guest Network, 1× 2.4 GHz Guest Network			
6	VPN Server	OpenVPN, PPTP			
7	Management	Tether App, Webpage			
8	Power	12 V = 1 A			

15. Switch

S. No.	Feature	Specification	Specifications offered	Compliance (Yes / No)
1	Make	Must be specified		
2	Model	All the relevant product brochures and manuals must be submitted.		
3	Interfaces	24 x 10/100/1000Mbps Ports (Auto Uplink) unmanaged		
4	Enclosure	Metal		
5	Bandwidth	48 Gbps		
6	Form Factor	Rack Mount		
7	MAC Address database size	8k media access control (MAC) addresses		
8	Warranty	3 Years		

16. 2-Core OFC (1000 Meters)

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	No of Core	2F			
2	Type of Fibre	Single Mode			
3	Sheath Material	LSZH			
4	Strength Member	ARP			
5	Tensile Strength	Installation - 100 Newton Operating - 50 Newton			
6	Crush Resistance	500 Newton			
7	Temperature	-30 to +60			

17. 9U Rack

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Wall mount Rack	9U Height x 550mm Width x 550mm Depth.			
2	Width	19"			

S. No.	Features	Specifications	Specifications offered	Compliance (Yes / No)	Deviations, if any
3	Static load	40 Kgs			
4	Glass Door	Yes			
5	Lock & key	Yes			
6	Air Flow	Yes			
7	Certification	UL Certified & ISO 9001 & 14001			
8	Top of Rack.	2 x 4" Fan 90 CFM			
9	Power Distribution Box	6 nos. of 5/15 Indian Socket or Multi Pin Socket with 16A MCB and Indicator with Input Cable & 15A Plug Top			

18. UPS 1 KVA

S. No.	Feature	Specification	Specifications offered	Compliance (Yes / No)	Deviations, if any
1	Make	Must be specified			
2	Model	All the relevant product brochures and manuals must be submitted.			
3	Capacity (in kVA / kW)	1kVA/0.8kW 1-Phase Input / 1-Phase Output			
4	Input facility - Phases / Wires	Single-Phase/ 2-Wire & Gnd (1Phase & Neutral + Ground)			
5	Input Voltage Range	80-280VAC Range (Full Load) 175~280VAC Range (50~100% load is required) 80~175VAC			
6	Nominal Input Frequency	50/60Hz \pm 10Hz			
7	Input Frequency Range	40 to 70 Hz			
8	Input Power Factor	> 0.99(@ full resistive load)			
9	Nominal Output voltage	208/220/230/240 VAC			
10	Output Voltage Regulation	\pm 1% for linear load			

S. No.	Feature	Specification	Specifications offered	Compliance (Yes / No)	Deviations, if any
11	Nominal Output Frequency	50/60 Hz			
12	Output Frequency Regulation	± 0.1Hz			
13	Output Wave Form	Pure sine wave			
14	Overall Efficiency (AC to AC) - Online (Double Conversion)	Upto 86% (at 100% load)			
15	Measurements (On LCD)	Input Voltage & Frequency, Bypass, Output Voltage & frequency, Kilowatt, kVA, ECO mode, Battery & Load Level Indicator, Ambient temperature & Event code			
16	Fault Indication (On LCD)	Charger warning, Fan fault, Temperature out of Range, +/- DC bus High/Low, Inverter Fault, DCDC fault, abnormal output/Inverter voltage, output short circuit, charger fault, overload shutdown, battery low shutdown.			
17	Indications (LED)	Green & Red			
18	Backup Required	180 Minutes with 800W load			
19	Battery Bank Voltage	24 V DC			
20	Batteries Type	Sealed Maintenance Free (SMF) - 12V Cells, VRLA/ GEL, AGM			
21	Battery Makes	Amara Raja/ Exide/ HBL/ Amco/ Rocket			
22	Operating Temperature	0 to 40 deg C			
23	Warranty	3 Years			

ANNEXURE-10 : COMMERCIAL BID LETTER

To,

The Chief Executive Officer
Mizoram State e-Governance Society (MSEGS)
Old Secretariat Building – I, Treasury Square,
Aizawl – 796001, Mizoram

Reference. RFP No. D.32013/7/2022-MseGS Dated.....

Sir,

We hereby declare

1. that we have domain knowledge in Government workflow processes, office automation processes, High end computing server, Internetworking, Web Application Development, Multiple Database Handling, Database Synchronization, generic report, generation software, Training on Networking and Software
2. We/our principals are equipped with adequate manpower / machinery / technology for providing the Services as per the parameters laid down in the Tender Document and we are prepared for live/technical demonstration of our capability and preparedness before the representatives of GoM and We/our principals are also equipped with adequate maintenance and service facilities within India for supporting the offered document.
3. We hereby offer to provide the Services at the prices and rates mentioned in the Commercial Bid at Annexure 14
4. We do hereby undertake, that, in the event of acceptance of our bid, the Services shall be provided as stipulated in the schedule to the Bid document and that we shall perform all the incidental services.
5. We enclose herewith the complete Commercial Bid as required by you. This includes:
 - i) Commercial Bid Particulars (Annexure 11)
 - ii) Commercial Offers

We agree to abide by our offer for a period of 180 days from the date fixed for opening of the Technical Bids and that we shall remain bound by a communication of acceptance within that time.

We have carefully read and understood the terms and conditions of the tender and the conditions of the Contract applicable to the tender and we do hereby undertake to provide services as per these terms and conditions. The Commercial Deviations are only those mentioned in (Annexure 13).

Certified that the tenderer is a Company and the person signing the tender is the duly constituted attorney. Bid Security (Earnest Money) for an amount equal to Rs.10,00,000 (Rs. Ten Lakhs Only) is enclosed in the cover containing the letter for Pre-Qualifying requirements.

We do hereby undertake, that, until a formal contract is prepared and executed, this bid, together with your written acceptance thereof or placement of letter of intent awarding the contract, shall constitute a binding contract between us.

Dated this Day of 2022

(Signature) (In the capacity of)

Duly authorized to sign the Tender Response for and on behalf of:

(Name and Address of Company) Seal/Stamp of bidder

Witness Signature:

Witness Name:

ANNEXURE-11 : COMMERCIAL BID PARTICULAR

- 1 **Tender Number** :.....
- 2 **Name of the Bidder** :.....
- 3 **Full Address of the Bidder** :.....
- 4 **Name of the actual signatory
of the product(s) offered** :.....
- 5 **Bidder's proposal number and date** :.....
- 6 **Name and Address of the officer
to whom all references shall be made regarding the tender** :.....

Telephone:

Fax:

E-mail:

Bidder

Signature: _____

Name: _____

Designation: _____

Company: _____

Date: _____

ANNEXURE-12 : COMMERCIAL OFFER

COMMERCIAL SUMMARY		
Sl.No	DESCRIPTION	AMOUNT (INR)
1.	VAT Soft Server System Installation, Configuration and Migration of Database	
2.	Data Centre Infrastructure	
3.	Departmental Site Infrastructure	
4.	Department Internet Connectivity	
	TOTAL	

Table 1: VAT Soft Server System Installation, Configuration and Migration of Database

SNo	Description	Qty	Rate	Tax (if any)	Amount	Remarks
1.	Architecture Design of Server Network	NA				
2.	Installation and configuration of Server System, Networking, and Database System	NA				
3.	Migration of existing VATSoft Application	NA				

Table 2: Data Centre Infrastructure

SNo	Description	Qty	Rate	Tax (if any)	Amount	Remarks
1.	Internet Router	1				
2.	L2 Switch	3				
3.	Firewall with Failover mode	2				
4.	Application Server	1				
5.	Database Server	1				
6.	Web Server	1				
7.	SAN Fibre Channel Switch	1				

8.	SAN Storage with 4 TB	1				
9.	KVM Switch	1				

Table 2: Departmental Site Infrastructure

SNo	Description	Qty	Rate	Tax (if any)	Amount	Remarks
1.	Laptop	10				
2.	Smart Phone	20				
3.	160 KVA Diesel Generator including Civil work for installation site.	1				
4.	10 KVA Diesel Generator including Civil work for installation site.	9				

Table 4: Departmental Internet Connectivity

SNo	Description	Qty	Rate	Tax (if any)	Amount	Remarks
1.	Internet WiFi Router	1				
2.	Switch	1				
3.	2 Core OFC	1000m				
4.	9U Rack	1				
5.	UPS 1 KVA	1				

ANNEXURE-13 : TECHNICAL EVALUATION CRITERIA

S. No	Criteria	Requirements	Max Mark	Supporting Documents
COMPANY PROFILE and EXPERIENCE				
1	The Bidder should be registered under the Companies Act, 1956 or Companies Act 2013, and should have been in existence for the last 5 (Five) years in the field of Same or Similar IT Product Services in India.	<p>≥ 14 Years = 10 Marks</p> <p>≥ 12 and < 14= 8 marks</p> <p>≥ 10 and <12= 6 marks</p>	10	a) Certificate of Incorporation
2	The Bidder should have average annual turnover of not less than INR 25 Crores during three financial years (F.Y. 2019-20, 2020-21 and 2021-2022) respectively.	<p>≥35 Cr and <40 Cr= 10 marks</p> <p>≥30 Cr and <35 Cr=8 marks</p> <p>≥25 Cr and <30Cr=6 marks.</p>	10	Certified Audited Balance Sheets of relevant periods or a certificate from the Chartered Accountant / Cost Accountant indicating the turnover details for the relevant period shall be submitted with the bid.
3	Bidder should have supplied same or similar IT Products to any Central / State Govt. Organization / PSU for each of the 3 financial years (F.Y. 2019-20, 2020-21 and 2021-2022).	<p>≥ 7 Years = 10 marks</p> <p>≥ 5 Years & <7 Years = 8 marks.</p> <p>≥ 3 Years and <5 Years = 6 marks.</p>	10	Supply / Work Order + certificate from clients to be submitted along with bid in support of having supplied some quantity during each of the year.
4	Bidder should have executed project for supply and installation / commissioning of same of Active Hardware items or similar IT Products during 5 financial years (F.Y. 2017-18, 2018-19, 2019-20, 2020-21 and 2021-2022), as per following criteria: (i) Single order of at least 4 Crores; or (ii) Two orders of at least 2.5 Crores each; or (iii) Three orders of at least 2 Crores each.	<p>4 Work Order unit or more = 10 marks</p> <p>3 Work Order unit = 9 marks</p> <p>2 Work Order unit = 8 marks.</p> <p>1 Work Order unit = 7 marks.</p> <p>(Each order value of 4 crores or more will be considered as one work unit. Two orders of at least 2.5 crores each will be counted as one work unit. Three orders of at least 2 crores each will be</p>	10	<p>Work Order + Completion Certificates from the client.</p> <p>OR</p> <p>Work Order + Installation Phase Completion Certificate (for ongoing projects) from the client.</p>

S. No	Criteria	Requirements	Max Mark	Supporting Documents
		counted as one work unit.)		
5	Bidder should submit OEM Authorization Certificate for Servers, Active Network items and UPS.	If OEM Authorization Certificate submitted for Server, Storage, Laptop, Network, UPS, then = 10 Active Network items = 6 marks. UPS = 4 marks.	10	
Technical specification of Equipment				
6	Internet Router	If complied with specification given in RFP, then full marks else zero.	5	Proposal indicating Make, Model and Specification
7	Network Switch	If complied with specification given in RFP, then full marks else zero.	5	Proposal indicating Make, Model and Specification
8	Firewall	If complied with specification given in RFP, then full marks else zero.	5	Proposal indicating Make, Model and Specification
9	Application and Web Server	If complied with specification given in RFP, then full marks else zero.	5	Proposal indicating Make, Model and Specification
10	Database Server	If complied with specification given in RFP, then full marks else zero.	5	Proposal indicating Make, Model and Specification
11	Storage Fibre Channel Switch	If complied with specification given in RFP, then full marks else zero.	5	Proposal indicating Make, Model and Specification
12	Data Storage	If complied with specification given in RFP, then full marks else zero.	5	Proposal indicating Make, Model and Specification
13	KVM Switch	If complied with specification given in RFP, then full marks else zero.	5	Proposal indicating Make, Model and Specification

S. No	Criteria	Requirements	Max Mark	Supporting Documents
14	WiFi Router	If complied with specification given in RFP, then full marks else zero.	5	Proposal indicating Make, Model and Specification
COMPANY CERTIFICATED (ISO)				
12	ISO 9001; ISO 27001 & ISO 20001	If Certificate submitted with validated.	5	Valid certificate

*The point system and points in the evaluation table are indicative. However, evaluation committee reserves the right to change the points and point system for free and fair competition, if necessary.